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NIFO Coffee Talk

Link between the Single Digital Gateway Regulation and
interoperability of public administrations

Monday 3 June 2024

11.00 - 12.00 CET

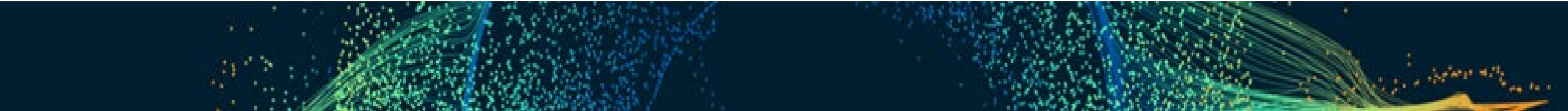
Agenda

11.00 – 11.05 **Welcome & Introduction**

11.05 – 11.35 **Implementation status of the SDGR in Europe and the roll-out of the OOTS (with a demonstration of the “Your Europe” portal)**

11.35 – 11.50 **Croatia’s national good practices and challenges faced**

11.50 – 12.00 **Q&A**

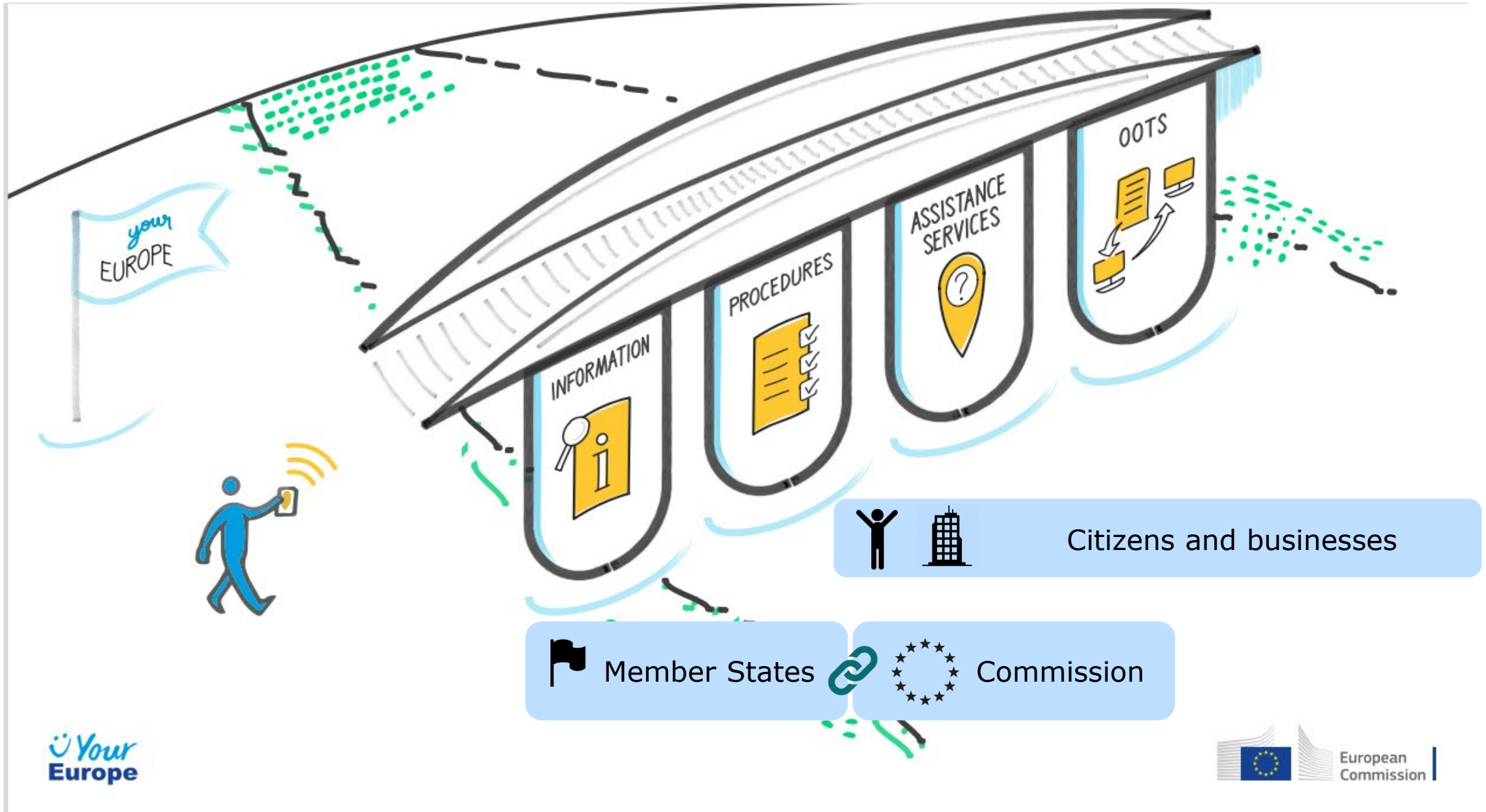




Implementation status of the SDGR in Europe and the roll-out of the OOTS

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The Single Digital Gateway service package



Relevance

- **A major single market tool :**
 - Facilitates cross-border activities for businesses and citizens
 - Helps a smooth functioning of the Single Market
- **A great modernisation tool :**
 - Modernises and digitalises public administration and key public services across the EU that improves relations between users and administrations
 - Creates a cross-sector data space for public administrations
- **A practical competitiveness tool :**
 - Contributes massively to reducing complexity and red tape for businesses and citizens, in particular those operating cross-border in the EU
 - Enhances efficiency of public administration

Link between SDG & IOP Europe Act



Two EU regulations with a common focus:

- Cross-border digital public services
- For the benefit of EU citizens and businesses
- Horizontal coverage (multiple domains)

EIF principles implemented by the SDG

- ✓ User-centricity
- ✓ Single point of contact
- ✓ Users' feedback
- ✓ Data minimization
- ✓ Multilingualism
- ✓ Once-Only
- ✓ Inclusion and accessibility
- ✓ Openness of specifications/standards
- ✓ Administrative simplification: digital-by-default and digital-first

Features of IOP Europe Act to strengthen SDG implementation

IOP Europe Act: features

Interoperability assessments (Art. 3)

Revision of European Interoperability Framework (Art. 6)

Policy implementation support projects (Art. 9)

Establishment of interoperability regulatory sandboxes (Art. 11)

Training (Art. 13)

Monitor and evaluation (Art. 20)

OOTS COURSE ONLINE

For further information about the Single Digital Gateway

Explainer video: <https://youtu.be/Znkoz0-P3sc>

On Europa: [Single Digital Gateway \(europa.eu\)](https://europa.eu)

GROW-SINGLE-DIGITAL-GATEWAY@EC.EUROPA.EU



Demonstration of the “Your Europe” portal

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😊 Your Europe



Practical answers to practical questions



EN English

Choose country

Search

Search

Life and travel v

Doing business v

Contact assistance services

Report an obstacle

Your Europe > Citizens > Consumers > Unfair treatment > Unfair commercial practices

Unfair commercial practices

On this page

[Misleading and aggressive practices](#)

[Redress for victims of unfair commercial practices](#)

Допомога ЄС Україні v

EU assistance to Ukraine v

When you [buy goods and services](#) anywhere in the EU – from a website, a local shop or a seller outside your home country – EU law protects you against unfair commercial practices.

When promoting, selling or supplying products, companies **must give you enough accurate information** to enable you to make an informed buying decision. They must provide all mandatory details in a 'clear and comprehensible manner' and in 'plain, intelligible language'. Find out more about [contract information](#).

If they **fail to provide this information**, their actions may be considered unfair. You have the [right to seek redress](#) if you are treated unfairly.

Misleading and aggressive practices

You are protected against 2 main categories of unfair commercial practices:

- **misleading practices**, either through action (giving false information) or omission (leaving out important information)
- **aggressive practices** that aim to bully you into buying



EN English

Choose country Search

Posting staff abroad

On this page
Conditions of employment in the host country
Long term posting
Social security rules for posted workers
National contact points and websites

- Допомога ЄС Україні
- EU assistance to Ukraine

You must respect the **'posting' rules** if:

- your business has a contract with business partners in other [EU countries](#) and your staff need to go to that EU country for a specific period for the purposes of providing services
- you send a staff member to a business you own in another EU country

In both cases, there must be an **employment relationship** between you and the person being posted.

Posting rules also apply if the person is hired through an **agency providing temporary staff** and is coming to work for you from a different EU country than that where your business is registered or is operating. In this case, an **employment relationship** must exist between the worker and the temporary or placement agency you use.

Conditions of employment in the host country

You **must guarantee** your staff the **same conditions and terms of employment** throughout their posting as those in force - either by law or universally applicable collective agreements - in the **host**



English EN

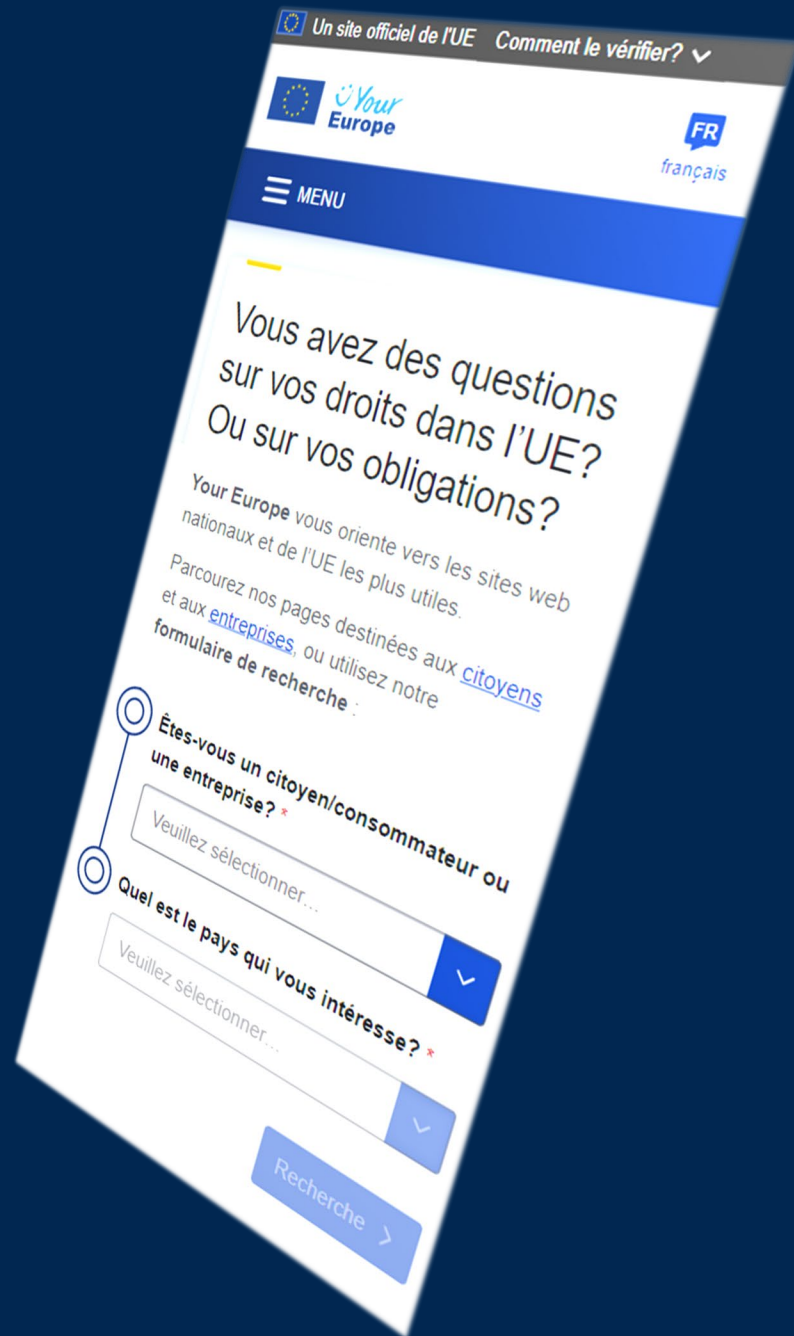
Do you need help?

Please answer the following questions so that we can direct you to the most appropriate assistance service

Please answer the following questions

<input checked="" type="radio"/> Are you a citizen/consumer or a business? *	<input type="text" value="Citizen"/>
<input checked="" type="radio"/> What do you need help with? *	<input type="text" value="Finding a job in another country"/>
<input checked="" type="radio"/> In which country would you like to exercise your rights or are interested in? *	<input type="text" value="Denmark"/>

Find >



Single Digital Gateway




**Your
Europe**



Member State websites

Information

About rights and opportunities in the single market at national and local level

Assistance

Access to advice and problem-solving services

Feedback on quality and policy

Reporting on the quality of information and assistance as well as single market obstacles

Information

About rights and opportunities in the single market at EU, national and local level

Assistance

Access to advice and problem-solving services

Feedback on quality and policy

Reporting on the quality of information and assistance as well as single market obstacles



Online e-government procedures

Fully digital procedures in 21 (+2) key areas, since end of 2023

Once-Only technical system

Automated cross-border exchange between competent authorities for digital procedures, at the request of the citizen or business



What are you looking for? 🔍



[Home](#) [Entries](#)

Realschule - Register your child for admission

At the end of the first semester of grade 4, the teachers issue a primary school recommendation for each child. In this recommendation, the teachers state which type of secondary school the child should attend after primary school. This primary school recommendation is based on an overall pedagogical assessment. This takes into account

Unfortunately this specification of service has not yet been completely translated.

📍 Sindelfingen, Stadt, Baden-Württemberg

📍 [Change region](#) ⓘ

- Description ▾
- Documents Required ▾
- Forms No further information
- Contact point ▾
- Preconditions and Hints ▾
- Fees / Costs ▾

More Information

Responsible for the content

No information available

Last update or date of publication

No information available

Contact

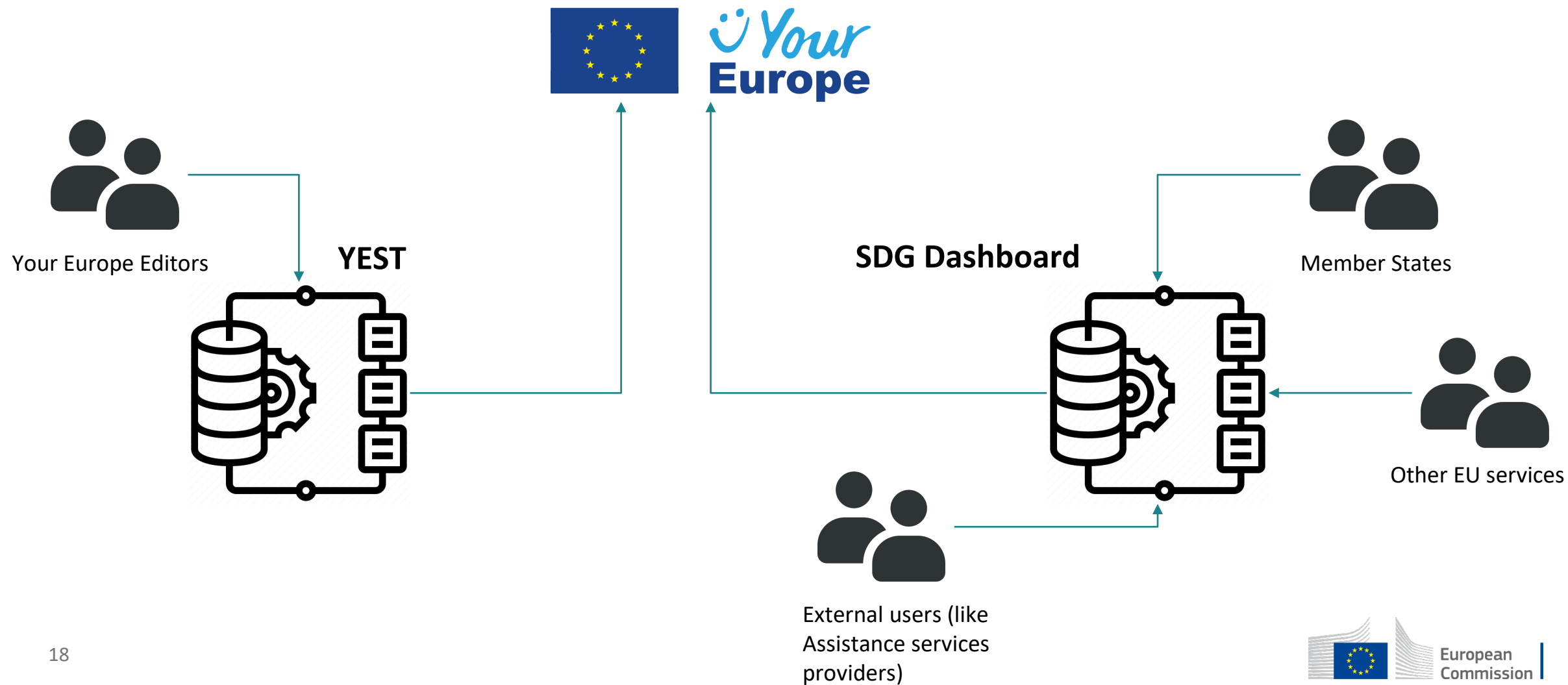
The government service telephone number 115 – your point of contact for questions related to the federal, state and local.

Monday through Friday from 8:00 to 18:00 (and beyond these times in some regions).

📞 [Call 115 now](#)

Government service telephone number calls are charged at local rates.

Your Europe IT Architecture

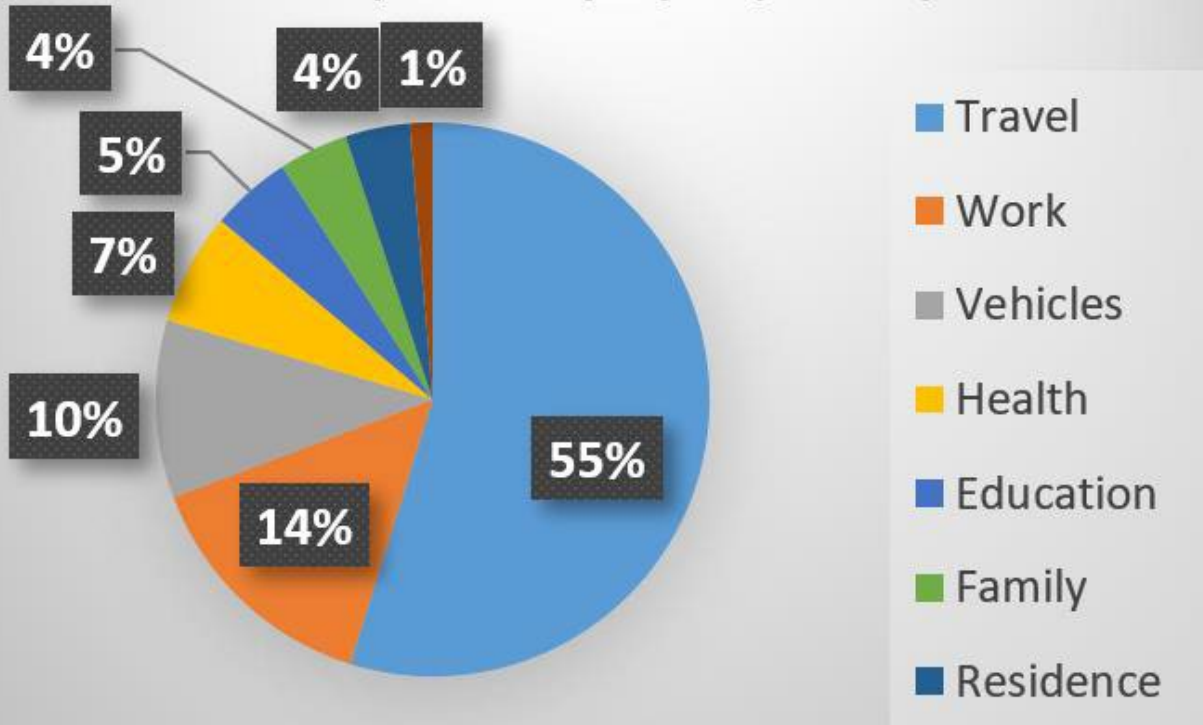


Visitors

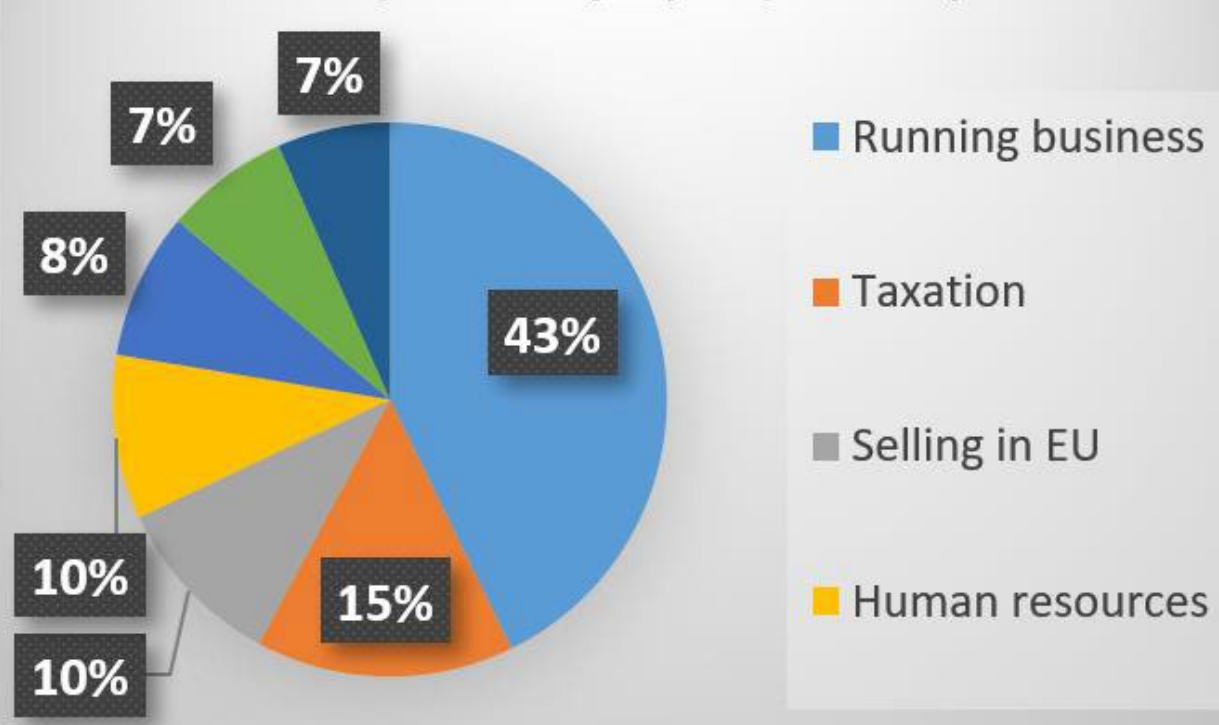
Your Europe >30M/year

SDG >100M/year

Your Europe visits by topics (citizens) 2022



Your Europe visits by topics (business) 2022





**Your
Europe**



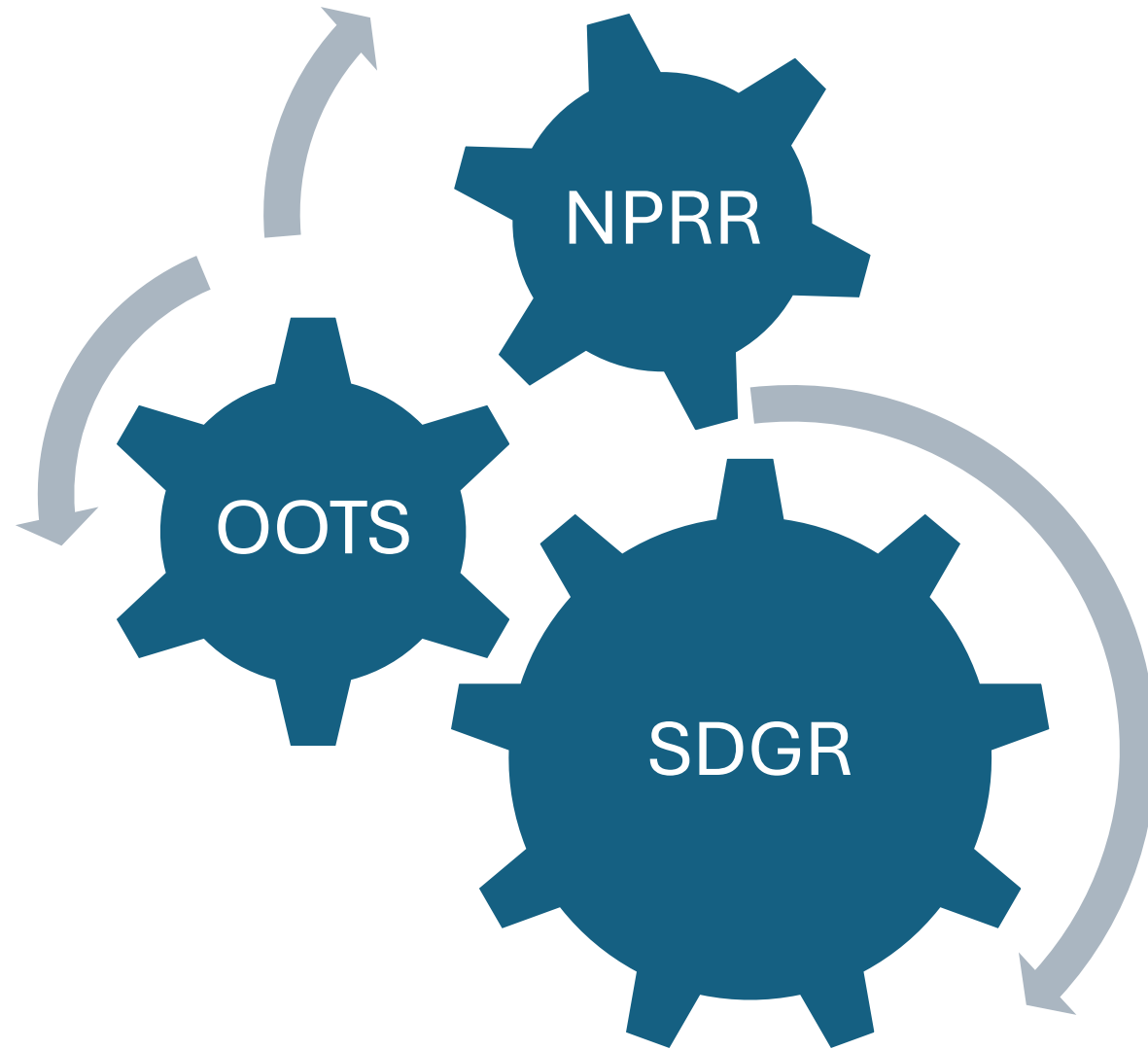
More information

- [@youreurope](#) on Instagram, Facebook, LinkedIn and X
- [SDG Library](#): legislation, guidance, manuals, spec and reqs, technical requirements, etc.
- your-europe@ec.europa.eu: general, editorial, comms questions



Croatia's national good practices and challenges faced

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Single digital gateway

- The Single Digital Gateway facilitates online access to information, administrative procedures and support services that EU citizens and businesses may need in another EU country.
- Access to the gateway is through the search function on the Your Europe portal, which since 2006 has provided information on the rights of citizens and businesses in the EU and at national level, as well as access to help services.
- Following the adoption of the Gateway Regulation in 2018, the European Commission and national administrations are developing a network of national portals to provide information to citizens and businesses on:
 - how EU rules apply in each EU country for cross-border users
 - how to access those relevant administrative procedures via the Internet
 - available online services
- National websites participating in the gateway can be easily identified by the Your Europe logo



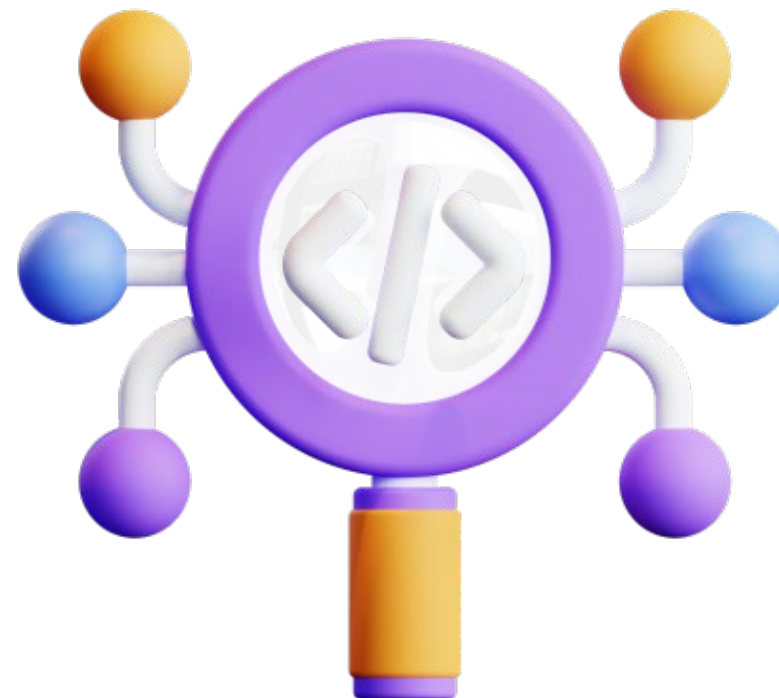


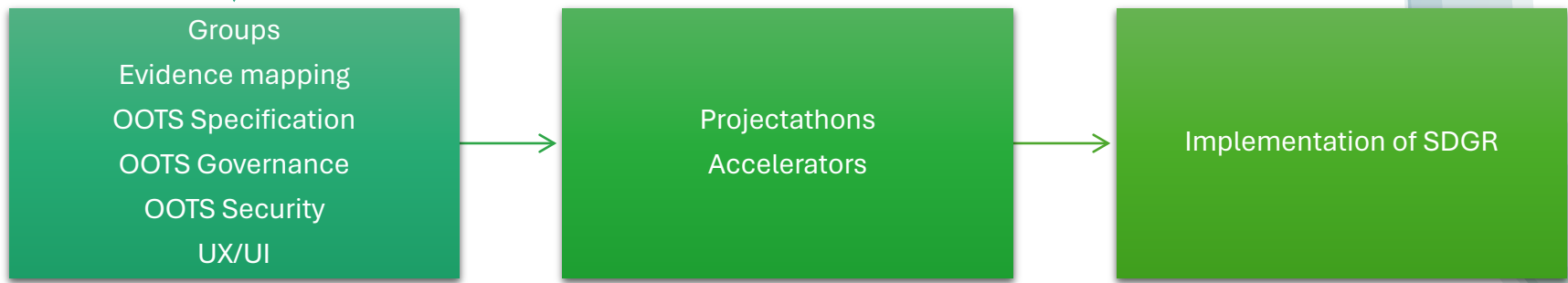
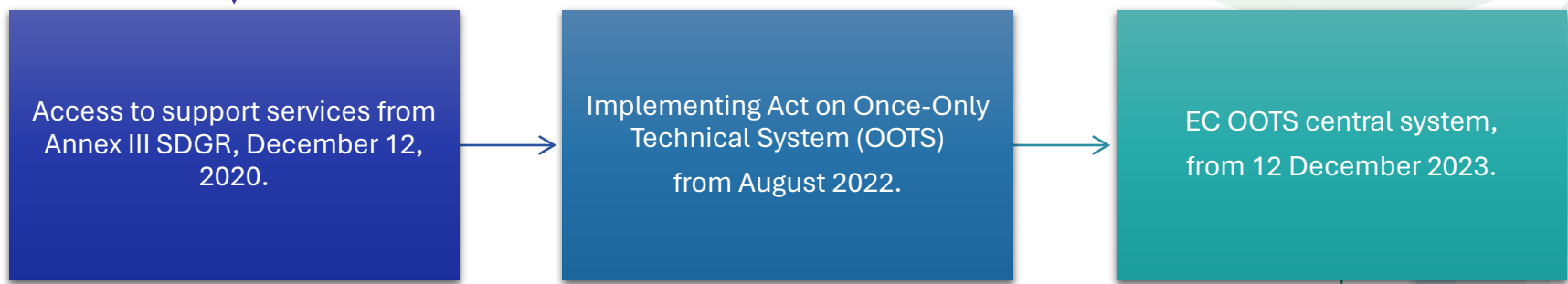
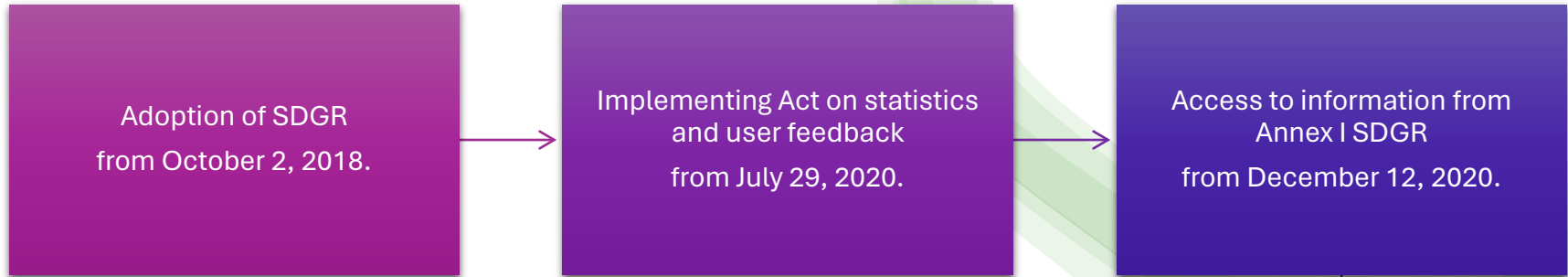
Once only technical system

- Once only technical system (OOTS) is a technical framework for sharing data that is part of the Single digital gateway concept.
- Launched on 12 December 2023 as core SDG infrastructure
- Citizens and businesses will be able to request official documents (known as "proofs") to complete administrative procedures that will allow people to study, work, live and retire in other EU countries in a few simple steps. A decentralized architecture connects public bodies, so that they can exchange evidence at the request of citizens or businesses.

Online procedures in the Single Market

- Citizens and companies will soon have access to a large number of areas of procedures through Your Europe, whereby processes such as car registration or submitting a pension application will be fully digitized, and at the same time administration will be reduced.
- Thanks to OOTS, when the procedure is online in one Member State, EU citizens and businesses will be able to submit an explicit request for the automatic and secure retrieval of official documents or structured data (known as 'evidence') from the portals of national public authorities in another member state.
- For example, a diploma or driving license can be automatically exchanged with a competent authority in another EU country (e.g. educational institutions, population registers or company registers).





<p>24 Member States participating in the last OOTS Projectathon</p> <p>LEARN MORE</p>	<p>27 Member States connected to Commission-provided Common Services</p> <p>LEARN MORE</p>	<p>24 Member States connected to Testing Services</p> <p>LEARN MORE</p>
<p>24668 unique visitors on the Once-Only Hub</p> <p>LEARN MORE</p>	<p>1733 participants in OOTS Implementers Cafés and online webinars</p> <p>LEARN MORE</p>	<p>1787 requests via the Support Services</p> <p>LEARN MORE</p>

21 procedures of Annex II of the SDGR (2018/1724/EU)

<p>Birth</p> <ol style="list-style-type: none"> 1. Requesting proof of registration of birth 	<p>Moving</p> <ol style="list-style-type: none"> 10. Registering a change of address 11. Registering a motor vehicle *confirmed for OOTS 12. Obtaining stickers for the use of the national road infrastructure 13. Obtaining emission stickers *confirmed for OOTS
<p>Residence</p> <ol style="list-style-type: none"> 2. Requesting proof of residence 	<p>Retiring</p> <ol style="list-style-type: none"> 14. Claiming pension and pre-retirement benefits 15. Requesting information on the data related to pension
<p>Studying</p> <ol style="list-style-type: none"> 3. Applying for a tertiary education study financing *confirmed for OOTS 4. Initial application for admission to public tertiary education institution *confirmed for OOTS 5. Academic recognition of diplomas, certificates or other proof of studies/courses *confirmed for OOTS 	<p>Starting, running and closing a business</p> <ol style="list-style-type: none"> 16. Notification of business activity *confirmed for OOTS 17. Registration of employer with compulsory pension and insurance schemes 18. Registration of employee with compulsory pension and insurance schemes 19. Submitting a corporate tax declaration 20. Notification to the social security schemes of the end of contract 21. Payment of social contributions for employees

*Procedures where Member States have confirmed that for that cross-border evidence exchange is required

21 procedures of Annex II of the SDGR (2018/1724/EU)

Birth

1. Requesting proof of registration of birth

Residence

2. Requesting proof of residence

Studying

3. Applying for a tertiary education study financing
**confirmed for OOTS*
4. Initial application for admission to public tertiary education institution
**confirmed for OOTS*
5. Academic recognition of diplomas, certificates or other proof of studies or courses
**confirmed for OOTS*

Working

6. Request for determination of social security benefits
7. Changes in circumstances relating to social security
8. Application for European Health Insurance Card
9. Submitting an income tax declaration

Moving

10. Registering a change of address
11. Registering a motor vehicle
**confirmed for OOTS*
12. Obtaining stickers for the use of the national road infrastructure
13. Obtaining emission stickers
**confirmed for OOTS*

Retiring

14. Claiming pension and pre-retirement benefits
15. Requesting information on the data related to pension

Starting, running and closing a business

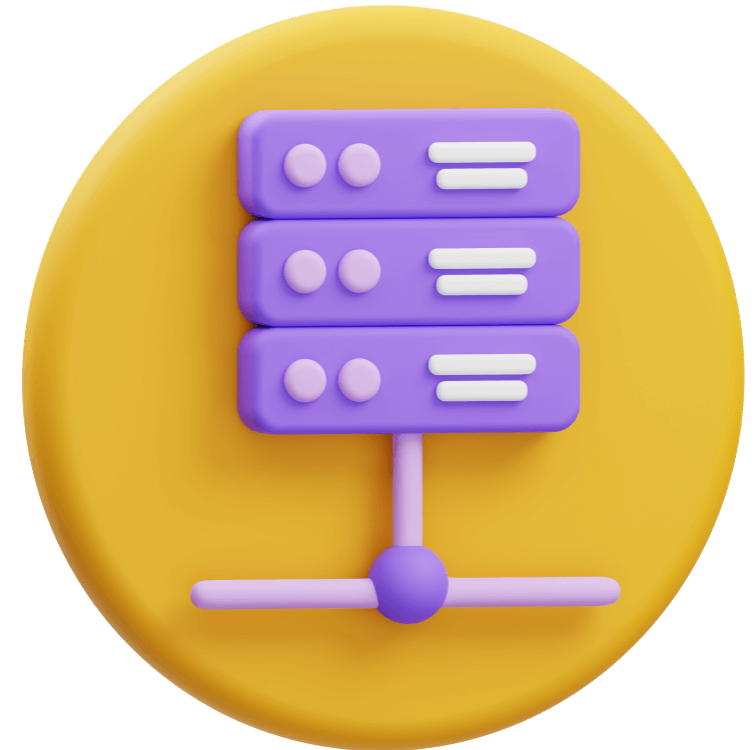
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18. Registration of employee with compulsory pension and insurance schemes
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**Procedures where Member States have confirmed thus far that cross-border evidence exchange is required*

Identified competent authorities for the establishment of procedures: MPGI, DGU, MUP, MZO, MPS, DZIV, MFIN, MINGOR, HGK, MINTS, HZZ, HZZO, HZMO, PU, AZVO, MROSP, MPU, CVH

Link between the SDGs and the National Recovery and Resilience Plan (C2.3. R2-I1 Establishment of a central interoperability system)

- The goal of this investment is the consolidation of basic registers, the integration of these registers into the State Registerbus and the establishment of a central portal for interoperability in accordance with the European framework for interoperability (EIF), creating standards and policies related to interoperability, harmonization of legal frameworks and full application of the "only once" principle by 2023 in accordance with SDGR as well as the establishment of cross-border data exchange between EU member states.
- **ACTIVITY 6. Connecting the Central Interoperability System with the OOP technical system established by the European Commission.** The implementation is with other partners or member states, and this possibility will be further explored in further stages of implementation.
- **ACTIVITY 7. Establishment and integration of default services within SDGR.** It is foreseen integration of 21 services/procedures (relevant for business, work, study or movement with from one place to another, etc.), but with previous establishment since they have not yet been realized as such.



OOTS system: Technical platform for cross-border exchange of evidence

- The platform will allow competent authorities in different member states to automatically exchange evidence in the context of cross-border proceedings.
- This ensures that evidence is collected only once and can be used in multiple proceedings, significantly reducing the administrative burden for citizens and businesses.



Key components of the OOTS system

- Central Data and Information Exchange System - Once Only Technical System (OOTS)
- eDelivery access points in all member states
- eIDAS nodes for user authentication
- National Platforms or Nodes



How the OOTS system works

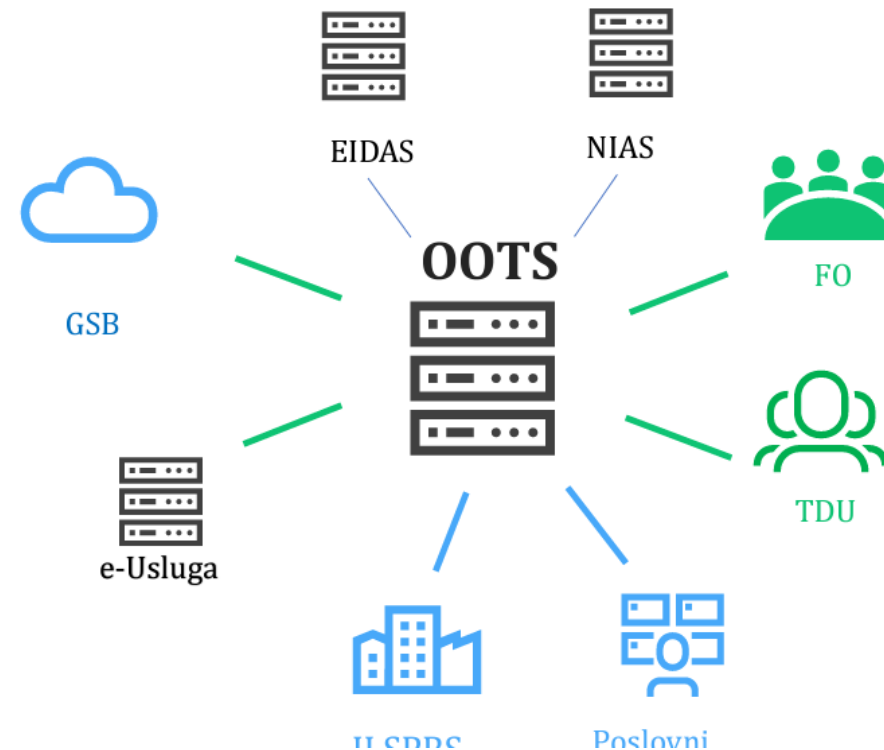
- Applicant for evidence requests evidence through e-Service in their member state.
- The OOTS system sends the request to the competent authority in the other member state.
- The competent authority delivers the evidence to the OOTS platform in their member state.
- The OOTS platform delivers the evidence to the applicant.



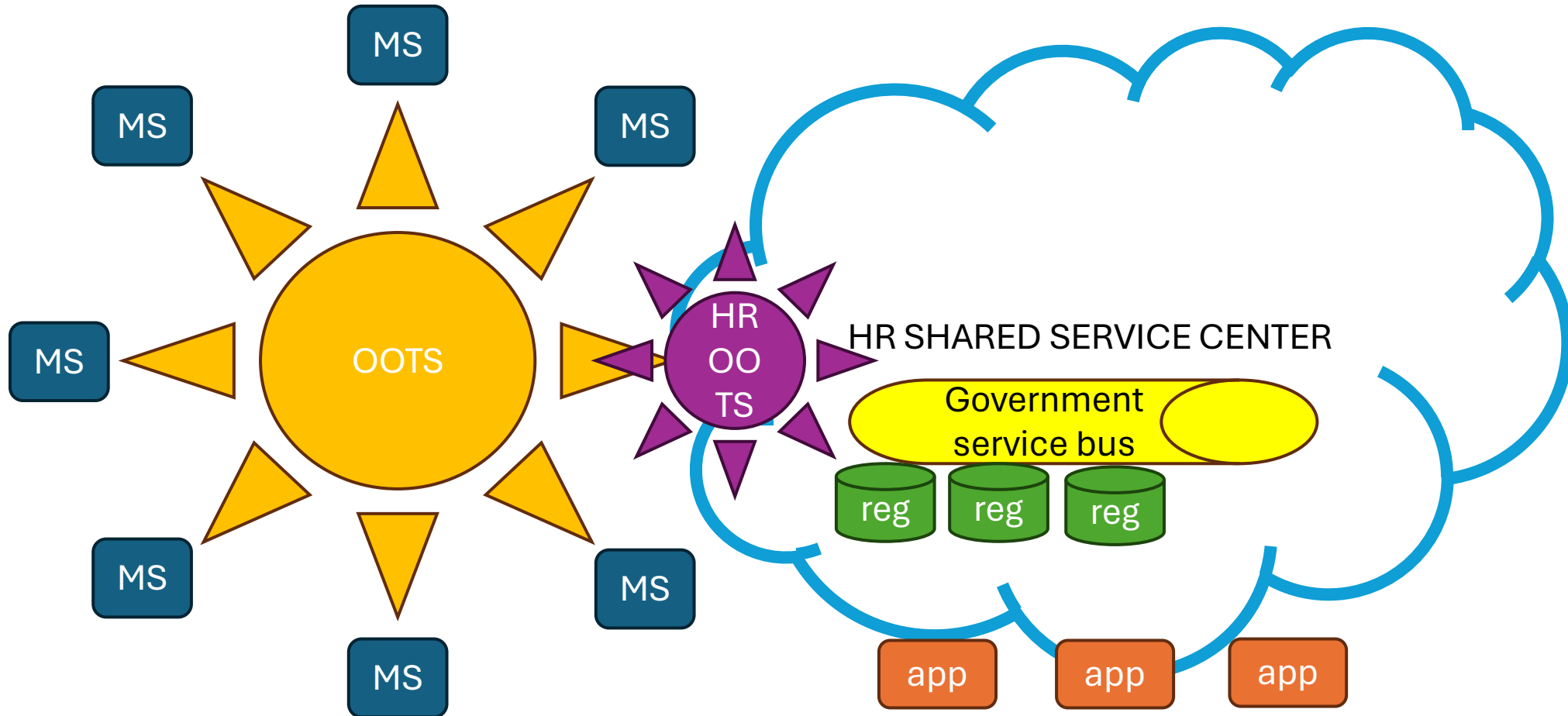
Connection EC OOTS and National System

Participants of the OOTS system

- 1. User: An individual or legal entity who initiates the delivery of evidence.
- 2. e-Service: An external application through which the user initiates the process and to which the evidence needs to be delivered.
- 3. GSB: A repository from which evidence will be primarily retrieved.
- 4. NIAS: National Identification System.
- 5. eIDAS Node: An identification system at the EU member state level.
- 6. Evidence Providers: State administration bodies (TDUs) and local and regional self-government units (JLPRSs).



Connection EC OOTS and National System



Timeline

- Procedures and Competent Authorities, on a National level, are defined.
- The OOTS National Connector (over GSB) is in the final testing phase.
- Technical documentation for integration is available for all Competent Authorities (CAs) on the wiki site.
- Workshops are ready and ongoing.
- CAs are in the phase of developing their own technical solutions for integration with the National Connector.

Challenges

- Crossborder Identity matching and Identity linking
- eIDAS 1.0 vs. 2.0
- Gap between demand in Annex II (procedures) and real situation with e-Services and limitation in National legal basis

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- Jasna.Sajko@rdd.gov.hr



European
Commission

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Q&A

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The background features a complex, symmetrical pattern of glowing green and blue lines and particles. The lines form a central, diamond-like shape that tapers towards the left and right edges. The particles are scattered throughout, creating a sense of depth and movement. The overall color palette is dominated by dark blue, with vibrant green and blue highlights.

Thank you!



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innovation ∞ govtech ∞ community

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nifo-monitoring@wavestone.com



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