SPOCS Project: Doing Business in Other EU Countries is Getting Simpler

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SPOCS

Simple Procedures for Online Cross-Border Services

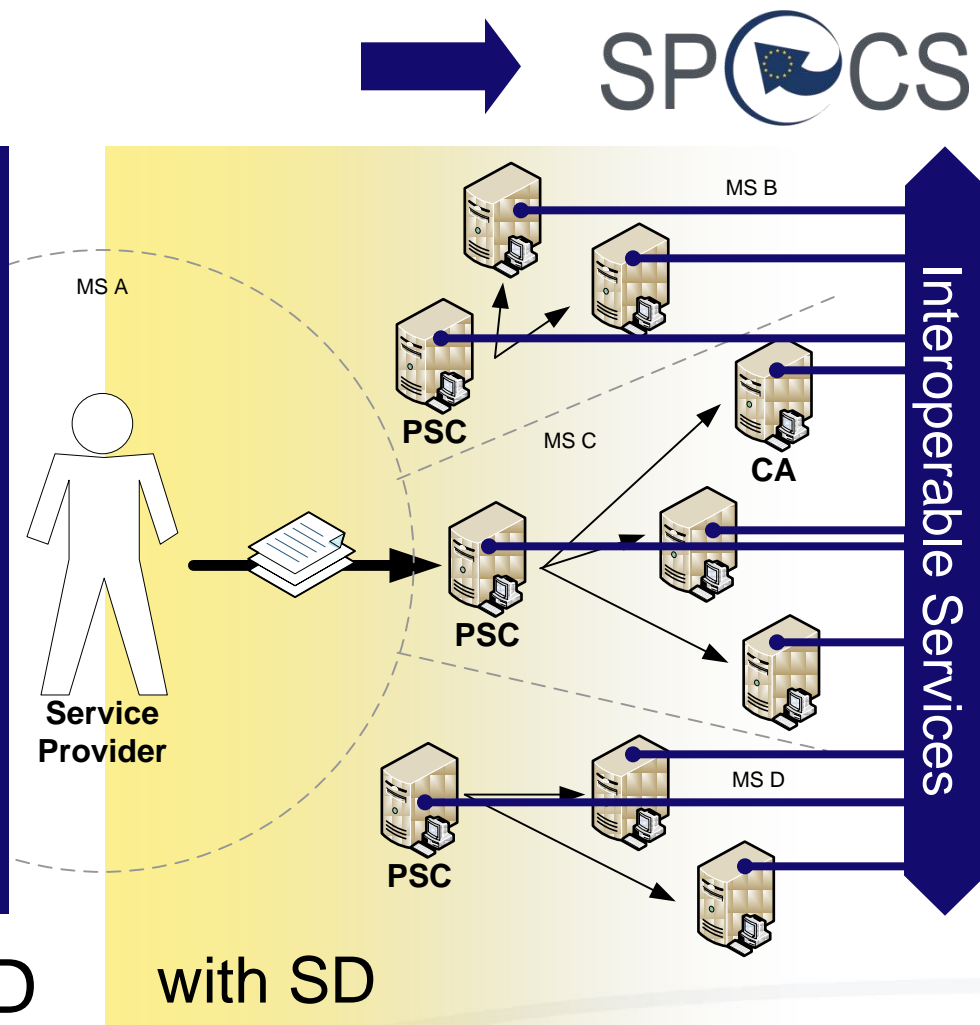**95% of new created jobs in recent years is within the service sector**

The services directive today

(Hopefully) Compliance with the SD but still,…
- heterogeneous national systems
- No way using home infrastructures connected to services abroad
- barriers using eServices

Service Provider

MS A

MS B

MS C

MS D

PSC

PSC

PSC

CA

Interoperable Services

without SD

with SD

SPOCS interoperability building blocks
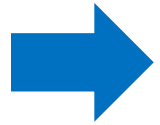

eDocuments

Syndication

eSafe
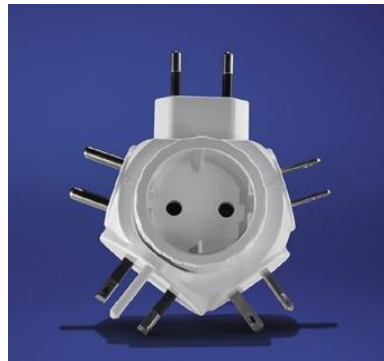
eServices

eDelivery

Where does semantic mainly fit?
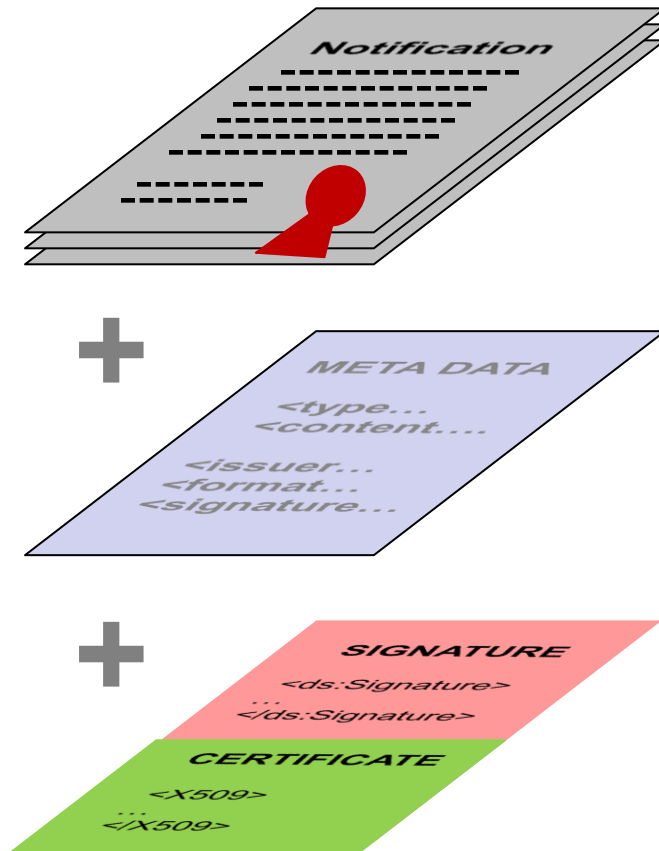
eDocuments

SP🔵CS

Syndication

eSafe

eServices

eDelivery

eDocuments - Omnifarious Container-format for eDocuments (OCDs)

Payload Layer
nearly every eDocument format has to be expected as we have to accept the given documents issued by the Member States

Meta Data Layer
holds meta data of the document by the use of a common language; provides semantic interoperability
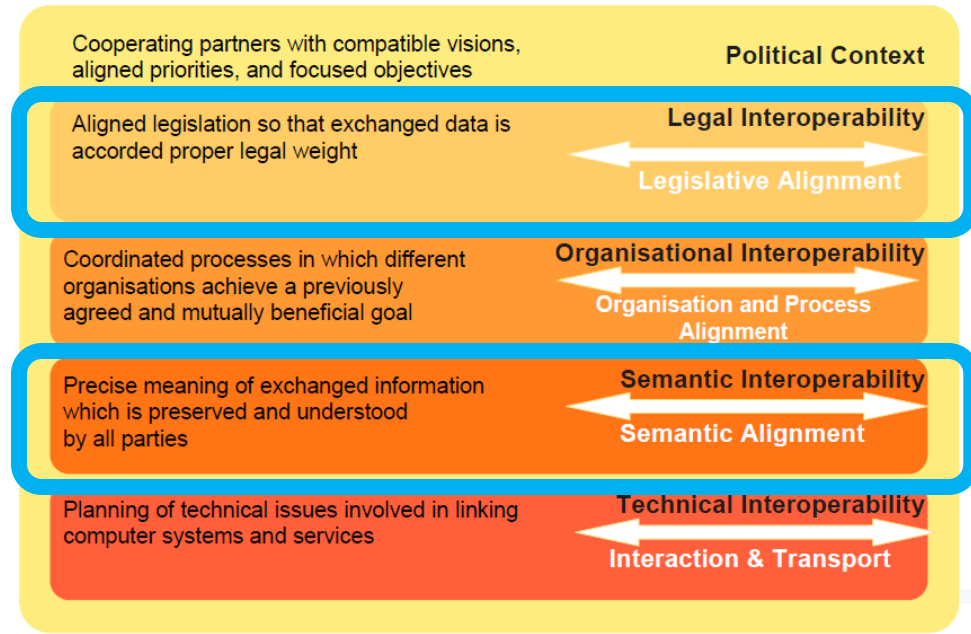
Common Authentication Layer
in addition to the authentication elements (eSignatures) on the payload, further (unified) signatures may be required (covering all layers)

What are the core needs for true interoperability?

POINTS OF SINGLE CONTACT
RESEARCH STUDY

- Electronic and traditional PSC reviews
- PSC portals assessment
- Best practices

- **SPOCS PSC Study**
  - ✓ 46 PSCs
    - 27 national
    - 19 regional

Cooperating partners with compatible visions, aligned priorities, and focused objectives — **Political Context**

Aligned legislation so that exchanged data is accorded proper legal weight — **Legal Interoperability** — **Legislative Alignment**

Coordinated processes in which different organisations achieve a previously agreed and mutually beneficial goal — **Organisational Interoperability** — **Organisation and Process Alignment**

Precise meaning of exchanged information which is preserved and understood by all parties — **Semantic Interoperability** — **Semantic Alignment**

Planning of technical issues involved in linking computer systems and services — **Technical Interoperability** — **Interaction & Transport**

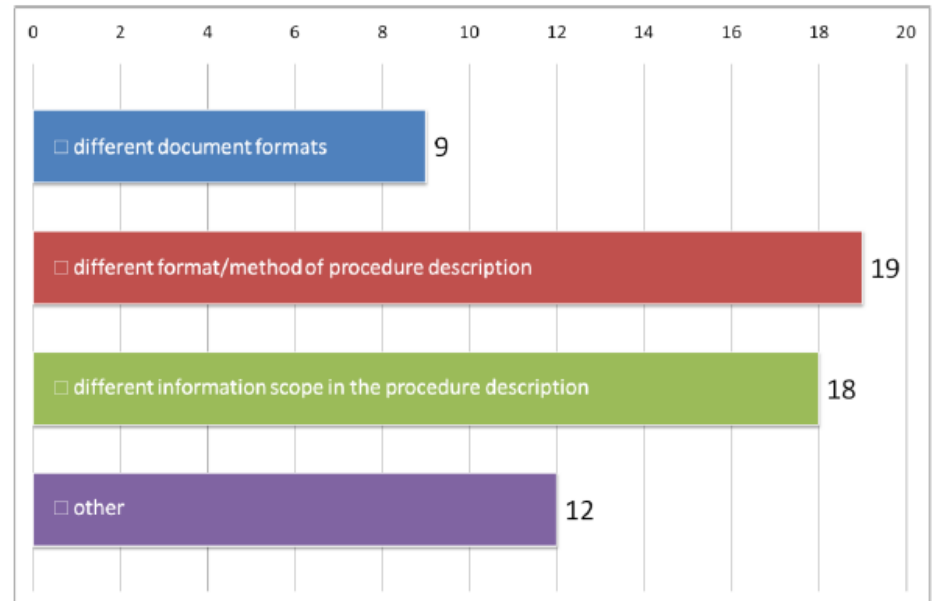# Technical interoperability is easy to achieve… Semantic and Legal not so!

Semantic

Figure 24: Problems in dealing with foreign service providers
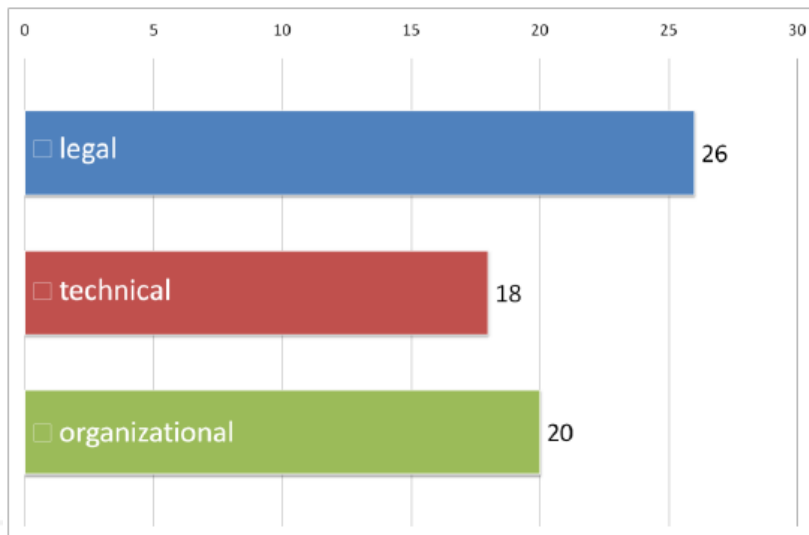(28 respondents: 15 national PSCs, 13 regional PSCs)

- different document formats: 9
- different format/method of procedure description: 19
- different information scope in the procedure description: 18
- other: 12

Legal

Figure 25: Obstacles in creating fully electronic procedures
(34 respondents: 17 national PSCs, 17 regional PSCs)

- legal: 26
- technical: 18
- organizational: 20

POINTS OF SINGLE CONTACT RESEARCH STUDY

Main conclusions and pointers

- Semantic aspects play a key role to enable true interopearbility in Europe!

- SPOCS building blocks supporting semantic fields:
  - ✓ eDocuments ➲ D2.2
  - ✓ Syndication ➲ D1.3
  - ✓ eServices ➲ D4.2

  www.eu-spocs.eu ➲ Deliverables

- SPOCS will use a bottom-up approach to define the common set of semantical concepts

For further information visit our website

www.eu-spocs.eu

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