



Towards user journeys  
for the delivery of cross-border services  
ensuring data sovereignty



## Project presentation – Power to the People | 2023

**Petros Christopoulos**

Project manager, GRNET

# Contents

1. ACROSS at a Glance
2. Objectives
3. Approach & Assumptions
4. Data Ownership and Usage Control
5. Key Results
6. Motivation & Expected Benefits for Greece



# ACROSS at a glance

## Project title

Towards user journeys for the delivery of cross-border services ensuring data sovereignty

## Call and topic

H2020-SC6-GOVERNANCE-2020  
DT-GOVERNANCE-05-2018-2019-2020 - New forms of delivering public goods and inclusive public services

### Duration

36 months  
Start date  
01.02.2021



### Funding

RIA -  
Research and  
Innovation action



### Budget

€ 3.998.312,50



### Consortium

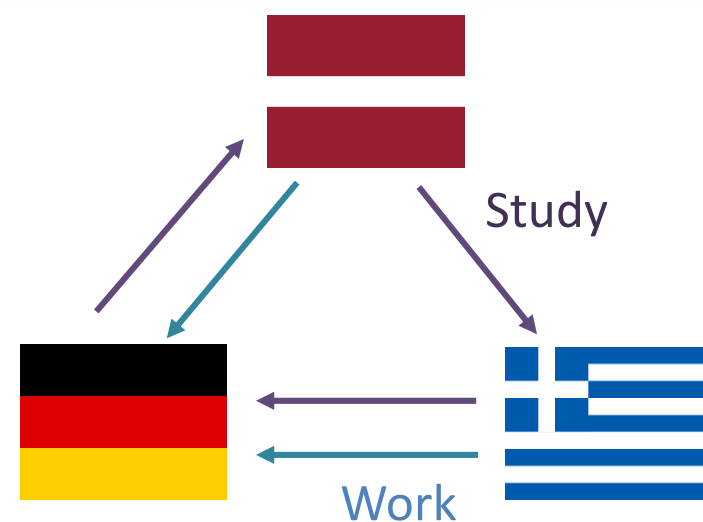
10 partners



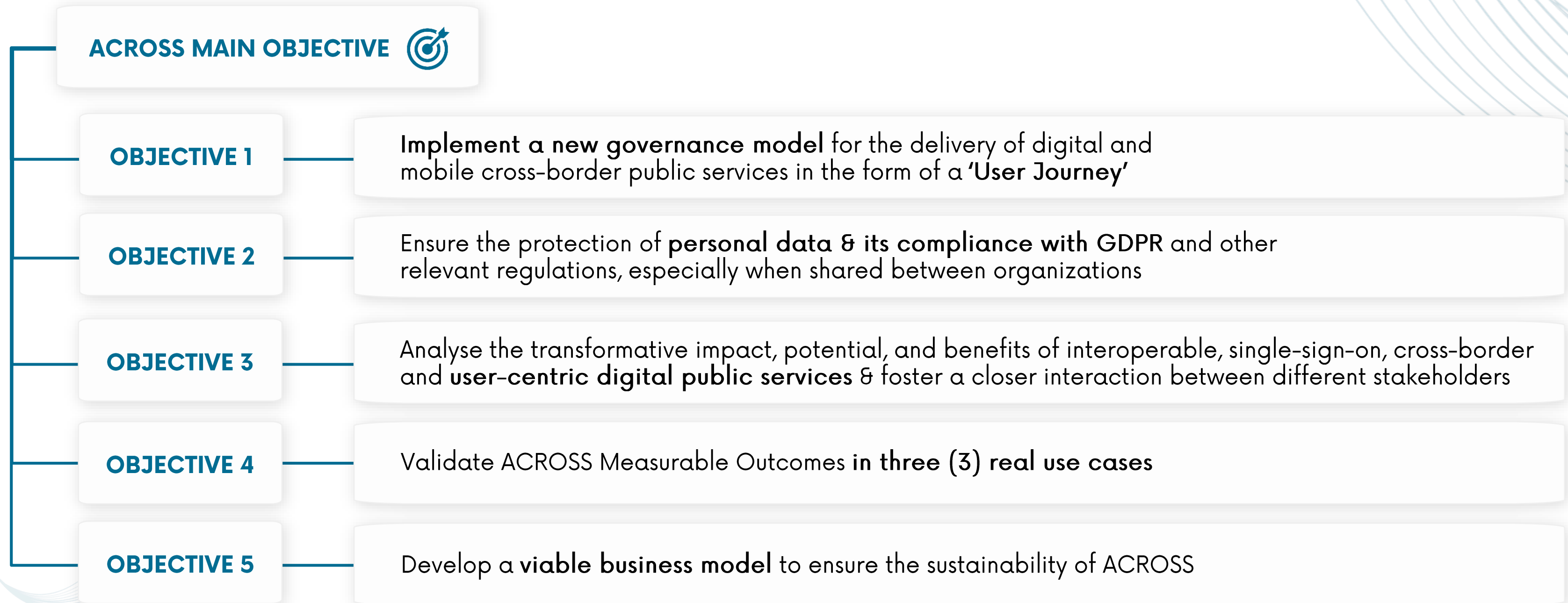
# ACROSS main objective

## ACROSS MAIN OBJECTIVE

To provide a holistic solution that allows public administrations to deliver a user-centric interoperable cross-border mobility service compliant with the current European regulations (e.g., the Single Digital Gateway, European Interoperability Framework) where the private sector can also interconnect their services while ensuring the data sovereignty of the citizens, who can set the privacy level that will allow the public and private sector to access to their data based on their requirements.



# ACROSS specific objectives



# The user journey

In our mind

Want



Have

In reality

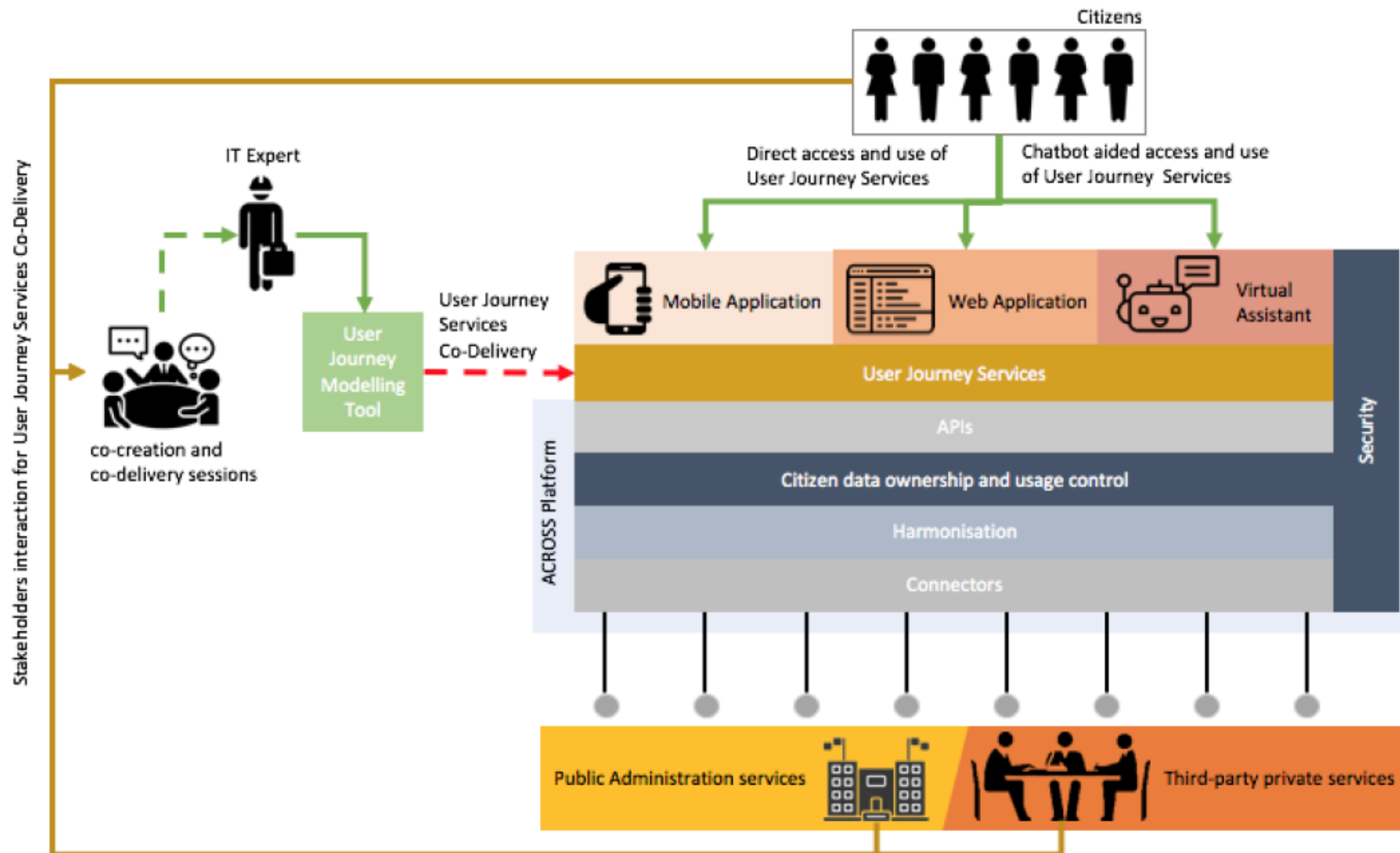
Want



Have



# ACROSS Approach



# ACROSS Assumptions

- The platform consists of a collection of different open source components and frameworks. The combination of all of them will be used to build the ACROSS solution.
- Use of the building blocks available from the **Connecting Europe Facility (CEF)** programme e.g. eID, CPSV-AP Service Catalogue.
- **Data sovereignty** to the citizens (control, monitor, withdraw permission, set time limits).
- **No sensitive data stored centrally** within the ACROSS solution. ACROSS aims to facilitate trustworthy exchange, not storage.
- Single Digital Gateway Regulation (SDGR) Empowering: 21 online procedures to be integrated into the User Journeys.
- Extending SDGR's **Once Only Principle (OOP)** by making it easier in general to exchange information between trusted sources.
- Testing support to **Personal Digital Wallets** (MGov4EU, EU Digital Wallet).



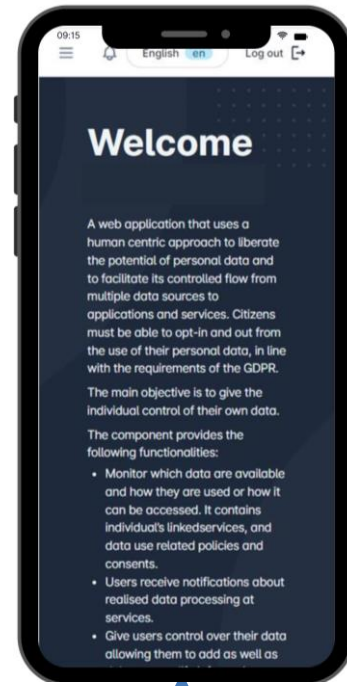




Towards user journeys for the delivery of cross-border services ensuring data sovereignty

# Data Ownership and Usage Control

## Cross-Border services Citizen Front End



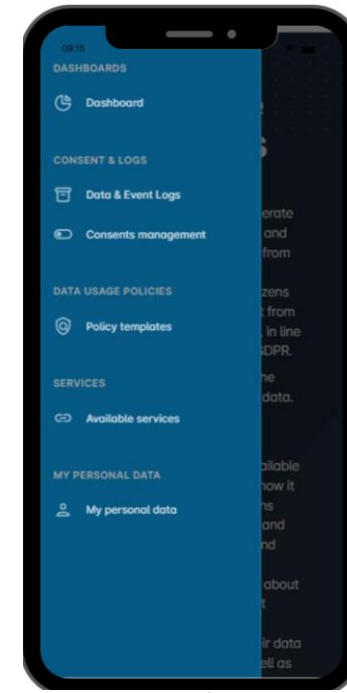
### Personal Data Governance

Store/Retrieve Personal data

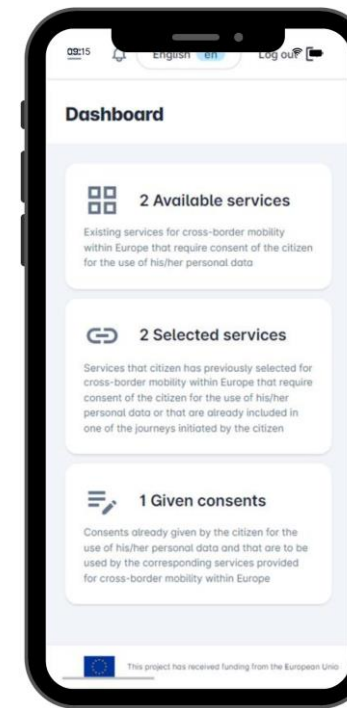


### EU Personal Wallet

## Transparency Dashboard



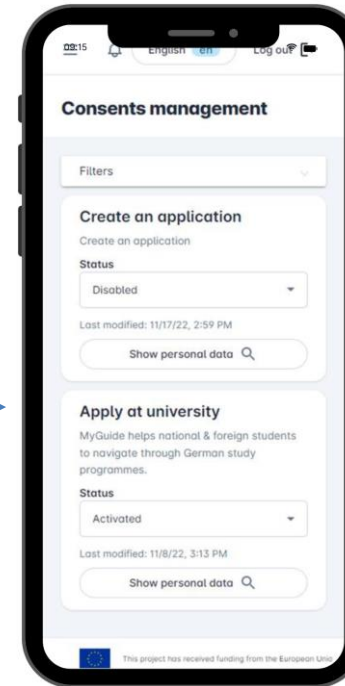
Data usage policies



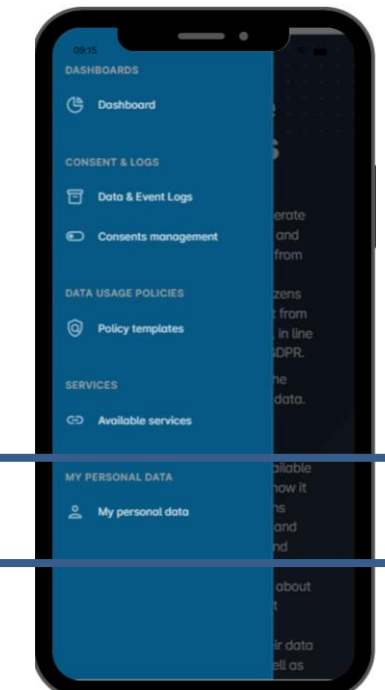
### Usage Control

## Consent manager

Grant/Deny consents to the use of personal data to services



Personal Data usage visualization



### My personal data view



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No: 959157.

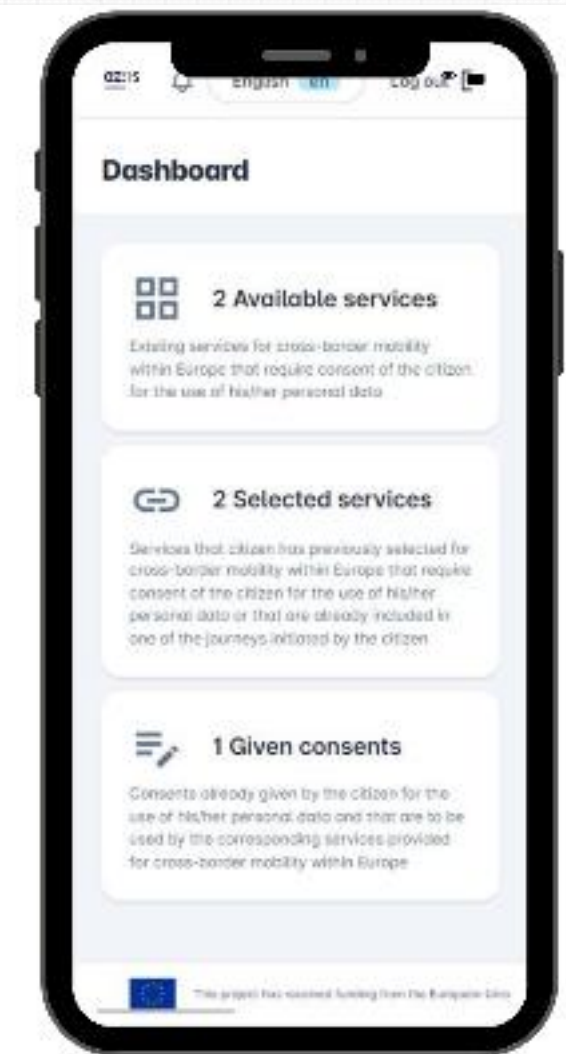
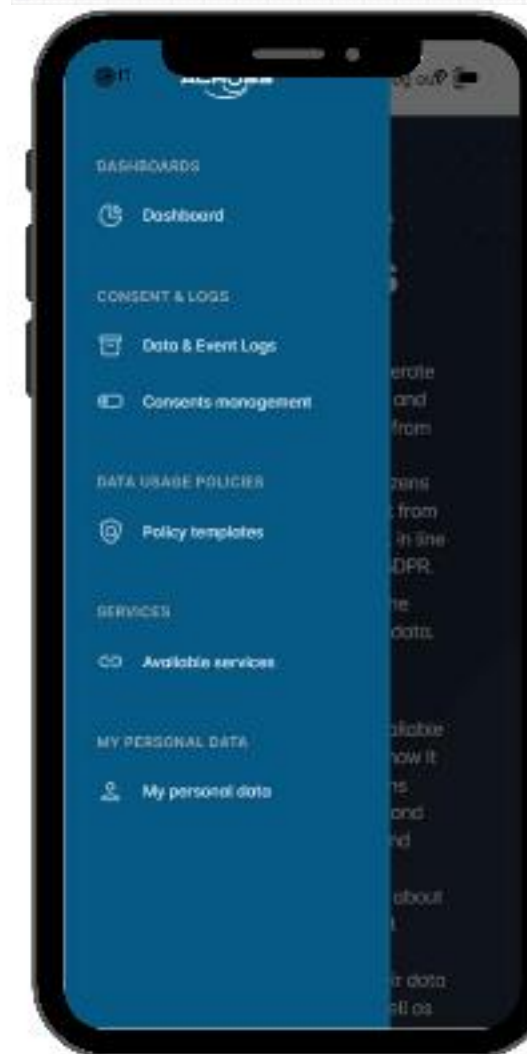
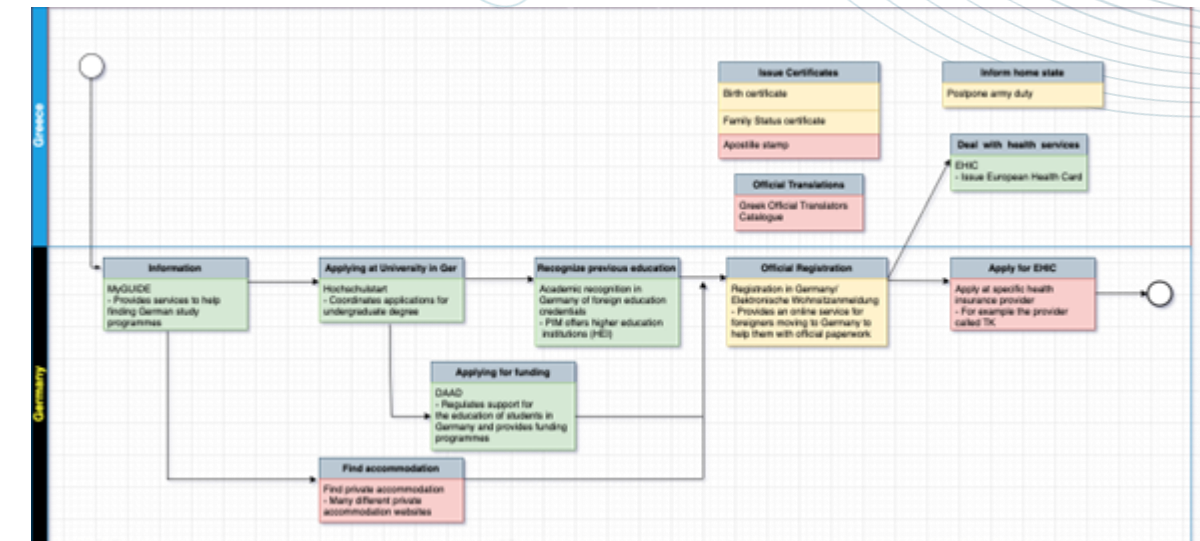
# ACROSS Data governance framework

- **Monitor** which data are available to whom and how they are used
- **Control**: add, delete or change data, provide or block access to public bodies (where permitted or enforced by the law), businesses or data brokers
- Based on existing solutions:
  1. MyData model for human-centered personal data management and processing
  2. Built on experiences around **Attribute-Based Credentials** approaches in the DECODE project,
  3. Include generic *data usage policies* when the private data needs to be transferred among several stakeholders (IDSA Data Sovereignty)



# ACROSS key-results and prototype

- A User journey methodology, approach and supporting tool
- Mobile and web application for one-stop-shop service delivery to facilitate citizen cross-border mobility
- The ACROSS platform for cross-border seamless public service delivery
- Multi-lingual Virtual Assistant providing speech and textual chat interfaces
- Use cases in three different countries: Greece, Germany and Latvia



# Results and Benefits



KR1: A User journey methodology, approach and supporting tool



KR2: Connectors and data harmonization tools



KR3: Multi-lingual Virtual Assistant providing speech and textual chat interfaces



KR4: ACROSS Platform, for cross-border seamless public service delivery



KR5: Mobile and web application for one-stop-shop service delivery to facilitate citizen cross-border mobility



KR6: ACROSS Ecosystem



KR7: Data governance framework



KR8: Co-design involving stakeholders to participate in the development and evaluation of public services.



KR9: Impact analysis and lessons learned



KR10: ACROSS Use cases implementation



KR11: Business plan

# ACROSS Motivation

## EUROPEAN UNION RESIDENTS

447 million people living in the European Union in 2022 (Eurostat)



## ECONOMY

A 1% decrease in the proportion of cross-border services would cost the EU economy roughly €8 billion.\*



## STUDYING ABROAD

There was a total of 1.8 million of cross-border students in 2018, a number which has increased by 36 % since 2013. They represent 8% of the total enrolled tertiary students in the EU.



## WORKING ABROAD

Almost one-third of the EU population live in border regions, needing to utilise different cross-border services to work or study abroad.+



\*Manuel Fritsch and Roman Bertenrath, "Cross Border Services in the Internal Market: An Important Contribution to Economic and Social Cohesion." (Luxembourg: Publications Office, 2019), <https://data.europa.eu/doi/10.2864/06095>.

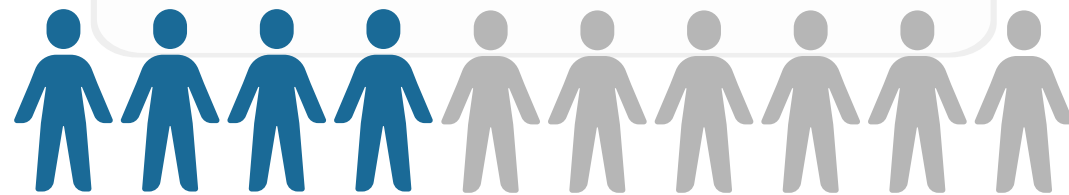
+Thashmee Karunaratne et al., "A Canonical Evidence-Based Approach for Semantic Interoperability in Cross-Border and Cross-Domain e-Government Services," in 15th International Conference on Theory and Practice of Electronic Governance (ICEGOV 2022: 15th International Conference on Theory and Practice of Electronic Governance, Guimarães Portugal: ACM, 2022), 131–39, <https://doi.org/10.1145/3560107.3560299>.



# ACROSS Motivation

## Few options for cross-border digital public services (4/10)

Only 4 out of 10 public services (43%) are available for cross-border users.



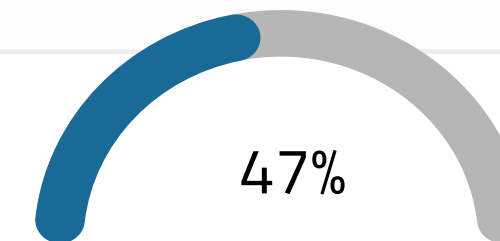
## Low demand for digital public services

According to Eurobarometer, 51% of Europeans rate their available service as "bad".



## Concerns with data privacy and data security

Almost half of Europeans do not utilise eGovernment services because of data privacy concerns.



European Commission, "Europeans' Attitudes towards Cyber Security" (Luxembourg: Publications Office, 2017)

Niels van der Linden et al., "EGovernment Benchmark 2021: Entering a New Digital Government Era : Insight Report" (Luxembourg: Publications Office, 2021)

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No: 959157.



# Expected benefits for Greece

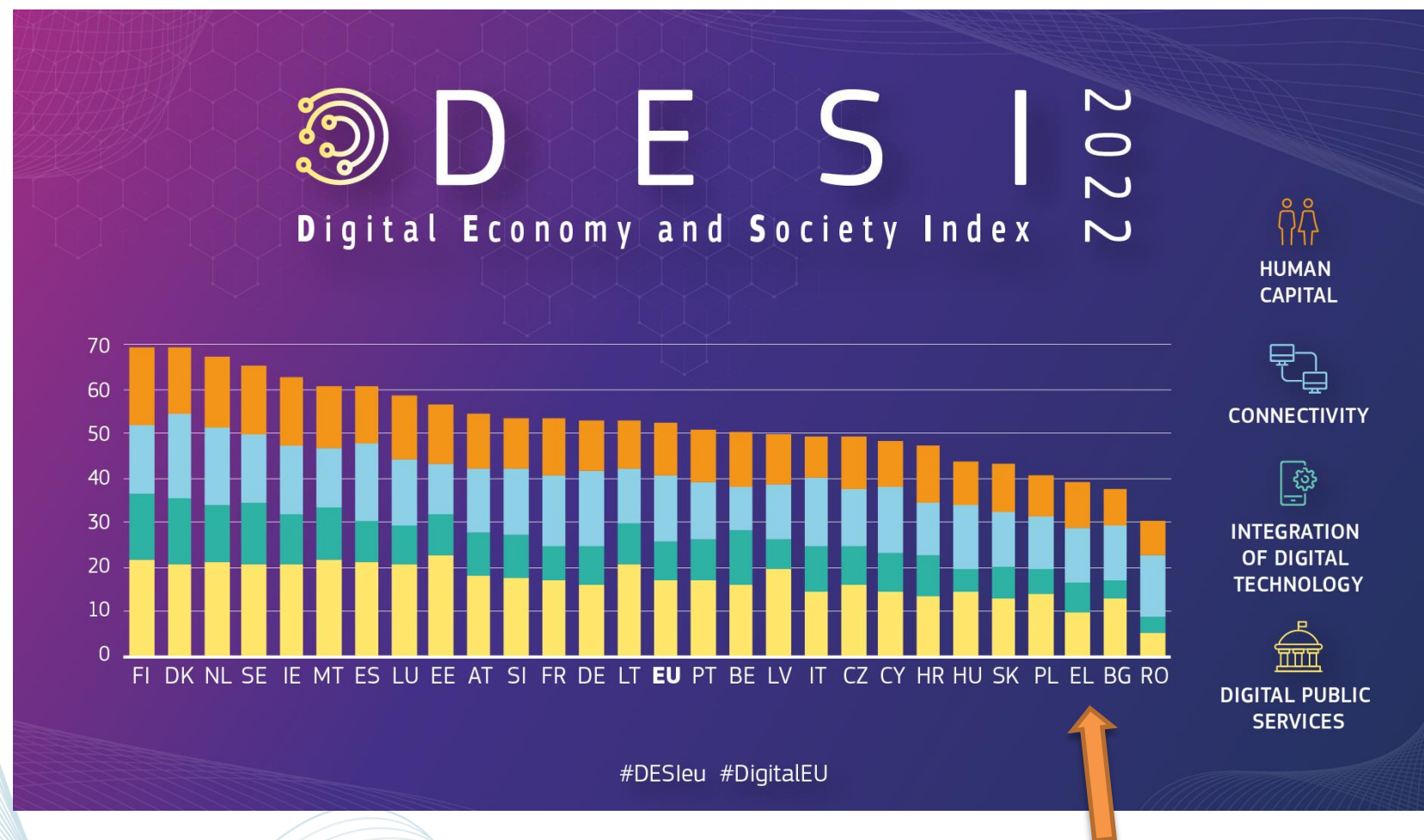
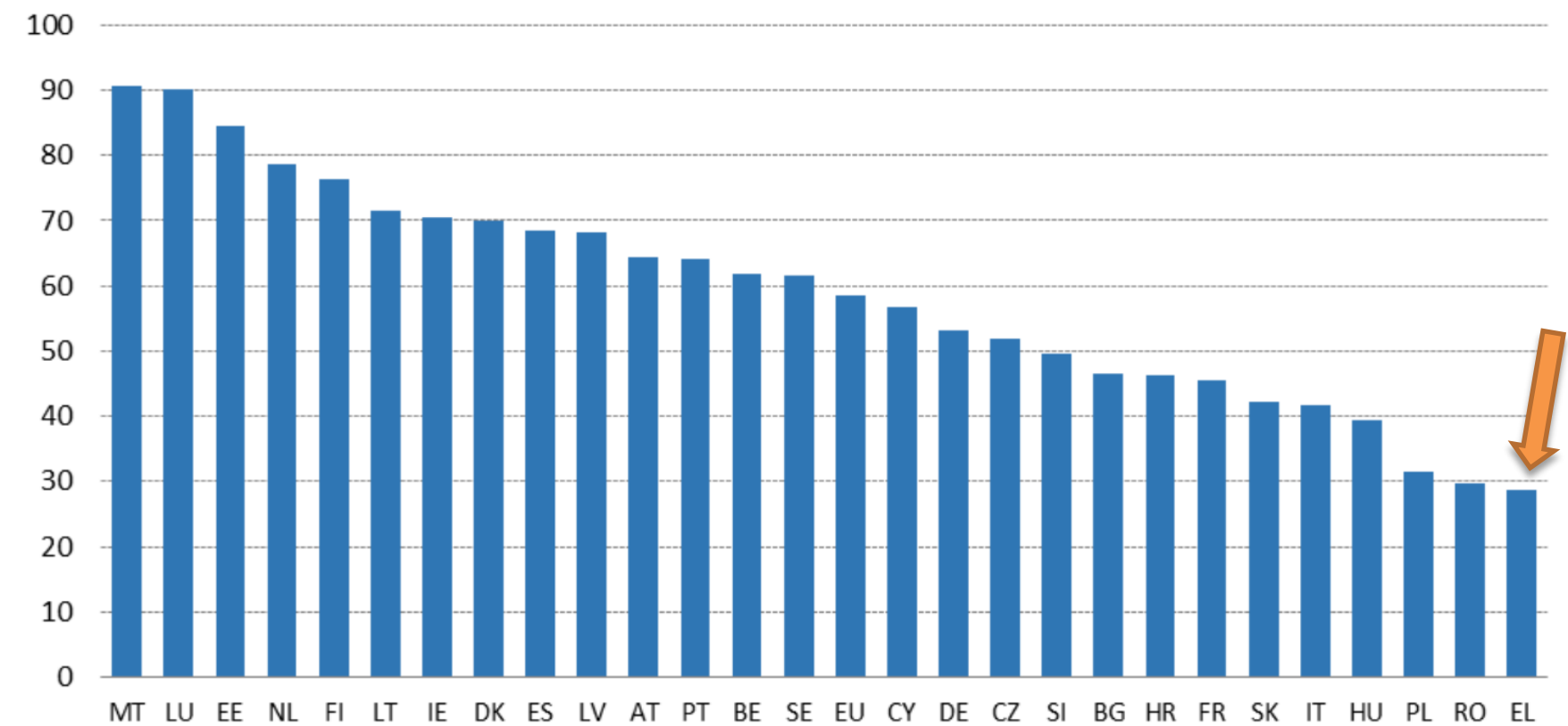


Figure 80 Cross-border services status in Member States (Score 0-100), 2021



The Digital Economy and Society Index (DESI) 2022



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No: 959157.

# Expected benefits for Greece

Exploitation of Components, Methodologies and gained Experience in GOV.GR, MITOS, etc.

- User Journey Design
  - Methodology
  - User Journey Modeling Tool
  - User Journey Service Engine
- Data sovereignty
  - Data Governance Framework
  - Transparency Dashboard
- User Experience
  - Virtual Assistant
  - Service Integration
- New approaches
  - Distributed Service Catalogues
  - Testing eIDAS and SSO
  - Semantic and technical interoperability
  - Personal Digital Wallet testing
  - Private Sector Interaction







Towards user journeys  
for the delivery of cross-border services  
ensuring data sovereignty



European Union's Horizon 2020

## WEBSITE

<https://across-h2020.eu/>  
<https://bit.ly/across-newsletter>

## SOCIAL MEDIA

Twitter: @AcrossH2020  
LinkedIn: ACROSS Project H2020

## CONTACT

Anna Triantafillou  
Email: [a.triantafillou@atc.gr](mailto:a.triantafillou@atc.gr)  
Phone: +30 210 68 74 300

