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D2.5: ACROSS Governance framework including service design approach – Initial

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Document description	This deliverable includes a thorough description of the results of co-design and co-creation sessions to define the ACROSS Governance framework. Such a governance framework will explain how a national public service delivery governance framework will relate to an international dimension. This deliverable is released in M12 (Jan 2022) and will be reviewed and updated in M35 (Dec 2023).

About

The project is co-funded by the European Commission's Horizon 2020 research and innovation framework programme. Spanning through three years, ACROSS consists of a consortium of 10 partners from 7 countries: Athens Technology Center (coordinator), Tecnalia, Dataport, Engineering, Fraunhofer, GRNET, TimeLex, The Lisbon Council, Waag and VARAM. The project kicked off its activities in February 2021, with an energising online meeting, where all partners took the floor to present their plans to make the project a great success.

Document Revision History

Version	Date	Modifications Introduced	
		Modification Reason	Modified by
V0.1	25/10/2021	Collection of input and draft writing	Waag
V1	14/01/2022	First draft ready for internal review	Waag
V1.1	21/01/2022	Internal review	Engineering, Tecnalia, Dataport, ATC
V2	31/01/2022	Final version ready for submission	Waag

Executive Summary

This report follows from D2.1 ("User Journey Methodology Definition – Initial") and D2.3 ("Cross-border service gap analysis – Initial") as the final report in a series covering ACROSS's participatory trajectory during its first 12 months. D2.1 presented the establishment of a co-creative methodology and the development of user journey scenarios in ACROSS. D2.3 presented an analysis of existing gaps in cross-border services. This report, D2.5 'ACROSS Governance Framework Including Service Design Approach' builds from the efforts documented in these previous reports, revisits foundational questions within the ACROSS consortium, and presents the first steps towards co-creating a governance framework including service design approach in ACROSS.

The purpose of this report is to establish the role of values and assumptions in ACROSS towards the concretisation of a *foundation* in the project. This foundation, in turn, will guide decisions about the design process and the technology used in ACROSS, all of which will ultimately affect the way that citizens are positioned in relation to ACROSS technology.

The main avenue for establishing this foundation took place during a Governance Workshop on November 22 and 23, 2021, where project partners established fundamental shared values which can guide the project, including (but not limited to) prioritising sustainability of technical outcomes and protection of personal data within ACROSS. These values largely echo the key gaps identified in D2.3.

The report then establishes a technical vision for ACROSS as one potential option to technically implement those values and priorities that the consortium has established thus far. This involves approaching ACROSS as an experiment in decentralisation, whose architecture would ideally make use of a platform (for centralised information about general user journeys and services, but would not store personal data) and a wallet (to decentralise personal data, giving citizens more granular control to consent over who has their data, when, and for what purpose).

It is still to be determined what form the final technical outputs of ACROSS will take. What is certain is that our technical development is to be driven by the values laid out in this report, as well as informed by our ongoing co-creative process which will expand to include stakeholders outside of ACROSS in the coming months.

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List of Terms and Abbreviations

Abbreviation	Definition
ABC (attribute-based credentials)	'Attribute Based Credentials (ABC) are a form of authentication mechanism that allows to flexibly and selectively authenticate different attributes about an entity without revealing additional information about the entity (zero-knowledge property).'[1]
Co-creation	Co-creation is an interdisciplinary process and design methodology that is central to the ACROSS project. It aims to bring together different societal actors around matters of shared concern. As a generative method, co-creation brings relevance, ownership, agency and sustainability to the project.
Elevator pitch	An elevator pitch is a short presentation of an idea or concept, aimed to convince the listener of an argument. The term elevator pitch stems from the idea that you should be able to summarize and pitch your concept in the time it takes to ride an elevator. Elevator pitches usually last between 30 seconds and 2 minutes.
EU	European Union
Pilot partners	These are the partners of the ACROSS project that provide information, conduct research, and organise co-creation workshops, among other activities, in the pilot countries. The pilot partners are Dataport, GRNET, and VARAM in respectively Germany, Greece, and Latvia.

[1] https://privacypatterns.org/patterns/Attribute-based-credentials

1. Introduction

This document D2.5 "ACROSS governance framework including service design approach – Initial" presents ACROSS's co-creative approach to governance. It follows from the research presented in D2.1 and D2.3, which documented our participatory approach towards the development of initial user journeys and a gap analysis. The activities and research documented in this report (D2.5) solidify the findings in the previous reports (D2.1 and 2.3) by converging on key values, their definition, and their technical and design implications for ACROSS. These key values place people (sometimes referred to as citizens or end-users) at the centre of our approach which favours individuals' control over their personal data and digital identity and is to be realised through a decentralised technical architecture for personal data management. In short, the research in this task confirmed our consortium's values and priorities, and utilises these values as a foundation from which key technical and design decisions arise.

It has to be noted that this is an initial version of the governance framework. The final version of the report, will be presented in Month 35 (December 2023) as part of D2.6 and in conjunction with Work Package 3.

1.1 Framing T2.3 in ACROSS

The role of Task 2.3 is to both make the connections between ACROSS's values and the subsequent technical structure that follows from those values; and to make space to include citizens and other stakeholders in this process. WP2 is the place where our planning and values come together; WP3 "ACROSS Data Governance Framework" is most generally the technical process that follows from WP2.

D3.1 ("Design of the ACROSS Data Governance framework for data sovereignty – Initial") presents options for how to manage the different data, taking into account the citizens as a central party with control over their data. Similarly, Task 2.3 supports the objective to 'develop a new governance model for the delivery of digital and mobile cross-border public services with public values and citizens' perspectives at the core'. Putting citizens at the centre involves co-creation, but before that co-creation can begin, certain fundamental questions need to be addressed regarding:

- **Resources: What is being governed?** Task 2.3 is not overly concerned with the governance of personal data, because we should aim to store no personal data (or as little as is technically possible) in the first place. Instead, we will focus on areas more closely related to the governance of the ACROSS project, the ACROSS platform, the standards to which connected services must adhere, and the rights of citizens on the platform and their

(technical) affordances to act upon those rights. Section 5.2 elaborates further on the process of resource identification in ACROSS.

- **Stakeholders: Who takes part in the process of governing?** There are many stakeholders to potentially include in co-creation: the partners, policymakers, citizens, public interest, and more. Section 5.1 elaborates further on the process of stakeholder identification in ACROSS.
- **Process:** T2.3 thus enacts the process for identifying foundational values in ACROSS (presented in this deliverable); taking concrete steps towards the co-creation of a governance framework along with citizens and other stakeholders (plans for which are described in Section 5.3); and ensuring that these foundational values and co-creative outcomes are taken up in the development process and are present in ACROSS's research and technical outputs.

1.2 Summary of Contents

This report includes the following subsequent chapters:

- Chapter 2 introduces the public stack as a framework for considering governance of ACROSS. According to this framework, foundational values and assumptions can be established which in turn affect decisions regarding technology and design processes, all of which affect the position of citizens or end users in relation to that technology. In the case of ACROSS, this means that we can establish a foundation for our own governance by considering our shared values, goals, and assumptions.
- Chapter 3 documents the Governance Workshop, the main format through which ACROSS partners considered our shared values, goals, and assumptions in order to establish such a foundation. The Governance Workshop took place on November 22-23, 2022 in a hybrid format (in Amsterdam and online).
- Chapter 4 presents preliminary conclusions drawn during and from the Governance Workshop. This includes a consideration of design dilemmas: anonymity vs. identifiability and centralisation vs. decentralisation. Chapter 4 then articulates a vision for ACROSS as an experiment in decentralised data exchange, to be achieved via a central platform (which processes no personal data) and a wallet (allowing for decentralisation with regard to personal data and interactions with external services).
- Chapter 5 provides an overview of the next steps we foresee towards the concretisation of an ACROSS governance framework around our shared foundational values. This process includes the forthcoming identification of stakeholders and resources, and co-creation with citizens and other stakeholders.

2. Governance of Open Public Technology

In this chapter, we look to the public stack as a framework for considering how to co-creatively approach the design of a governance framework. As the public stack framework demonstrates, one place to start addressing questions of governance is by identifying the shared values which form the foundation of a project. This deliverable presents the process of co-creating these values within the ACROSS consortium. Co-creation of the governance framework will expand to include citizens and other stakeholders in the months following this report's publication.

2.1 The Public Stack and ACROSS

The public stack is a framework for open, democratic, and sustainable technology development.[2] It challenges current models for technology development like the private stack and the state stack (see figure I). The private stack's foundation is profit, its design processes and technology are proprietary and closed, and it views the people using the technology as consumers. The state stack's foundation is state power, with similarly closed design processes and technology, and it places end-users as subjects. In contrast, the public stack has a foundation in shared values, a participatory design process yielding open technology, and considers end-users as citizens or, better yet, human beings.

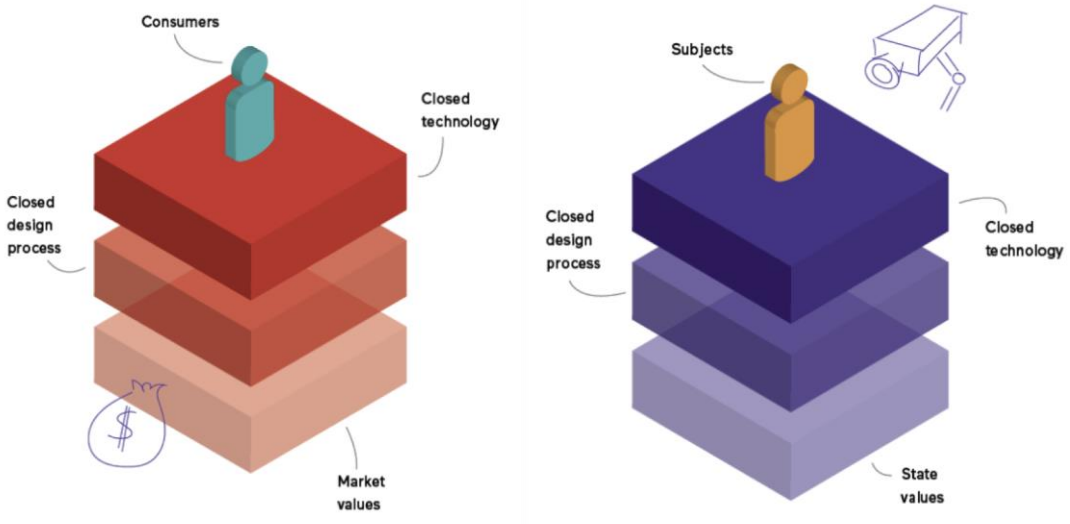


Figure I: The private stack and state stack. The private stack (left) is based on market values and is profit-driven. The state stack (right) is based on state values and values centralised state values. Surveillance is a central feature of both models. Image taken from publicstack.net

[2] See https://publicstack.net/ and https://publicstack.net/layers/

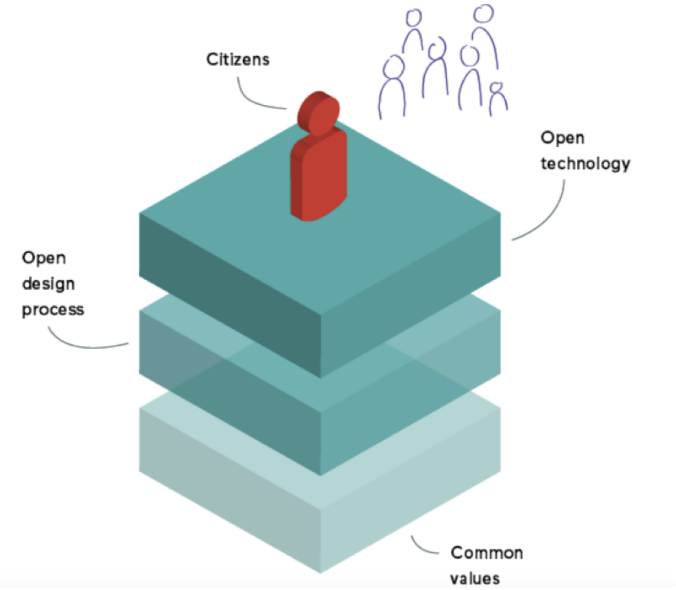


Figure II: The public stack. The public stack is based on a foundation of common or shared values. Image sourced from https://publicstack.net/

The notion of a stack indicates that there is much more to technology than meets the eye: behind the interfaces that we use, there is code; behind that code, there is technology in the form of hardware, software, and technical infrastructure; that technology is the result of a design process, and all of this is shaped by the foundation that lays at the bottom of that stack. In other words, the way in which technology interacts with the citizens and societies who use it is dependent upon foundational values and assumptions upon which the technology is built.

We can apply the public stack framework to ACROSS: What does it look like if we build European cross border services based on shared values, with open design processes and open technology that value so-called 'end-users' as citizens and human beings?

To start, the public stack is first and foremost built upon a foundation based on shared values. Task 2.3 first creates a foundation within the ACROSS consortium that is based upon our shared values as a consortium, as well as upon shared European values and ethical guidelines as expressed through the ECHR and relevant legislation such as GDPR. The establishment of this foundation has been the focus of Task 2.3 so far (most especially through the November 22-23 workshop, described in Chapter 3) and is the main subject of this report.

Following this internal foundational stage (after M12/January 2022) we will continue to iteratively co-create a foundation and open design process in ACROSS with those people for whom the project is relevant (so-called 'external stakeholders,' such as policymakers, service providers, and [most importantly] people who move across borders – and those who share personal data – in Europe).

3. Governance Workshop: Co-creating a Foundation within the ACROSS Consortium

On the 22nd and the 23rd of November 2021, we held a hybrid workshop in Amsterdam to co-produce the ACROSS governance framework. This workshop included sessions and follow-up outputs that identify which values are shared in ACROSS and to form a foundation from which to co-create and openly govern ACROSS. The workshop provided a format for us to answer pressing questions in this regard:

- What are our shared values, as a consortium?
- How do we operationalise these values in the form of a shared foundation that can guide the open, public development of ACROSS?
- What are the practical and technical implications of our approach?
- What are our next steps for continuing to build upon this foundation while opening up our process to those outside of the consortium (external stakeholders)?
- Who should we involve in the next phases of the co-creation process? Should those stakeholders be an active part of the Governance framework?

3.1 Retrospective on ACROSS and prioritising values

The workshop began with a retrospective hosted by Timo Behrman of Dataport. The exercise went through rounds where everyone present could share and then discuss which aspects of the project made them feel mad, sad, and glad.

A short discussion on values and priorities in ACROSS followed the same format. Partners shared their values and priorities, which was followed by a discussion. Highly shared values and priorities included creating a **safe, inclusive, and trustworthy ecosystem**; focusing on the development of **specialised, open, and reusable modules (rather than an all-inclusive platform)**; to have a **sustained outcome**; and **enhancing data ownership and digital identity control for citizens** themselves.

The main takeaways and concrete actions of this exercise and the retrospective were to create a glossary of terms (see section 3.4.1) and to define what ACROSS is and is not (see sections 3.3 and 3.4.2). Partners also supported the idea to have one-on-one conversations with one another, particularly between different areas of expertise within the consortium.

3.2 Legal and Ethical Guidelines

Hans Graux from TimeLex hosted a session on the ACROSS ethics and legal framework that considered key legal requirements and objectives (for ACROSS and for the EU) in the context of trying to identify our own values. The discussion included an overview of relevant aspects of GDPR (regarding data protection), SDGR (regarding the e-government once only principle), eIDAS (regarding authentication) and the Data Governance Act (regarding data intermediation).

The presentation concluded with a discussion reiterating key values in ACROSS (including user-centricity, data sovereignty for citizens, and privacy protection) which specified questions we need to ask ourselves: Who can use ACROSS? Do we keep any centralised data (and where, how, and under which conditions)? How do we actively protect users? These questions were considered during the elevator pitch sessions on the following day.

The session concluded with a reaffirmation to co-develop an ACROSS Value Charter within the ACROSS consortium which specifies our shared position on issues including data sovereignty, central goals of ACROSS, our rights and responsibilities as a consortium, and which safeguards we include in development.

3.3 Imagining ACROSS (Elevator Pitches)

The workshop concluded with a 2-hour session dedicated to developing 'elevator pitches.' The purpose of this session was to clarify concrete possibilities for what ACROSS does and to communicate these ideas in the form of a 3-minute presentation that could be understood by people outside of the project.

Partners broke into 4 teams, each with 3 – 7 people per team. One team was 'live' (those in person at the workshop) and three teams were digital. Each team spent ~45 minutes developing a pitch. The second half of the workshop was dedicated to presenting the pitches, addressing questions, and discussing outcomes.

Group 1 presented a concept for **ACROSS as a radical experiment in decentralisation**. In this concept, ACROSS is a platform that merely facilitates finding and connecting a person with the services they need, but would not centrally hold any personal data. Instead, all personal data would be contained locally, decentralised, in the form of a wallet filled with verified credentials. This concept would not necessarily attempt to make functioning credentials for each pilot country, but rather would experimentally demonstrate a proof of concept for how member states or eIDAS could function utilising a radically decentralised architecture.

Group 2 presented **ACROSS as an exchange management system** that defines rules of behaviour for stakeholders. This would be built as an open model where service providers could provide

data. No personal data would be centrally stored. This concept would make use of open APIs – thus, a wallet could theoretically be built around it, but would not be the main focus of development.

Group 3 presented **ACROSS as being focused on data sovereignty**. In this concept, ACROSS would contain no storing of personal data and no identifying wallet. Instead, it would function similarly to platforms like Uber eats, connecting people with the various services and providers they need in this case, rather than with restaurants. This concept also placed an emphasis on building upon other existing efforts related to citizen-centred cross border services in Europe and specialising based upon where our contribution is most relevant.

Group 4 presented a true elevator pitch – a vision for **ACROSS as being most specifically tailored to alleviating the frustration and stress** that is common for those moving across borders. This concept thus approaches ACROSS as a service, one which is composed of core modular functionalities so as to be open to further sustained development and adaptation.

Three of the four groups independently described the ACROSS platform as storing no personal data, indicating that this is a widely shared priority amongst project partners. This angle presents a unique design challenge which is highly relevant given: the prioritisation of data minimisation in Europe; the shared values of project partners around data sovereignty, control over personal data, and robust digital identity; and the feasibility of a three-year project to deliver an outcome that is both a useful tool and a valuable research demonstration of decentralisation in practice.

3.4 Workshop Outputs

3.4.1 Glossary

The various sessions during the workshop raised and confirmed our ambition to create a glossary of shared terms – especially those which relates to our core values and priorities – in ACROSS. The glossary allows us to consider and revisit the concepts that are most important to ACROSS partners and helps various partners to consolidate our understanding around these terms.

A current draft of the Glossary is in Appendix 1. Note that the glossary is a living document and will continue to be iterated during the project.

3.4.2 Values Statement

A values statement is currently under development in ACROSS, which draws from the retrospective, value prioritisation, and ethics & legal sessions held during the Governance Workshop. This statement is first iterated by TimeLex based then shared as an open document within the consortium. The values statement should not be taken as a WP2 endeavour, but rather

as the result of mutual collaboration between all project partners. It will be presented in a forthcoming deliverable.

4. Preliminary Conclusions

4.1 Design Dilemmas in ACROSS

ACROSS partners will encounter key design dilemmas as we attempt to install our values (and those of our stakeholders) into the technology and research that we produce. In this section, we consider three design dilemmas to illustrate the types of considerations we may face:

- **Anonymity vs. Identifiability:** Most generally, anonymity protects the privacy and digital identity online. At times, however, it is necessary for someone to be identifiable in order for a digital service to function. ACROSS partners thus have to aim for making use of its technology as anonymous as possible and invoking identifiability only where necessary and as minimised as possible. In practice, this means:
    - To the greatest extent that is technically possible, people (users) should not be identifiable by the platform or by developers.
    - There may be certain identifiers (credentials), but they are not stored by or shared with the platform. There is nothing like a user account – everything on the platform has to work without central login.
    - People are 'forgotten' after leaving the platform. (Consider tokens: Nothing is stored, but by presenting the right code, a person could start off at a certain spot in a given workflow.)

- **Centralisation vs Decentralisation:** In terms of digital identity and personal privacy, a decentralised infrastructure is preferable to a centralised one (D2.3 describes this in further detail in section 5.1.1), not least because of issues related to anonymity and identifiability discussed above. On the other hand, general information and resources can be held centrally without posing a threat to privacy (as long as people are not made identifiable). As described in D2.3, this means that **information about and resources for moving ACROSS borders should be more centralised** (e.g., checklists and workflows, lists of services)**,** while **personal data and digital identity ought to be radically decentralised** (e.g., storage of credentials, interactions with service providers)**.**

4.2 Articulating a Vision for ACROSS

The previous considerations presented in this deliverable begin to specify a vision for ACROSS and a means to achieve it. So far, we have begun to co-create a foundation for our governance framework within the ACROSS consortium. This governance framework will lead us to certain technical decisions but is not technical itself. Rather, the governance framework in this light is based upon values and priorities. The following vision is one potential option to technically implement those values and priorities that the consortium has established thus far:

- **The vision** – ACROSS demonstrates how, following eIDAS guidelines, radically decentralised data exchange can be facilitated in Europe, maintaining data minimisation and allowing the citizen full control over their personal data and digital identity. In this way, ACROSS aims to not only create a service that helps people to move across borders for work or study, but also to make valuable operational contributions to the practice of eIDAS, the Digital Services Act (DSA), the Digital Markets Act (DMA) and other EU services regulations.

- **The means** – Conceptually, we can imagine that the ACROSS solution should include two main components: the **platform** and the **wallet**.

- **The platform** contains the centralised components of ACROSS, such as workflows for each use case, information about the project, and knowledge about and direction to relevant specific services, agencies and authorities in the countries participating. No personal data is stored in the ACROSS platform. We do envision a facility where users are given the opportunity to share their experience in particular use cases (with any desired level of anonymity), but this is not central to the functioning of the platform.

  There is no need for personal data to be flowing through the platform at all. The ACROSS platform is a trustful facilitator which helps and directs the traveller to the right local and foreign authorities, provides insight into the data needed in each step, and into dependencies in the workflow. The ACROSS platform is the infrastructure that helps the traveller to connect to the right services at the right time, and in the right order, with the relevant data ready and available in the wallet and supporting user-centric control over what type of data is shared and how by means of the wallet.

- **The wallet** contains all personal data and credentials. While people would be *directed* to external services via the platform, they would *connect to* those services directly, providing needed credentials through the wallet without the platform as an intermediary. In this schema, credentials issued by authorities and held locally on a person's phone would be a method to promote more granular consent and minimisation of personal data (for example, a person could merely share that they are a resident of country x, or that they are above a certain age, without sharing more detailed personal information with service providers such as an ID card). The wallet also holds the state information of the bureaucratic journey. The ACROSS platform builds the user's account on/in the wallet, allowing guidance to continue where it left off the last time the user connected.

5. Next Steps

5.1 Identify Stakeholders

With whom do we co-create? This is a fundamental question for any participatory development process,[3] which requires attention as its impact will be felt throughout the project. Answering this question requires a detailed stakeholder mapping, which will take place in the months following this deliverable's completion (M12-15).

Potential stakeholders in ACROSS include:

- EU-residents
- People who want to move from one EU country to another EU country for study or work purposes, regardless of whether they are EU-citizens
- People whose personal data is exchanged or who are in some way identified online
- Public service providers (think of universities)
- Private service providers (think of banks)
- Public cross-border service providers
- Private cross-border service providers
- Governmental immigration agencies
- Local, regional, and national government agencies
- Universities with international students
- Companies with international employees
- Developers, particularly those in the EU who work on matters related to cross border services, digital identity, and/or personal data
- Policymakers and funding bodies who set the agenda for European digitisation
- European legislators and the European Commission, particularly those working in areas related to digitisation

5.2 Identify Resources

What are we co-creating? To answer this question, we need to add clarity to *what* we are governing through a consideration of the resources in ACROSS.[4] This is a question to be addressed both by ACROSS partners and with citizens and other stakeholders through co-creative resource mapping. ACROSS produces first and foremost knowledge-based resources. This entails that the

[3] More information about the governance of stakeholders and stakeholder interests in general is available at https://publicstack.net/digital-public-spaces/#stakeholders-and-stakeholder-interests; more information about co-creation in general is available in the co-creation navigator at https://ccn.waag.org/.

[4] More information about the governance of digital public resources is available at https://publicstack.net/digital-public-spaces/#resources-and-scarcity

content collected and created by ACROSS is largely online, written content aimed to share knowledge with researchers, policymakers, services providers, and end-users. This applies to both the EU-targeted content as well as the user-facing content. The former points towards the research we do in the project towards decentralisation of data, personal data control, digital identity management, and our demonstration of the possibilities at the EU level. The user-facing content entails that the users must have a certain level of digital literacy to interact with and make the most of the resources created by ACROSS. The knowledge created and shared through ACROSS will evolve and expand over time through the connection with user experiences, more services and more support and detailed information in the workflows. The potential knowledge-based resources of relevance for the ACROSS governance framework include

- **The supported user journey** – A proposed result of ACROSS is the digital support of cross-border services at every step of the user journey. A user will be able to run through a checklist or workflow which guides them in their cross-border journey.

- **Connections to public and private services** – The service that ACROSS connects to be governed, for example, by co-creating relevant standards to which any service on the ACROSS platform must adhere.

- **The platform and wallet as a proof of concept** – The technology in ACROSS can have value itself by demonstrating possibilities for other open, decentralised, privacy-by-design technology.

- **The inclusion of user experiences** – The ACROSS concept would facilitate the sharing of experiences between users, which would be included in the platform without storing personal information. This is something that users have mentioned that is completely or partially lacking on other platforms.

- **The research and reporting** – The knowledge gathered and created by the researchers and organisations involved in the ACROSS platform is collected and published in deliverables that will be presented to the European Commission. These deliverables and the containing knowledge will be publicly available for other people in the field.

5.3 Co-create with Citizens and Other Stakeholders

This deliverable has presented the first steps towards a governance framework for the ACROSS project. This framework will be further developed over the remaining 2 years of the project. The immediate next steps concern the validation of the current governance framework. This will be done in collaboration with the prospective end-users as ACROSS partners facilitate co-creation in

the pilot countries to define, validate, design, and operationalize both the gap in existing cross-border services and the data governance framework in ACROSS.

The current gap is based on interviews and desk research, and is presented in deliverable 2.3 ("Gap analysis of cross-border services – Initial"). Essentially, the gap shows what parts of the user journey are currently not possible to complete online. Moreover, the gap also includes the desires of the prospective end-users. However, these desires and lacking support for the user journey need to be validated in collaboration with the end-users themselves. This will be done in April/May 2022 through a co-creation workshop in one of the pilot countries. The gap in the existing services is important for the ACROSS project and the corresponding governance framework, as it determines which direction the project will take. The results of the co-creation session in April/May 2022 will be documented in deliverable 2.4 ("Gap analysis of cross-border services – Final"), which is due in July 2022. We can then continue building the governance framework such that it addresses the final gap. Throughout the second half of the ACROSS project, we will organise two more co-creation sessions in the other respective pilot countries. These results will help define the final governance framework, which will be presented in deliverable 2.6 ("ACROSS Governance framework including service design approach – Final") in December 2023.

The ultimate form of the data governance framework is yet to be determined. Perhaps the data governance framework *will be* a wallet or interface that allows people to consent to share minimised data while tracking the status of where that data is, who is using it, and how it is used. Perhaps the governance framework will be a set of rules and values that ACROSS and any services connected to it must adhere to. Perhaps the governance framework will be a set of policy recommendations regarding the standards for personal data sharing and digital identity management in Europe. Perhaps it will be a blend of these concepts, or something altogether unexpected. In any case, it will be the result of the collaborative process which began internally during the first 12 months of this project and now moves to include those outside of our consortium.

6. Appendix 1: Glossary (working version)

European Terms

SDGR	• Single Digital Gateway Regulation (No 2018/1724) • EU regulation • requires EU member states to ensure that the administrative procedures they provide online can be accessed and processed across EU borders, online and always • The SDG regulation also calls for EU-wide non-discriminatory access to the procedures provided online by the Member States
GDPR	• The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information from individuals who live in the European Union (EU). Since the Regulation applies regardless of where websites are based, it must be heeded by all sites that attract European visitors, even if they don't specifically market goods or services to EU residents.
eIDAS	• Electronic Identification, Authentication and trust Services • EU Regulation on electronic identification and trust services for electronic transactions in the European Single Market (No 910/2014) • is intended to create uniform regulations for signatures and the provision of trust services in the EU internal market
eID	• Electronic Identification Card
IDSA	• International Data Spaces Association • The International Data Spaces Association (IDSA) is on a mission to create the future of the global, digital economy with International Data Spaces (IDS), a secure, sovereign system of data sharing in which all participants can realize the full value of their data. • IDS enables new “smart services” and innovative business processes to work across companies and industries while ensuring that the self-determined control of data use (data sovereignty) remains in the hands of data providers.
(T)OOP	• (The) Once-Only Principle • from 2023, the Once-Only Principle will allow public administrations in Europe to reuse, or share, data and documents that people have already supplied, in a transparent and secure way. • Once Only Principle (europa.eu)
ISA2/ Interoperable Europe	• Interoperability solutions for public administrations, business and citizens. • The ISA² Programme supports the development of digital solutions that enable public administrations, businesses and citizens in Europe to benefit from interoperable cross-border and cross-sector public services. • **The ISA² Programme has evolved into Interoperable Europe – the initiative of the European Commission for a reinforced interoperability policy.**

CPSV-AP	• Core Public Service Vocabulary Application Profile
	• Core Vocabularies are simplified, reusable, and extensible data models that capture the fundamental characteristics of an entity, such as a person or a public organisation, in a context-neutral manner. Public administrations can use and extend the Core Vocabularies in the following contexts:
	  ○ Information exchange between systems: the Core Vocabularies can become the basis of a context-specific data model used to exchange data among existing information systems.
	  ○ Data integration: the Core Vocabularies can be used to integrate data that comes from disparate data sources.
	  ○ Data publishing: the Core Vocabularies can be used as the foundation of a common export format for data in base registries like cadastres, business registers and service portals.
	  ○ Development of new systems: the Core Vocabularies can be used as a default starting point for designing the conceptual and logical data models in newly developed information systems.
	• ISA² has developed the Core Vocabularies for public administrations in an open process with the active involvement of the SEMIC action stakeholders.

Terms Related to Technical Development

Wallet	• **Personal wallet** will the repository for sensitive data, under the full and exclusive control of the user, without any central storage. And thus, any private information that needs to be exchanged or processed can be taken from or stored into the Wallet (Self-Sovereign Identity).
Platform	• Platform automation focuses on tools and techniques that enable the streamlining of tasks. These tasks might have been performed manually or using automation tools. • By automating tasks, the effort to complete them reduces the risk of human-error that might come from issues resulting from the task. This automation then enables the tasks to be completed quicker and more often, supporting the concepts of (CI/CD). • Automated processes and tools enable deployment activities to be configured as 'stages' in a pipeline. This sequence of tasks is completed in a prescribed order, which include built-in tests and checks to ensure successful completion. • The ability to make changes at scale through a prescribed automated process might provide direct benefits to expand beyond the baseline configuration, which comes from security, governance and management.
Workflow	• A ‘checklist’ that contains timelines, order of processes, and (inter)dependencies. In ACROSS, there will be a workflow for each of the use case scenarios.

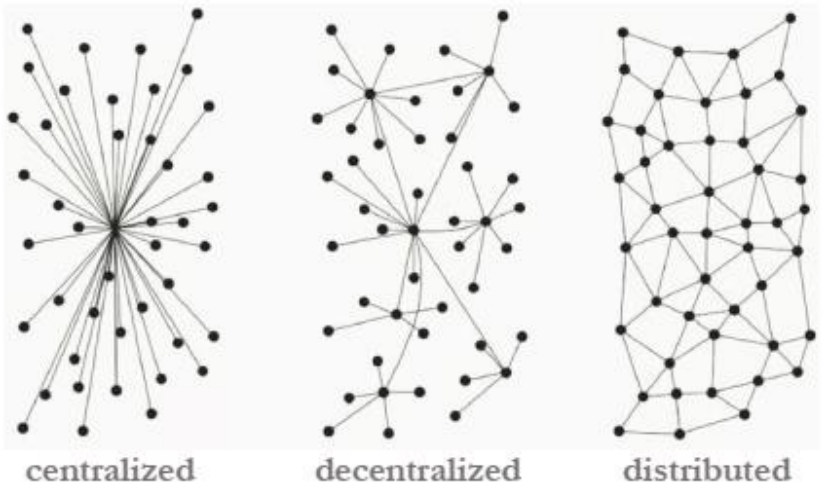
Keycloak	• An open-source software product to allow single sign-on (SSO) with Identity and Access Management aimed at modern applications and services. As of March 2018, this WildFly community project is under the stewardship of Red Hat who use it as the upstream project for their RH-SSO product

Project- and field-specific Terms

Data Governance Framework	• ACROSS will ensure the protection of personal data (and documents) and its compliance with GDPR and other relevant regulations, especially when shared between organisations, and will empower users by means of a data governance framework that will allow them to keep control on their data. • Will allow for respecting applicable data sovereignty conditions, while giving the user the greatest possible measure of control over the data that relates to them.
User Journey	• Approach to define user-centric digital public services, with an example of the application to the cross-border mobility life event; • Containing a set of different "user needs" that will lead to the selection of the relevant public and private services that need to be implemented in each location; • Two user journeys (education-related mobility and work-related mobility) will be piloted and validated in three EU countries – Greece, Germany, and Latvia
Use Case Scenarios	• The three ACROSS use cases cover a range of scales to testing different scenarios related to the field of citizens' mobility. • ACROSS will setup the validation context in three use case countries (Germany, Greece and Latvia) with the aim of subsequently progressively developing and refine the ACROSS solution.
Gap Analysis	• Using the input from these sessions to validate and finalise the gaps in cross-border services in each step of the individual user journeys
Cross-border services	• Creating a bridge between local EU governments, facilitate communication and data exchange, and to reduce the stress that comes with moving across EU borders

Values and Concepts

Privacy	• The European Commission (hereafter 'the Commission') is committed to protect your personal data and to respect your privacy. The Commission collects and further processes personal data pursuant to Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data (repealing Regulation (EC) No 45/2001). • This privacy statement explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how that information is used and what rights you have in relation to your personal data. It also specifies the contact details of the responsible Data Controller with whom you may exercise your rights, the Data Protection Officer and the European Data Protection Supervisor.
Personal Data	• Personal data is any information that relates to an identified or identifiable living individual. Different pieces of information, which collected together can lead to the identification of a particular person, also constitute personal data. • Personal data that has been de-identified, encrypted or pseudonymised but can be used to re-identify a person remains personal data and falls within the scope of the GDPR. • Personal data that has been rendered anonymous in such a way that the individual is not or no longer identifiable is no longer considered personal data. For data to be truly anonymised, the anonymisation must be irreversible.
Data Sovereignty	• Data sovereignty is the idea that data are subject to the laws and governance structures within the nation it is collected. The concept of data sovereignty is closely linked with data security, cloud computing and technological sovereignty.
Digital Identity	• A digital identity is information on an entity used by computer systems to represent an external agent. That agent may be a person, organisation, application, or device. ISO/IEC 24760-1 defines identity as "set of attributes related to an entity". • The information contained in a digital identity allows for assessment and authentication of a user interacting with a business system on the web, without the involvement of human operators. Digital identities allow our access to computers and the services they provide to be automated, and make it possible for computers to mediate relationships. • The term "digital identity" also denotes certain aspects of civil and personal identity that have resulted from the widespread use of identity information to represent people in an acceptable and trusted digital format in computer systems.

Decentralisation	**Fig 1. Baran's typology of communication networks (1964)**  [5] • Decentralisation refers to the process of moving from a centralised system (where information travels through central hub) to a system where information is stored and shared through localised hubs. • In ACROSS, a preference for decentralisation can guide us towards certain design decisions: for example, to design for personal data to be held by that person on their device, rather than storing data in a central database.
Co-creation	• A process through which various stakeholders (most importantly citizens or so-called 'end users') come together to actively create an outcome. This participatory method values practical collaboration, and ideally transfers control from governments, institutions, and/or developers to people who are affected by a given scenario, project, or technology. 'Don't do co-creation if you want to control the outcome'. More information on co-creation can be found at https://ccn.waag.org.

[5] Bodó, Balázs, and Jaya Klara Brekke, and Jaap-Henk Hoepman. 2021. "Decentralisation: a multidisciplinary perspective". Internet Policy Review 10 (2). DOI: 10.14763/2021.2.1563. https://policyreview.info/concepts/decentralisation.