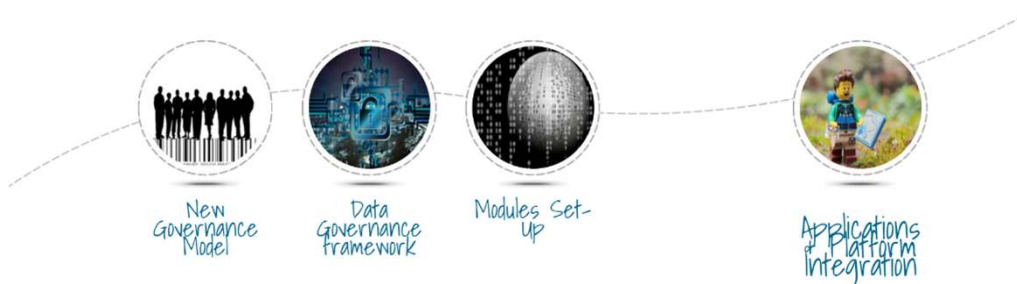




Towards user journeys for the delivery of **cross- border services ensuring data sovereignty**

<http://across-project.eu>





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

KEY RESULTS

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, which includes the technical integration of the ICT-related components into an innovative 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

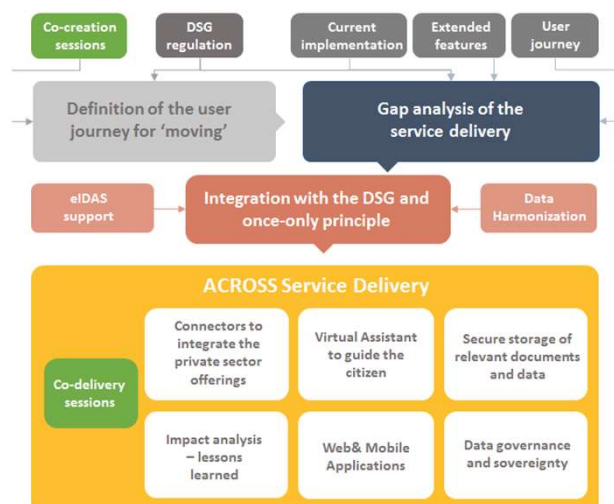
KR8 – Co-creation / co-design / co-delivery sessions involving the key stakeholders to actively participate in the design, development and evaluation (of the usability) of public services.

KR9 – Impact analysis and lessons learned

KR10 - ACROSS Use cases implementation

KR11 – Business plan

APPROACH





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BENEFITS

- **User journey:** 'User Journey' approach for the definition of (digital) public services improves the usability and understandability of the different steps that a citizen or other relevant stakeholders must execute
- **Connectors:** Due to the data harmonization tools that allow to 'translate' the digital public services in the legacy format EIF, the interoperability at cross-border in the different dimensions is achieved
- **Virtual Assistant:** When making a transaction in the digital public service that guides a citizen in the different steps can solve potential problems or questions that the citizen may face.
- **ACROSS platform:** Demonstrate the potentiality of an integrated ICT platform that is prepared to interoperate with the SDG implementation, as well as compliant with the EIF vocabularies.
- **Mobile and web app:** Allows the users to carry out multiple transactions in several countries, without having to enter into the multiple websites of the public services institutions relevant to said service.
- **ACROSS ecosystem:** Demonstrate the potential of the ACROSS ecosystem and the resulting web and mobile applications for the implementation of an interoperable, user-centric cross-border digital public service, compliant with the European regulations and recommendations, following a User Journey approach.
- **Data Governance framework:** Gives the control back to the citizens on how their personal data is used, by whom and for what purpose. Using easy to understand metrics and visualizations, citizens can easily adapt each data type (e.g. documents, forms, and so on) to their specific privacy preferences, while better understanding the value of their data and the privacy/utility trade-off they are entering.
- **Co-sessions:** Show the relevant stakeholders that participating in co-creation, co-design, co-delivery sessions has an impact on the definition of the user journey and the implementation of a digital public service.
- **Impact analysis:** Present the relevant stakeholders the lessons learned, benefits, risks and potential of the use of transformative approaches and solutions for the delivery of the cross-border mobility service. Show the impact that data governance has on the delivery of cross-border services.

USE CASES

User Journey "moving - studying and working abroad".



CONSORTIUM



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Republic of Latvia



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