



Placing EU Citizens in Control of Their Personal Information and Streamlining Access to eGovernment Services

The rapid growth of information and communication technology and its ubiquitous presence in everyday life has significantly affected the way government services are delivered today. This poses constant challenges to safeguard the data confidentiality and integrity of eGovernment services, while increasing its adoption and usage by citizens and businesses. GLASS caters for a 'European Common Services Web', bringing citizens, businesses and European governments closer together.

GLASS is a new EU funded Horizon 2020 project, which runs from January 1st, 2021, until December 31st, 2023. The initiative will use blockchain technology to deliver a distributed framework for sharing common services of public administration across the EU, for the benefit of citizens, businesses and governments.

The project will introduce novel governance services that facilitate free movement for citizens and businesses. In doing so it will create a strong social, societal, economic, technological and scientific impact, leading to an advanced eGovernment solution that is fully aligned with the EU eGovernment Action Plan 2016-2020 and the EU Digital Single Market Strategy. These new services will be demonstrated by three real-case scenarios concerning paperless, cross-border bureaucratic processes.

GLASS is a citizen-centric project that will deliver a streamlined process for EU citizens to quickly and easily share documentation, such as a birth certificate or driving licence, with third-parties in other Member States in order to access the eGovernment services they require. All consortium participants believe that the project will create

a new paradigm for the friction-free sharing and transfer of documentation, where the citizen remains in full control.

The project consortium, led by Uni Systems S.M.S.A, brings together 13 partners from 8 countries to deliver a novel eGovernance model and address the challenges that governance structures in the EU are currently facing - from divergent and legal groundwork to physical and technological limitations - towards the democratization and openness of the public administration services.

GLASS has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 959879.



The Ambition and Impact of GLASS



**Ilias Kontakos, Senior RDI Project Manager
and GLASS Project Coordinator**

UNI SYSTEMS S.M.S.A

The vision of GLASS is to place EU Citizens and Businesses in control of their information and streamline access to eGovernment services across Europe and beyond. That is exactly what we aim to accomplish by the time we deliver the final implementations of the project.

The project is citizen-centric by design and it utilises state of the art technology (single sign-on Wallet as a Service, dAPPS for ID authentication and transactions validation, as well as Blockchain technology). It envisions the creation of an open, cross-sector and cross-border model of interaction among public administration, citizens and businesses with a strong social, societal, economic, technological and scientific impact.

GLASS will help democratise the relationship between citizens, businesses and governments. With GLASS, public administrations will enhance their open government capabilities and significantly improve the sense of trust and confidence among citizens and businesses. Furthermore, they will have the freedom to make personal or businesses choices without the administrative burdens of the past.



Dr. Dimitrios K. Tsois, Assistant Professor

UNIVERSITY OF PATRAS

The project will introduce a new and innovative citizen-centric eGovernance model that will enable beneficiaries to participate in a network for big data exchange and service delivery, which is by design digital, efficient, cost-effective, interoperable, cross-border, secure and promotes the once-only priority. GLASS will deliver a novel eGovernance model.



Konstantinos Latanis, Project Manager

SUITE5 DATA INTELLIGENCE SOLUTIONS LIMITED

Through the design and development of the GLASS ecosystem, the consortium aims to offer a citizen-centric, eGovernance model for public administration services, which will automate their processes and safeguard the integrity of interactions among citizens, businesses and public authorities.

Introducing the GLASS Demonstrators

Moving to Another Member State

Moving abroad for a certain period, for study or work purposes, can be a very rewarding experience both professionally and personally. It can improve career prospects, help to develop new language skills, appreciate different cultures and forge new relationships and networks.

The EU offers significant opportunities to anyone wishing to move abroad and promotes fair employment conditions for all, as part of the European Pillar of Social Rights. Every EU citizen has the right to work and live in any Member State, without being discriminated on grounds of nationality. This is declared as a fundamental freedom guaranteed by the Treaty on European Union (art. 3, 39, 40) and Community law.

However, moving abroad can be a highly demanding and cumbersome experience. Bureaucratic processes, associated paperwork, a lack of clear guidance, insufficient information, long waiting times for appointments and language barriers can all impede the process.

The goal of the demonstrator is to create an innovative user-centric system that simplifies the bureaucratic processes for EU citizens, businesses and public administrations. In doing so, it will validate the effectiveness and efficiency of the GLASS technology in support of the aims and ambitions of the EU Digital Single Market.



Visiting Abroad for Six Months

There are many reasons that elderly citizens may move abroad, either temporarily or permanently, whether for retirement, leisure, medical and healthcare. Their right to lead a life of independence and participate in social and cultural life is recognized by the EU in the Charter of Fundamental Rights (article 25 - the rights of the elderly). However, should the citizen also have a disability, moving abroad can become more of a challenge.

Some elderly citizens require treatment tailored to their special conditions, which is typically provided by local authorities in their home country. These include discounted and private transportation, health services, sport rehabilitation and psycho-social services. However, when they move to another country, they usually cannot benefit from these kinds of services, as they are not officially recognized by the local authorities. If they want to apply to receive services provided to elderly citizens with disabilities, the bureaucratic processes and associated paperwork can be demanding. Due to the lack of clear guidance and sufficient information, the waiting times for appointments are long and the language barriers are making the process rather hard. Moreover, an application often requires several in-person visits, which makes it even more problematic for the elderly, depending on their disability.



This demonstrator will showcase the potential of the GLASS solution for transactions taking place between a Member State (Greece) and a country outside the EU (Turkey). The goal is to simplify the bureaucratic processes for (senior) citizens with disabilities, when it comes to travelling for a short or medium period of time and evaluate our solution in such a demanding scenario. It is worth mentioning that all the documents to be stored and the distributed procedures to issue such documents will support the policies of the European eGovernment Action Plan 2016-2020 and all the associated priorities, including the Digital by Default, Openness & Transparency and Once-only priorities.

This demonstrator will follow the situation of Athens-based, Konstantinos, who is invited to visit his grandchildren in Istanbul for six months. The grandchildren would like to take care of Konstantinos since he is a 60-year old, disabled man and has not been out of Athens for many years. Happily, Konstantinos accepts the invitation and decides to live in Istanbul for six months to spend time with his grandchildren and also visit and enjoy the city. However, in order to facilitate his well-being, he needs some services for health, transportation, sports rehabilitation and psycho-social services (services that he had access to while in Athens). Unfortunately, in order to access these services he has to deal with a series of bureaucratic processes. GLASS will facilitate his needs.

Getting a Job Abroad

A solution will be designed and deployed that will allow any citizen to carry on their digital wallets, the required evidence of educational achievements, provided by formal education institutions (e.g. universities, technical and secondary schools) accredited by their respective countries (typically managed by the corresponding Ministries of Education).

These certificates can also be Professional Training certifications (provided by accredited training bodies). In addition to carrying the documentation of educational achievements in a format that can be verifiable in real-time, by anyone to whom the job candidate grants access, letters of recommendation can also be accessed and properly verified without having to contact the issuer of such recommendations. The current process of sending this information is time consuming, prone to fraud and expensive.

The wallet will be the secure entry point to the citizen's educational history, which will include all relevant transactions and will not be limited to the final results of the scholar's achievement. In this case, it is possible to store all personal achievements such as enrolling in a class, completing a class, completing a degree, reporting a grade, etc. Communication with external databases for storage (for example, the actual recommendation letter issued by a specific person) will be supported, as well as the mechanisms to limit the access to specific information for a limited time period. All transactions will be stored in the validation ledger and will be demonstrated with the usage of the Unified Digital Identity Device (UDID).



Events

July 1 2021: EEMA Annual Webinar Conference
- Individuals Controlling their Own
Relationship with Government & Business

November 16-18 2021:
Information Security Solutions Europe
(ISSE) 2021

www.eema.org

GLASS Consortium Partners:

Project Coordinator

uni.systems

Uni Systems S.M.S.A (Greece)

Technology Providers / Domain Specialists

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| European Electronic Messaging Association AISBL (Belgium) | PDM E FC Projecto Desenvolvimento Manutencao Formacao E Consultadorialda (Portugal) | Suite5 Data Intelligence Solutions Limited (Cyprus) | Teknoloji Arastirma Gelistirme Endustriyel Urunler Bilisim Teknolojileri Sanayi Ve Ticaret Anonim Ticaret (Turkey) | Ubitech Limited (Cyprus) | Uni Systems Sàrl (Luxembourg) |

Universities / Research Organisations


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| Edinburgh Napier University (United Kingdom) | Fraunhofer Gesellschaft Zue Foerderun Der Angewandten Forschung E.V. (Germany) | University of Patras (Greece) |

Public Authorities / Demonstrators

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|  |  |  |
| Istanbul Metropolitan Municipality (Turkey) | Ministério da Justiça (Portugal) | Ministry of Digital Governance (Greece) |



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