Factors Impacting the Success of Cross-border Services [1]

Technological factors
- Interoperability
- Data management and data quality
- Security and trust

Organizational factors
- Financial costs
- Organizational structure

Institutional factors
- Legal constraints [1]
- Political decisions [1]

Actors
- Politicians & government officials [3]
- Public demand [2]

Other factors
- Adoption of technology [3]
- Expected outcomes [3]

Current Challenges with Cross-border Services in the German-Dutch Border Region

- Interoperability
- Record and identity matching
- Differences in levels of technological progress
- Data sharing regulations
- Financial costs
- Rising user expectations
- Cross-border recruitment is perceived as a barrier
- Varying national requirements
- Administrative and legal barriers
- Deficiency in recognition of qualifications
- Online questionnaires meet only national needs
- No clear point of contact
- Personal consultations required
- Language as important factor

Design principles for cross-border services
1. Top-Down approach
2. Standardization
3. Adaptability
4. Accessibility
5. Communication