

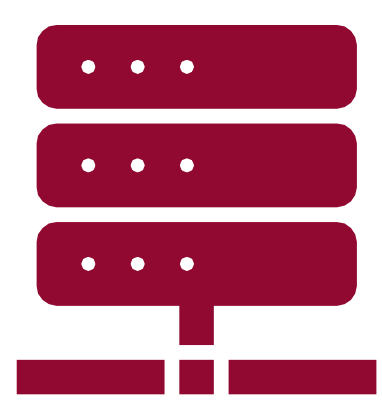
## DESIGN PRINCIPLES FOR EU CROSS-BORDER SERVICES

SOPHIE MAIERHOFER & SIMON SCHIMPE

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

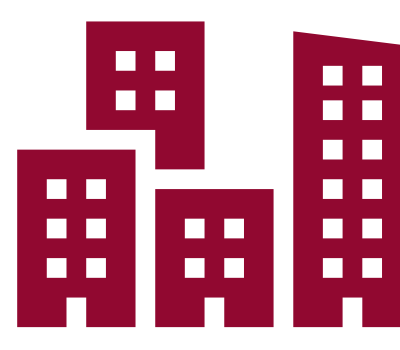


#### Technological factors



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

#### Organizational factors



- Financial costs
- Organizational structure

#### Institutional factors



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

#### Actors



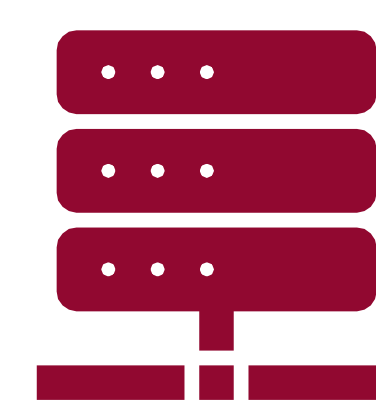
- Politicians & government officials [3]
- Public demand [2]

#### Other factors

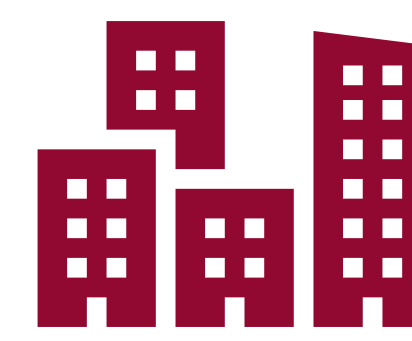


- Adoption of technology [3]
- Expected outcomes [3]

## 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



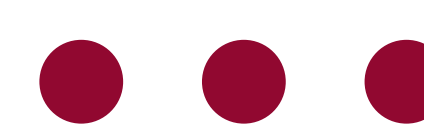
- Financial costs
- Rising user expectations
- Cross-border recruitment is perceived as a barrier



- 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