Open Government Partnership

OGP commitment templates

Appendix to the second Dutch National Action Plan (January 2016 – June 2018)

The second Dutch National Action Plan was published on December 15th 2015 for the period 2016-2017. The term of this action plan has been extended to June 2018 to be in line with the OGP national action plan cycles. In consultation with OGP, the extension of the action plan has been taken as an opportunity to review whether the formulation of the commitments is sufficiently SMART and up-to-date. This has led to a more precise formulation of some of the texts.

OGP has designed templates for each commitment in the action plan. On the following pages you will find the updated commitments of June 2017.

This document should be read alongside the Dutch National Action Plan 'Open Government in the Netherlands', which provides the context of the commitments.

For any questions, feedback and/or comments, please contact us at the point of contact for all commitments: actieplan@open-overheid.nl. By sending an e-mail we are more than happy to get you in touch with the lead implementing agencies of the Dutch National Action Plan.

Commitment Template	
1. National Open Data Agenda	
1 January 2016 – June 2018	New commitment
Lead implementing agency	Ministry of the Interior and Kingdom Relations

Other Actors Involved	Government Ministries, Department/Agency	All other departments, municipalities, water boards and provinces
	CSOs, private sector, multilaterals, working groups	
Status quo or problem addressed by the commitment		As an increasing number of public sector authorities place their data in the public domain, it is necessary to establish an appropriate structure for the databases and identify the requirements which they must meet. At the same time, civil society organisations have called on the government to accelerate the process of making its data available.
Main objective		Increase the availability of open datasets on data.overheid.nl.
Brief description of commitment		All Dutch ministries work active to increase the number and quality of available datasets. This commitment is carried out through the national open data agenda, the national policy framework.
OPG challenge addressed by the commitment		Access to information, public accountability, civic participation and technology and innovation.
Relevance		As an increasing number of public sector authorities place their data in the public domain, it is necessary to establish an appropriate structure for the databases and identify the requirements which they must meet. At the same time, civil society organisations have called on the government to accelerate the process of making its data available.[1]

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[1] 'Onze Overheid, Onze Informatie', the manifesto of the Social Coalition for Open Government, 2015.

Ambition	With this commitment, the Dutch government focuses on an increase of the amount of datasets and on the improvement of the quality of the metadata of datasets and the accessibility of data portal.	
Milestone/Activity with a verifiable deliverable and completion date	Start Date:	End Date:
1. **The portal https://data.overheid.nl is fully accessible and its datasets are 'usable'**: • It offers data sets that do not fall under any of the exceptions or restrictions of the Dutch Freedom of Information Act ('Wet openbaarheid van bestuur, Wob') or under those of other freedom of information regimes. And the re-using of these datasets will not cause risks to fundamental rights or privacy. Furthermore, the public status of the datasets is clear to re-users. • The data are free of charge, free of any third-party rights, accessible without registration whenever possible, they are computerizable, contain metadata, and are as complete and unprocessed as possible. There is a clear license structure for the re-use of the data. • The data sets are made available online at data.overheid.nl on the basis of the criteria above, and they are truly findable and accessible. The ministry of the Interior and Kingdom Relations monitors the quality and 'findablility' of the data by means of data inventories and through a so-called 'link checker'. Re-users are able to assess the quality of the dataset description and of the data. At least 90% of the links to reusable data are demonstrably correct. 2. **The government-wide inventory of datasets is to be repeated and updated regularly**: • Public sector authorities themselves will provide insight into the datasets in their possession, on the basis of a format developed by the ministry of the Interior and Kingdom Relations. • Data owners will produce a schedule for the publication of those datasets using the classifications, 'available', 'planned', 'under consideration' and 'high value'. The inventory and the schedule are made available to the public online through the data portal. • Data managers of the ministry of the Interior and Kingdom Relations will monitor the schedule using a public data calendar; they will ask data owners about the status of their planned results conform the schedule.	Jan. 2016	June 2018

3. **The ministry of the Interior and Kingdom Relations will monitor progress in publishing datasets through the data.overheid.nl portal**:
   - The ministry of the Interior and Kingdom Relations is in charge of setting standards for data descriptions, based on European arrangements (DCAT) and it applies these to its own data portal data.overheid.nl. Data owners apply the DCAT standard to their own datasets.
   - Public sector authorities are themselves responsible for the quality of the datasets they supply. Should the datasets not meet the quality standards, the data managers will contact the data owners to offer their help in meeting those standards. The standards are set by the ministry and are published on the national data portal. A dataset can be removed from the data portal if the quality is unsatisfactory and the data owner does not respond.

4. **The ministry of the Interior and Kingdom Relations will assist other governments in publishing data:**
   - The ministry of the Interior and Kingdom Relations will update the manual for public sector authorities on the publishing of datasets. The updated manual will be made available on the data portal data.overheid.nl.
   - The ministry of the Interior and Kingdom Relations will form a team of data managers to monitor the publishing of datasets and to help public sector authorities make their datasets available through the data portal. This team will also be available for questions concerning technique, licenses and the formatting of data.

5. **The ministry of the Interior and Kingdom Relations will offer assistance registering, finding and re-using data:**
   - Visitors of the data portal data.overheid.nl. can submit requests for the publishing of specific datasets by the government. The ministry of the Interior and Kingdom Relations will publish these data requests and the corresponding results on the data portal.
   - An open data users group is to be set up to assess the functioning of the portal. A public session will be held at least 4 times a year, in which data owners, re-users, developers and civil society organisations meet and exchange experiences and ideas.

Commitment Template		
2. Stuiveling Open Data Award		
January 2016 – June 2018		New commitment
Lead implementing agency		Ministry of Interior and Kingdom Relations
Other Actors Involved	Government Ministries, Department/Agency	The Open Government Expertise Centre (LEOO), ICTU
	CSOs, private sector, multilaterals, working groups	
Status quo or problem addressed by the commitment		The government will make as much data as possible freely available to the general public and the business community. If the data is in a form that permits simple re-use and processing, it becomes possible to develop useful new applications in areas such as education and healthcare, or to promote democracy and good governance. As an incentive to the development of new applications, products and services, the government is to introduce the 'Stuiveling Open Data Award', which will be presented to a public or private party who has used open data in an innovative manner to address current societal challenges. The award will encourage both the public and private sectors to learn from each other's experiences.
Main objective		To stimulate the re-use of open data.
Brief description of commitment		The Stuiveling Open Data Award will stimulate this re-use of open data by an annual contest with an amount of 20.000 euro's. To promote and support the competition, a website is to be launched in 2016. It will highlight best practice examples of the re-use of open data.
OPG challenge addressed by the commitment		Public accountability, civic participation and technology and innovation for openness and accountability

Relevance	The government will make as much data as possible freely available to the general public and the business community. The public value of open data will increase when (social) entrepreneurs use it to develop new application and services in areas such as education and healthcare, or to promote democracy and good governance.
Ambition	The development of new applications based on open data, in areas such as education, healthcare, or to promote democracy and good governance. The award will also encourage both the public and private sectors to learn from each other's experiences.

Milestone/Activity with a verifiable deliverable and completion date	Start Date:	End Date:
1. An annual contest to promote the re-use of open data. Each year the winner will receive an amount of €20,000. The Stuiveling Open Data Award will be awarded up until 2020 (five times in total and twice during the duration of this action plan). 2. There will be an annual presentation ceremony. 3. To promote and support the competition, a website is to be launched in 2016. It will highlight best practice examples of the re-use of open data. All entries that meet the competition requirements will be shown on the website (the competition requirements are available online). And the finalists and winner will be showcased more elaborately.	Jan. 2016	June 2018

Commitment Template	
3. ROUTE-TO-PA: Re-use of open data	
1 January 2016 - June 2018	New commitment
Lead implementing agency	Utrecht University

Other Actors Involved	Government Ministries, Department/Agency	The province of Groningen, the municipality of Utrecht, the Ministry of the Interior and Kingdom Relations
	CSOs, private sector, multilaterals, working groups	Wise & Munro (Netherlands), the City of The Hague, the University of Salerno, Ancitel, Comune di Prato (Italy), National de la Recherche Scientifique (France), National University of Ireland, Galway, Dublin City Council, Dublinked (Eire), Warsaw School of Economics (Poland), Ortelio Ltd and the Open Knowledge Foundation (UK)
Status quo or problem addressed by the commitment		ROUTE-TO-PA, Raising Open and User-friendly Transparency-Enabling Technologies for Public Administration Project, is a multidisciplinary innovation project, that, by combining expertise and research in the fields of e-government, computer science, learning science and economy, is aiming at improving the impact, towards citizens and within society, of ICT-based technology platforms for transparency. In the pilot of Groningen, the University Utrecht explores with the Province of Groningen and other stakeholders the ways in which open data can help to address and resolve social issues.
Main objective		The re-use of open data to resolve issues relating to population decline.
Brief description of commitment		The university of Utrecht has joined the province of Groningen and other stakeholders in the public and private sectors, civil society organizations and individuals, to explore ways in which open data can help to address and resolve social issues. The project is part of a three-year European Horizon 2020 innovation project entitled ROUTE-TO-PA, in which the social and societal impact of open data is to be assessed. The key objective of the project is to promote the re-use of open data using new IT applications. This will not only make government more transparent but will create new opportunities

	to resolve societal issues based on the use of open data.
OPG challenge addressed by the commitment	This commitment is relevant to OGP values as access to information, civic participation and technology and innovation for openness and accountability.
Relevance	The government has an obligation to make as much data as possible freely available to the general public and the business community. If the data is in a form that permits simple re-use and processing, it becomes possible to develop useful new applications. The Groningen project is part of a three-year European research programme entitled Raising Open and User-friendly Transparency-Enabling Technologies for Public Administration Project (ROUTE-TO-PA), in which the social and societal impact of open data is to be assessed. The key objective of the project is to promote the re-use of open data using new IT applications. This will not only make government more transparent but will create new opportunities to resolve societal issues based on the use of open data.
Ambition	To create new opportunities to resolve societal issues based on the use of open data.

Milestone/Activity with a verifiable deliverable and completion date	Start Date:	End Date:
1. A social platform for open data (SPOD) which facilitates interaction between government and the users of open data with regard to one or more societal issues. 2. The development of a Transparency Enhancing Toolset (TET) for government and open data users to accompany the social platform. 3. Formulating guidelines and good practices (GUIDE) on the basis of the project results to ensure more effective use of open data in addressing various societal challenges.	Feb. 2015	June 2018

Commitment Template		
4. Active publication of information		
January 2016 – June 2018		Ongoing commitment
Lead implementing agency		Ministry of Interior and Kingdom Relations
Other Actors Involved	Government Ministries, Department/Agency	All other ministries and executive
	CSOs, private sector, multilaterals, working groups	
Status quo or problem addressed by the commitment		Although Dutch law provides requirements on open access to public information, in practice the scope of public information available is still limited. This commitment aimed to speed up the process of open access to government information.
Main objective		Active publication of information
Brief description of commitment		Two pilot projects on open access of research publication opportunities have been started in the first Dutch action plan. Under the current action plan, the pilot projects commenced under its predecessor are to be continued and expanded to other ministries, as requested by various civil society organizations.[2] Activities to date have shown that there is no standard approach with regard to the publication of feasibility assessments. Not all are made public; those that are appear in various forms and through various channels. Accordingly, efforts will now focus on creating greater uniformity.
OPG challenge addressed by the commitment		Advancing OGP values of access to information and public accountability

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[2] Onze Overheid, Onze Informatie, September 2015.

Relevance	Although Dutch law provides clear requirements on open access to public information, in practice the scope of public information available is still limited. This commitment aimed to speed up the process of open access to government information. The general purpose is to enable citizens to be better informed about what happens in government and to help public servants make better use of each other's information. This commitment sought to align Dutch practice on open access with the European Directive on Public Information 2013/37/EU, that came into power in July 2015 with the Re-use of Information Act.
Ambition	To expand the pilots of research publication and feasibility assessments to all departments. Eventually, we will work towards a system which may be described as 'open by design', in which full publication of information is regarded as the norm.

Milestone/Activity with a verifiable deliverable and completion date	Start Date:	End Date:
Active publication of research reports: 1. The Ministry of Foreign Affairs, the Ministry of Finance and the Ministry of Health, Welfare and Sport are to join the pilot projects currently being undertaken by Ministry of the Interior and Kingdom Relations, and the Ministry of Education, Culture and Science. They will make their research reports available online (at www.rijksoverheid.nl), except where legitimate grounds for exemption exist. The research reports are made available online within four weeks of the report being finalised, except when more time is required for reasons of accuracy. This can be the case when the research report has to be accompanied by a policy reaction, when internal or external coordination or contra-expertise is required, when the publication of the report coincides with a certain activity or event, if the research report forms part of a series, or when a commitment has been made to the House of Representatives to send parliament the research report together with other documents. 2. The results of these pilots are to be assessed by or on behalf of the Ministry of the Interior and Kingdom Relations. The House of Representatives will be informed of the findings during the latter half of 2016. 3. The extended pilot projects will form the basis for active publication of reports, and for the government-wide implementation of the approach thus developed.	Jan. 2016	Nr. 1 March 31st 2016 (pilots) Nr. 2, 3 en 4: December 31st 2016

4. On the basis of the pilots, a manual will be made available to assist other departments with the development and implementation of the new work process.		

5. The Ministry of the Interior will support the government-wide implementation of the new method of working by:
    a. organising four knowledge sessions (in 2017);
    b. developing and making available communication tools such as posters and banners;
    c. and by evaluating the government-wide active publication of research projects.
		Nr.5:a) December 31st 2017, b) July 31st 2017 and c) February 1st 2018

Feasibility assessments: 6. A further investigation of opportunities to publish feasibility assessments will be conducted in 2016. The House of Representatives will be informed about the outcomes in January 2017 (in a letter of the government to parliament on the transparency of the legislative process).		Nr. 6: January 2017
7. Based on the results of this investigation, a standard procedure for the active publication of feasibility assessments will be developed under the responsibility of the Ministry of the Interior and the Ministry of Security and Justice (V&J). In addition, the government's online legislative calendar (https://wetgevingskalender.overheid.nl/) will be improved, so that for each legislative file all relevant documents are accessible.		Nr. 7: June 2018

Commitment Template		
5. Open about finances: detailed open spending data		
1 January 2016 – June 2018		Ongoing commitment
Lead implementing agency		Open State Foundation
Other Actors Involved	Government Ministries, Department/Agency	Provincial authorities, water management authorities, local authorities, the Ministry of the Interior and Kingdom Relations.
	CSOs, private sector, multilaterals, working groups	The Interprovincial Consultative Committee (IPO), the Federation of Water Management Authorities (UVW) and the Association of Netherlands Municipalities (VNG).
Status quo or problem addressed by the commitment		Open spending financial reports of all Dutch decentral governments are available on an aggregated level. To give more insight in income and expenditure, the Open State Foundation has been working to release more detailed information. This was a specific request from users (e.g. representatives, civil servants, citizens and journalists). The first detailed reports have been released but more governments need to join in order to become a standard and effective.
Main objective		More detailed financial transparency on the local level.
Brief description of commitment		The Open State Foundation will contact and help governments to release their detailed financial information on Openspending.nl and will expand functionality and improve user experience of the website to better suit users.
OPG challenge addressed by the commitment		Access to information, public accountability, civic participation and technology and innovation for transparency.
Relevance		Open spending increases access to information because vital financial information is released as open data for the first time. This improves public accountability and participation because users know how money is spend in their government and they can participate and better use the right to challenge. Furthermore open spending pioneers can re-use the financial open data to develop a broad array of apps and tools.

Ambition	By releasing more detailed financial information Open Spending Detail Data becomes the new standard for financial transparency. There are some early adopters. The more decentral governments adopt Open Spending Detail Data, the more normal it will seem for other governments. This helps to rapidly improve the number of participants. Thus improving government transparency as a whole and improving accountability, participation and re-use of the data.		
Milestone/Activity with a verifiable deliverable and completion date		Start Date:	End Date:
1. A handbook, an instruction video and a promotion video on 'detailed open spending data for governments', based on the results achieved in 2016. The handbook will be sent to participating municipalities. The video's will be made available online on the websites http://openspending.nl/ and www.open-overheid.nl. 2. Three thematic pilots with local governments, to add context to the detailed open spending data. The themes of the pilots are 'context', 'locations', and 'layout view'. These themes were selected on the basis of a needs assessment put forward to municipalities. The pilots will also work towards the standardisation of detailed data, so that local governments will be able to make their detailed open spending data available uniformly. A minimum of three local governments will participate in the pilots. The pilots will be evaluated in a final report. This report will also describe how more local governments can adopt these quality improvements. The results of the pilots will also be published on the website: http://www.openspending.nl/. Milestones: the three pilots, the evaluation report of the pilots and the publication of the results of the pilots on the website. Duration: January 2017 – June 2018.[3] 3. Two national workshops on 'Open Spending Data' are to be held (one in 2016 and one 2017).		Jan. 2016	Nr. 1: December 2016 Nr.2: June 2018 Nr.3: December 2016 and December 2017

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[3] This milestone was added to the Action Plan in June 2017, because two of the previous milestones (the participation of 75 decentral authorities in 2016 and 150 decentral authorities in 2017 in the Detailed Open Spending Data project) turned out not to be feasible. Practice has shown that what is needed first, is to gain experience on a smaller scale with improving the quality and the scale-up potential of the detailed data made available by local governments. The pilots should result in relevant experience gained, which will then be used to reach as many local governments as possible.

Commitment Template	
6. Open local authority decision-making	
1 January 2016 – June 2018	New commitment
Lead implementing agency	Association of Netherlands Municipalities (VNG)

Other Actors Involved	Government Ministries, Department/Agency	Various local authorities and the Ministry of the Interior and Kingdom Relations
	CSOs, private sector, multilaterals, working groups	Open State Foundation, 'Vereniging van Griffiers' (the Dutch association for municipal registrars)
Status quo or problem addressed by the commitment		Much of the 'council information' currently available to the general public and their elected representatives is unstructured and not in an open, machine-readable format. The information on which decisions have been, or are to be, based is difficult to find. Moreover, it is not possible to compare information produced by different local authorities, even when relating to the same topic.
Main objective		Enhancing access to information on which local authorities base their decisions.
Brief description of commitment		The Ministry of the Interior and Kingdom Relations and the Association of Netherlands Municipalities (VNG) have commissioned the Open State Foundation before to run a pilot project in which five local authorities will produce and publish information in a standardised, machine-readable format (as open data). This pilot project will create a basis for the publication of such data nationwide. The VNG has announced the attention of rolling out the project to all municipalities as part of its Digital Agenda 2020 programme.

If the information on which local authorities base their decisions is made available as open data, it will become possible for members of the public, elected representatives and journalists to follow the decision-making process more closely. They will also have greater influence and input. The |

	open data will also allow the development of further innovative applications and products, such as visualisations, websites and apps. Elected representatives will have new tools to assist them in fulfilling their responsibilities, and this will strengthen interaction with their constituents.
OPG challenge addressed by the commitment	Access to information, public accountability, civic participation and technology and innovation for openness and accountability
Relevance	If the information on which local authorities base their decisions is made available as open data, it will become possible for members of the public, elected representatives and journalists to follow the decision-making process more closely. They will also have greater influence and input. The open data will also allow the development of further innovative applications and products, such as visualisations, websites and apps. Elected representatives will have new tools to assist them in fulfilling their responsibilities, and this will strengthen interaction with their constituents.
Ambition	Development of a standard for the publication of information on which local authorities base their decisions as open data, in a form which is reliable, reusable and permits ready comparison. Then all local authorities are supported to adopt this standard by June 2018, whereupon all information currently available in an unstructured form will have been converted to the new, uniform standard and published as open data.

Milestone/Activity with a verifiable deliverable and completion date	Start Date:	End Date:
1. Development and adoption of a standard for the publication of information as open data, in a form which is reliable, reusable and permits ready comparison.[4] The first version of this standard will be decided upon in 2017, in consultation with suppliers.	Jan. 2016	June 2018

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[4] Reliable: this means that the open data only contains council information which is public (therefore no classified documents) and that the open council information is complete (containing all public council information).

Reusable: data are reusable when they have been made available as open data through an API, Application Programming Interface (4 stars in the open data model by Tim Berners-Lee), in an easy-to-use file format (such as JSON) and when the data are standardised so that a re-user does not need made-to-measure solutions for every municipality.

Permits ready comparison: The semantics of the council information should be the same. A council proposal is called 'council proposal' everywhere, not 'proposal' or 'letter by the council'. Furthermore, you agree upon

2. The standard will have been implemented by all Dutch municipalities by June 30th 2018. The data will be made available as open data once the municipality has given its consent to the supplier. This will allow municipalities to make their open data – currently available in an unstructured form – available as open data according to the new uniform and integrated standard.[5]			

how to call metadata fields, such as date notation and authors etc. This allows the data of 388 different municipalities to be comparable.

[5] Uniform: this is the same as 'Permits ready comparison', see above.

Integrated: all council information (irrespective of municipality and supplier) is accessible through a central database (API).

Commitment Template		
7. The public officer as professional within the civil society		
January 2016 – June 2018		Ongoing commitment
Lead implementing agency		Ministry of Infrastructure and the Environment
Other Actors Involved	Government Ministries, Department/Agency	The Ministry of Interior and Kingdom relations
	CSOs, private sector, multilaterals, working groups	The civil society
Status quo or problem addressed by the commitment		If there is to be good and effective dialogue, it is essential that the government is open to civil society initiatives. It must actively involve citizens in the development and implementation of policy, and must work alongside the social partners. This is not always the case in policymaking. The civil society partners have called for greater investment in the public sector staff, and specifically in the development of the skills they need to interact effectively with today's network society. It is a question of further professionalisation.
Main objective		Professionalizing public officers to interact with the civil society.
Brief description of commitment		The Ministry of Infrastructure and the Environment has already done much to involve citizens and civil society partners. It continues to pursue the ambitions set out in the former action plan and is devoting considerable attention to developing the skills of staff and managers. All activities focus on the attitudes and behaviour needed to perform effectively within today's network society. The Ministry of Infrastructure and the Environment serves as an inspiring role model for other government departments in that it is demonstrating a highly effective form of interaction and cooperation.
OPG challenge addressed by the commitment		Civic participation and public accountability

Relevance	If there is to be good and effective dialogue, it is essential that the government is open to civil society initiatives. It must actively involve citizens in the development and implementation of policy, and must work alongside the social partners. After all, the government is part of today's networking society. It is no longer 'in charge' but a partner in the performance of the public tasks. The government is expected to 'work and learn alongside the people'4. The civil society partners have called for greater investment in the public sector staff, and specifically in the development of the skills they need to interact effectively with today's network society. It is a question of further professionalisation.
Ambition	To make government more open to public dialogue and civil society initiatives.

Milestone/Activity with a verifiable deliverable and completion date	Start Date:	End Date:
1. **Professionalisation course "The Art of Connecting"**: In 2018, all policy staff within the Ministry of Infrastructure and the Environment will have attended a professionalisation course of 2,5 days, and will be familiar with what the Netherlands School of Public Administration (NSOB) identifies as the four roles of government.[6] In the course the participants will practice and experiment with these four different roles. This will allow them to engage better with participating citizens in the 'energetic society'. 2. **Work processes**: By the end of 2017, all work processes will have been adapted where necessary to allow staff every opportunity to perform effectively as 'networking officials'. 3. **Approach Strengthening Professional Skills:** the professionalisation course (1st milestone) and adapting work processes (2nd milestone) are not sufficient to achieve a change of culture. Therefore, in 2017 the Approach Strengthening Professional Skills will start. Different activities will be organized; the approach will last several years. The activities are all geared towards employing the different roles of the networking professional in his or her everyday work. Examples of activities are: organizing reflection on work, compiling a 'body of knowledge' and setting up a network of 'accelerators'. In addition, 10-15 policy dossiers will be followed before the end of June 2018, in order to understand what being a networking	Jan. 2016	June 2018

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[6] The NSOB identifies four roles of government: the lawful government, the performing government, the networking government and the responsive, participatory government.
http://www.pbl.nl/sites/default/files/cms/publicaties/pbl-2015-nsob-learning-by-doing-government-participation-in-an-energetic-society.pdf

professional entails in practice. For these policy dossiers a learning process will be set up that must lead to tangible results.		
4. **Communities of Practice**: staff who have followed the professionalisation course "The Art of Connecting", will come together in a peer review setting and, based on actual case studies, exchange experiences of acting in the different roles. In 2016 and 2017 (at least) 2 community of practice will be organised for managers.		
5. **Management professionalisation**: by the end of 2017, all managers within Ministry of Infrastructure and the Environment will have received training in interaction with their networking staff. The managers also participate in the professionalisation courses. In addition, extra meetings will be organised specifically for managers before and after the professionalisation courses.		
6. The Ministry of the Interior (BZK) is currently formulating ambitions for the public sector as a whole. The result of the activities at the Ministry of Infrastructure and the Environment will provide further input. For instance by jointly organising sessions on the topic. And by contributing actively to the interdepartmental working group 'interactive policy making'.		

Commitment Template		
8. Informal approach to freedom of information requests		
January 2016 – June 2018		New or ongoing commitment
Lead implementing agency		Ministry of the Interior and Kingdom Relations
Other Actors Involved	Government Ministries, Department/Agency	Ministry of the Interior and Kingdom Relations and various local authorities
	CSOs, private sector, multilaterals, working groups	The Open Government Expertise Centre (LEOO)
Status quo or problem addressed by the commitment		The Public Administration Act (Wet Openbaarheid van Bestuur) entitles a 'stakeholder' (usually a member of the public) to submit an application requesting a public sector authority to give information. In many instances, a request for information leads to unnecessary bureaucracy and can seriously strain the relationship between the applicant and the government department concerned. Both the private sector (citizens and businesses) and government spend millions in hours and euro's every year on complaint, objection and appeal procedures against government decisions. Of the total amount of administrative burdens (red tape) for citizens in the Netherlands 11% is caused by complaint, objection and appeal procedures. The costs of these complaint handling and conflict resolution procedures and the dissatisfaction with them have only increased over the last couple of years. In addition, formalistic and legalistic (written) complaint, objection and appeal procedures have been selected by the Dutch citizens as one of the top ten most pressing bottlenecks in government services.
Main objective		To stimulate an informal approach by civil servants when it handling information requests.
Brief description of commitment		The Ministry of the Interior and Kingdom Relations stimulates and supports an informal pro-active approach for all government organizations.

	The centerpiece of this approach is to train civil servants in the use of communication and mediation techniques to respond quickly and informally to citizen contacts, complaints, objections and appeals using an interest-based problem-solving approach. The goal is to enhance public service delivery by making informed decisions together with the concerned citizens which procedure or approach best suits the matter at hand. Fundamentally, this means that there is a choice to be made for the way a certain conflict is handled: the formal, more traditional and legalistic approach or the informal and pro-active approach.
OPG challenge addressed by the commitment	Public accountability, civic participation and (social) innovation for openness and accountability
Relevance	The informal approach provides an alternative for the traditional conflict resolution procedures. This informal approach has led to a reduction in the number of objections that resulted in a formal decision and in an increase in the number of objections that resulted in an agreement between the parties in the conflict.
Ambition	The informal approach project provides a fundamental change for complaint handling and conflict resolution in public administration. From a traditional, formal, judicial, procedural and written approach the Ministry of the Interior and Kingdom Relations initiates, stimulates and supports an informal approach model for all government organizations.

Milestone/Activity with a verifiable deliverable and completion date	Start Date:	End Date:
1. A handbook setting out the informal approach, listing interventions, process optimisations and best practices. 2. Assistance to public sector authorities in adopting the informal approach, to be provided by or through the Open Government Expertise Centre and the 'Pleasant Contact with the Government' programme, by means of a pilot in one organization and at least 4 workshops for public sector authorities. 3. Monitoring, analysis and reporting with a view to further increasing the effectiveness of the informal approach. A report on the informal approach will be sent to the House of Representatives.	Jan. 2016	June 2018

Commitment Template		
9. Support to other public sector organizations: the Open Government Expertise Centre (LEOO)		
January 2016 – December 2017	New commitment	
Lead implementing agency	Ministry of the Interior and Kingdom Relations	
Other Actors Involved	Government Ministries, Department/Agency	All ministries, provincial and local authorities
	CSOs, private sector, multilaterals, working groups	The Open Government Expertise Centre (LEOO), ICTU
Status quo or problem addressed by the commitment	Governments of all levels have questions and issues related to the open government and how to implement more transparency and accountability in their organization. The Leer- en Expertisepunt Open Overheid (Open Government Expertise Centre; LEOO) identifies relevant issues in the field of open government and assists public sector organizations to deal with these issues.	
Main objective	Supporting lead agencies in the action plan and other public sector organization with the implementation of more transparency and accountability in their organization.	
Brief description of commitment	LEOO collates and disseminates relevant knowledge and (co-) organizes various meetings about Open Government. Through LEOO, the Ministry of the Interior (BZK) wishes to strengthen the position of all public sector organizations as they implement policy and legislation. LEOO will provide support based on three distinct functions: knowledge broker, advisor and a platform which helps to increase the visibility of Open Government activities.	
OPG challenge addressed by the commitment	Access to information, public accountability and civic participation	

Relevance	Many public sector organizations deal with the same issues and problems when it comes to the open government, so sharing and creating knowledge is an essential part in the movement to an open government. LEOO will provide support based on three distinct functions: knowledge broker, facilitator and a platform which helps to increase the visibility of Open Government activities.
Ambition	To support all governments with the implementation of more accountability and openness in their organization.

Milestone/Activity with a verifiable deliverable and completion date	Start Date:	End Date:
1. 10 (2016) and 6 (2017) further knowledge instruments, such as a factsheet about the new Reuse of Government Information Act 2015 ('Wet Hergebruik van Overheidsinformatie') and a self-scan Open Government, to be developed in association with local authorities and civil society partners. All knowledge instruments developed by LEOO are based on the insights LEOO acquires from its meetings with different organizations and people. All knowledge instruments are published on the website www.open-overheid.nl/ 2. 40 meetings (20 in 2016 and 20 in 2017) to include one major conference attended by at least four hundred delegates (at which the Stuiveling Open Data Award is presented in 2016), a year event Open Government (in 2017) and meetings for all lead implementing agencies of the national action plan (1 in 2016 and 2 in 2017). 3. Personal coaching processes and one-to-one meetings for managers and government staff (100 in 2016 and 60 in 2017). 4. 5 (2016) and 4 (2017) training modules and support programmes for educational institutes wishing to include Open Government as a module or topic within their programmes. 5. 100 additional national or international initiatives dealing with Open Government in 2016 and 20 in 2017. 6. New interviews (20 in 2016 and 15 in 2017) and other content to be published on the Open Government website every two or three weeks.	Jan. 2016	Dec. 2017