



Appendix: OGP commitment templates

The Dutch National Action Plan was published on December 15th 2015. The National Action Plan covers a two-year period (2016- 2017) and consists a set of commitments that advance transparency, accountability, participation and/or technological innovation. The OGP designed templates for each commitment in the action plan. You will find these templates filled-in on the next pages.

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@openoverheid.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 - 31 December 2017		New commitment
Lead implementing agency		Ministry of the Interior and Kingdom Relations.
Other Actors Involved	Government Ministries, Department/Agency	Ministry of Foreign Affairs; Ministry of Economic Affairs; Ministry of Finance; Ministry of Infrastructure and the Environment; Ministry of Education, Culture and Science; Ministry of Social Affairs and Employment, Ministry of Security and Justice; Ministry of Health, Welfare and Sport; Ministry of Defense.
	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
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.

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

Milestone/ Activity with a verifiable deliverable and completion date	Start Date:	End Date:
<ol style="list-style-type: none"> 1. The portal https://data.overheid.nl is fully accessible and its datasets are 'usable'. They are complete, up-to-date and findable. 2. The government-wide inventory of datasets is to be repeated and updated. All ministries and departments will identify the datasets in their possession. They will produce a schedule for the publication of those datasets using the classifications, 'available', 'planned', 'under consideration' and 'high value'. 3. The Ministry of the Interior and Kingdom Relations will monitor progress in publishing datasets through the data.overheid.nl portal. 4. Ministry of the Interior and Kingdom Relations will provide any necessary support to ensure the quality of the metadata (descriptors, explanations and context) accompanying the published datasets. 5. The Ministry of the Interior and Kingdom Relations will assist other ministries in the further development of their open data policy and activities. 6. In 2016, the Ministry of the Interior and Kingdom Relations will extend the current support arrangements intended to help public sector authorities make their datasets available through the data.overheid.nl portal. 7. An open data users group is to be set up to assess the functioning of the portal and to consider matters which are not confined to the public sector itself. 	Jan. 2016	Dec. 2017

Commitment Template	
2. Stuiveling Open Data Award	
January 2016 – December 2017	New commitment
Lead implementing agency	Ministry of Interior and Kingdom Relations.
Other Actors Involved	Government Ministries, Department/Agency
	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 euros. 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:
<ol style="list-style-type: none"> 1. An annual contest to promote the re-use of open data. The amount of €20,000 will be available to divide among the winners. 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. 	Jan. 2016	Dec. 2017

Commitment Template

3. ROUTE-TO-PA: Re-use of open data in the Province of Groningen

1 January 2016 - 31 December 2017		New commitment
Lead implementing agency		Utrecht University.
Other Actors Involved	Government Ministries, Department/Agency	The Province of Groningen, 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, <i>Raising Open and User-friendly Transparency-Enabling Technologies for Public Administration Project</i> , 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 specific 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 issues relating to Population decline, ² and specifically in the areas of housing, employment, healthcare and welfare.
Main objective		The re-use of open data to resolve issues relating to population decline.
Brief description of commitment		<p>The Province of Groningen has joined 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 issues relating to demographic shrinkage, and specifically in the areas of housing, employment, healthcare and welfare.</p> <p>The Groningen project is part of a three-year European Horizon 2020 innovation project entitled ROUTE-TO-PA,</p>

² The Netherlands Environmental Assessment Agency recognises three distinct forms of demographic shrinkage: a decrease in population, a decrease in the number of households, and a decrease in the potential working population (those aged 20-64 and available for employment). In the regions experiencing shrinkage, there are also shifts in the demographic make-up due to factors such as population ageing (see www.pbl.nl).

	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 <i>Raising Open and User-friendly Transparency-Enabling Technologies for Public Administration Project (ROUTE-TO-PA)</i> , 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.	Feb. 2015	Feb 2017
2.	Transparency Enhancing Toolset (TET)(to accompany the social platform).		
3.	Guidelines and good practices (GUIDE) to ensure more effective use of open data in addressing various societal challenges.		

Commitment Template

4. Active publication of information

January 2016 – December 2017		Ongoing commitment
Lead implementing agency		Ministry of Interior and Kingdom Relations.
Other Actors Involved	Government Ministries, Department/Agency	All other ministries and executive agencies.
	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. ³ . 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.

³ *Onze Overheid, Onze Informatie*, September 2015.

Relevance	<p>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.</p>		
Ambition	<p>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.</p>		
Milestone	Activity with a verifiable deliverable and completion date	Start Date:	End Date:
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 target date for online publication is within four weeks of the report being finalised.	Jan. 2016	Dec. 2017
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.	Assuming positive results, the extended pilot projects will form the basis for active publication of reports and the government-wide implementation of the approach thus developed.		
4.	A further investigation of opportunities to publish feasibility assessments will be conducted in 2016.		
5.	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).		

Commitment Template

5. Open about finances: detailed open spending data

1 January 2016 - 31 December 2017		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		Openspending 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		Openspending 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 Openspending Detaildata becomes the new standard for financial transparency. There are some early adopters. The more decentral governments adopt Openspending Detaildata the more normal it would 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 verifiable deliverable and completion date	Activity with a	Start Date:	End Date:
<ol style="list-style-type: none"> 1. A handbook for decentral authorities, based on the results achieved in 2016. 2. The intention is that some 75 decentral authorities (local, provincial and water management authorities) will take part in the detailed open financial data project in 2016. The results will depend in part on the financial commitment of those authorities. 3. The intention is that this number will increase to 150 in 2017. Once again, results will depend in part on the level of financial commitment shown by the authorities. 4. Two national conferences on 'Open spending data' are to be held (in 2016 and 2017). 		Jan 2016	Dec 2017

Commitment Template

6. Open local authority decision-making

1 January 2016 - 31 December 2017		New commitment
Lead implementing agency		Association of Netherlands Municipalities (VNG).
Other Actors Involved	Government Ministries, Department/Agency	Various local authorities and the Ministry of Interior and Kingdom Relations.
	CSOs, private sector, multilaterals, working groups	Open State Foundation.
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		<p>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.</p> <p>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</p>

	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 the end of 2017, 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 of a standard for the publication of information as open data, in a form which is reliable, reusable and permits ready comparison.			
2. All local authorities are supported to adopt this standard by the end of 2017, whereupon all information currently available in an unstructured form will have been converted to the new, uniform standard and published as open data.		Jan. 2016	Dec. 2017

Commitment Template

7. The public officer as professional within the civil society

January 2016 – December 2017		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 promote public consultation and participation. 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 I&M 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	<p>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.</p>		
Ambition	<p>To make government more open to public dialogue and civil society initiatives.</p>		
Milestone verifiable deliverable and completion date	Activity with a	Start Date:	End Date:
<ol style="list-style-type: none"> 1. By the end of 2017, all policy staff within the Ministry of I&M will have attended professionalization courses and/or masterclasses, and will be familiar with their new role as 'networking officials' who can interact effectively with civil society. 2. By the end of 2017, all work processes will have been adapted to allow staff every opportunity to perform effectively as 'networking officials'. 3. Communities of Practice: staff who have completed the course 'The civil servant as professional' will come together in a peer review setting and, based on actual case studies, exchange experiences of acting in the networking role. A similar Community of Practice for managers will be formed by December 2017. 4. Management professionalisation: by the end of 2017, all managers within I&M will have received training in interaction with their networking staff. 5. The Ministry of BZK is currently formulating ambitions for the public sector as a whole. The result of the activities at I&M will provide further input. 		Jan. 2016	Dec. 2017

⁴ Open Government Citizen Panel, 2015.

Commitment Template

8. Informal approach to freedom of information requests

January 2016 - December 2017		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 (<i>Wet Openbaarheid van Bestuur</i>) 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 euros 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	<p>The Ministry of the Interior and Kingdom Relations stimulates and supports an informal pro-active approach for all government organizations.</p> <p>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.</p>		
OPG challenge addressed by the commitment	public accountability, civic participation and (social) innovation for openness and accountability.		
Relevance	<p>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.</p>		
Ambition	<p>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.</p>		
Milestone verifiable deliverable and completion date	Activity with a	Start Date:	End Date:
<ol style="list-style-type: none"> 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. 3. Monitoring, analysis and reporting with a view to further increasing the effectiveness of the informal approach. 		Jan. 2016	Dec. 2017

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 <i>Leer- en Expertisepunt Open Overheid</i> (Open Government Expertise Centre; LEEO) 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		LEEO collates and disseminates relevant knowledge and (co-) organizes various meetings about Open Government. Through LEEO, the Ministry of BZK wishes to strengthen the position of all public sector organizations as they implement policy and legislation. LEEO 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	<p>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.</p>		
Ambition	<p>To support all governments with the implementation of more accountability and openness in their organization.</p>		
Milestone verifiable deliverable and completion date	Activity with a	Start Date:	End Date:
<ol style="list-style-type: none"> 1. Ten further knowledge instruments, such as a factsheet about the new <i>Wet Hergebruik van Overheidsinformatie</i> (Reuse of Government Information Act 2015) and a self-scan Open Government, to be developed in association with local authorities and civil society partners. 2. Twenty meetings, to include one major conference attended by at least four hundred delegates (at which the Stuiveling Open Data Award is presented) and a meeting for all lead implementing agencies of the national action plan. 3. One hundred personal coaching processes and one-to-one meetings for managers and government staff. 4. Five long-term support programmes for educational institutes wishing to include Open Government as a module or topic within their programmes. 5. One hundred additional national or international initiatives dealing with Open Government. 6. Twenty new interviews and other content to be published on the Open Government website every two or three weeks. 		Jan. 2016	Dec. 2017