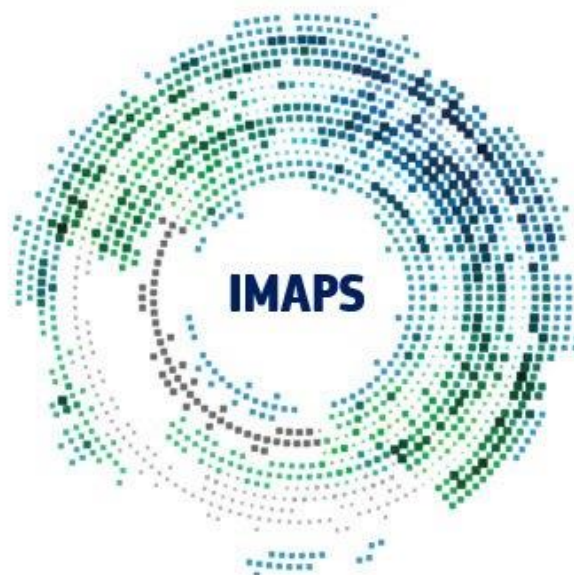


IMAPS v1.2.0

Interoperability Maturity Assessment of a Public Service

Release notes



Interoperability Maturity Assessment of Your Digital Public Service

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Table of Abbreviations

Table 1: Acronyms

Acronym	Description
ABB	Architectural Building Block
CarTool	Cartography Tool
DIGIT	Directorate-General for Informatics
EC	European Commission
EIF	European Interoperability Framework
EIRA	European Interoperability Reference Architecture
EU	European Union
IMAPS	Interoperability Maturity Assessment of a Public Service
IQAT	Interoperability Quick Assessment Toolkit
LIMAPS	Legal Interoperability Maturity Assessment of a Public Service
OIMAPS	Organisational Interoperability Maturity Assessment of a Public Service
SIMAPS	Semantic Interoperability Maturity Assessment of a Public Service
TIMAPS	Technical Interoperability Maturity Assessment of a Public Service

1 INTRODUCTION

1.1 Purpose of this document

This document contains the description of the release version 1.2.0 of the Interoperability Maturity Assessment of a Public Service (IMAPS).

1.2 Release date

Version 1.2.0 of the IMAPS Survey has been released on the 29th July 2020 on Joinup.

1.3 Description

The IMAPS Survey is a highly user-friendly online questionnaire. Designed as a self-assessment tool, the IMAPS survey is designed for public service owners to evaluate key behavioural interoperability aspects of their digital public service. On completion of the survey, the public service owners receive tailored, confidential feedback and recommendations on how to further improve their service.

Details on the individual components of this release are provided in the below Chapter 2 “Release components”.

2 IMAPS v1.2.0 RELEASE COMPONENTS

The IMAPS v1.2.0 release consists of the following release components.

2.1 [IMAPS v1.2.0 Online Survey](#)

The IMAPS questionnaire is available as an online survey at the EU Survey portal.

The following table presents the changes from the IMAPS release 1.1.1 to the IMAPS release 1.2.0.

Table 2: Updates at IMAPS 1.2.0 questionnaire

Modification	Details
Version 1.2.0	
Updated conceptual model of IMAPS	<p>Updates have been applied to the IMAPS conceptual model. These updates include:</p> <ul style="list-style-type: none"> • Renamed Service Management from D to B and Service Delivery from B to D. • Transformed Service Management arrow into a bidirectional one, as its items assess bidirectional aspects across the public service. • Annotated all kinds of end-users, i.e. Public Administrations, Citizens, Businesses • Applied a horizontal categorization of items in specific attributes: <ul style="list-style-type: none"> ○ Data, information and knowledge delivered/consumed/management ○ Service Delivery/Consumption/Management Enablers ○ Service Delivery/Consumption/Management Manifestations. <p>The updated conceptual model is illustrated in the Introduction section of the online IMAPS survey.</p>
Restructure IMAPS Service Management Section	<p>IMAPS Service Management Component has been updated to include all Service Management items that have been removed from IMAPS specialisations (it is noted that they have been removed from all specialisations during their design phase, while in SIMAPS, they belonged in the respective section that was called Data Management). The reason for this removal has been the observation that service management items had commonalities and overlaps across all specialisations. A merged section has been created that included a compilation of:</p> <ol style="list-style-type: none"> IMAPS existing items; SIMAPS existing items; All service management items that stemmed during the design of the IMAPS specializations (ref.: LIMAPS, OIMAPS, TIMAPS); <p>It is noted that, similarly to all items in IMAPS, these items have an L, O, S, T annotation to show to which interoperability view they (mainly) refer to.</p> <p>This merge, resulted into:</p> <ol style="list-style-type: none"> The creation of new items; The merge of existing items into a single item that assessed similar aspects; The deletion of some items that were similar to others or not in scope.

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Updated IMAPS Attributes' Structure	<p>All items of IMAPS included in the Service Delivery section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge delivered; 2. Service Delivery Enablers; 3. Service Delivery Manifestations. <p>Similarly, all items of IMAPS included in the Service Consumption section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge consumed; 2. Service Consumption Enablers; 3. Service Consumption Manifestations. <p>Finally, all items of IMAPS included in the Service Management section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge management; 2. Service Management Enablers; 3. Service Management Manifestations.
IMAPS items' updates to trigger IMAPS specialisations (L, O, S, T)	<p>After the creation (LIMAPS, OIMAPS, TIMAPS) and update (SIMAPS) of IMAPS specialisations, the IMAPS items have been edited accordingly, to trigger (i.e. to link) to each one of the specialisations' surveys. To address this change request:</p> <ol style="list-style-type: none"> i. New IMAPS items have been created (especially to point to LIMAPS and OIMAPS surveys); ii. Existing IMAPS items have been updated, along with their recommendations, to point to the respective IMAPS specialisation survey.
SIMAPS items	<p>Some SIMAPS items from version 1.0.0 beta, were data-oriented and not purely semantically-oriented.</p> <p>As such, they have been removed from SIMAPS and they have been added either to IMAPS or to TIMAPS, or they have been deleted at all, as their scope of assessment was covered by other items.</p> <p>However, there are some SIMAPS items related to behavioural interoperability aspects which were not already covered by the IMAPS itself or the IMAPS specialisations (L, O, S, T) and thus, they have been included in the IMAPS version 1.2.0. The following items have been added in IMAPS version 1.2.0:</p> <ol style="list-style-type: none"> 1. D1: To what extent is data perceived as a valuable public asset? 2. D22: Are standard methodologies used for implementing data management? 3. D23: Are standard methodologies used for implementing metadata management? (merged with D22)
Improving the section 'Service Context'	<p>The previous (v1.1.1) structure of IMAPS questions, options and input fields in "Service Context" section did not ensure concrete and meaningful information about the digital public service assessed and the responsible organisation.</p> <p>To facilitate the review and analysis of IMAPS responses, it has been critical to enhance the questionnaire structure and user experience by guiding users to fill in specific questions with explicit, and in some cases, pre-defined information.</p> <p>More specifically, the following updates have been performed to IMAPS Section A:</p> <ol style="list-style-type: none"> i. Rename the section into "Service Identification" ii. New item A2A "What is the name of the digital public service that you provide to the end users (citizens, businesses or other public administrations)?" has been added;

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	<ul style="list-style-type: none"> iii. New item A2C “Appearance: How does the digital public service deliver the outcome towards the end user group?” has been added, based on previous A2 item; iv. New options for item A3 has been added, in order to help the end user to better define the public service owner e.g. Ministry , Public Administration, Directorate-General of the European Commission, etc.; v. New item A4 “Please indicate in which sector is the digital public service provided.” has been added vi. New options for item A5 to be added to cover the three types of end users (Administrations, Businesses, and Citizens): Administration to Administration (A2A), Administration to Business (A2B) and Administration to Citizens (A2C).
IMAPS URL at the EU Survey portal	The version 1.0.0 URL https://ec.europa.eu/eusurvey/runner/IMAPS has been replaced by the https://ec.europa.eu/eusurvey/runner/IMAPS-v1_2_0 .
IMAPS alignment with IQAT	<p>IQAT questionnaire, originally including items to assess both structural and behavioural interoperability, has been adapted to include only items that assess structural interoperability (ref. to its latest version that can be found here).</p> <p>The respective items that assessed behavioural interoperability (machine to machine and human to machine) have been mapped (added) to IMAPS, TIMAPS and SIMAPS surveys, with IMAPS and IQAT items to serve as trigger surveys to enable TIMAPS and SIMAPS surveys.</p> <p>This mapping and subsequent alignment among surveys, resulted into one new item in IMAPS questionnaire, inspired from IQAT, as follows:</p> <ul style="list-style-type: none"> • D1: In which format does your digital public service publish its open data?
Previous contract change requests	All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the IMAPS version 1.2.0.
Scoring model	The existing scoring model of IMAPS version 1.1.1 is maintained and the new sections Data, information and knowledge delivered/consumed/management, Service Delivery/Consumption/Management Enablers and Service Delivery/Consumption/Management Manifestations have 40%, 40% and 20% respective weights in the whole questionnaire.

2.2 [IMAPS v1.2.0 User Guide](#)

A PDF document describing the user guide of IMAPS including the IMAPS model and the IMAPS survey.

Table 3: Updates in User Guide

Modification	Details
Version 1.2.0	
Updated conceptual model of IMAPS	<p>Updates have been applied to the IMAPS conceptual model. These updates include:</p> <ul style="list-style-type: none"> • Renamed Service Management from D to B and Service Delivery from B to D. • Transformed Service Management arrow into a bidirectional one, as its items assess bidirectional aspects across the public service. • Annotated all kinds of end-users, i.e. Public Administrations, Citizens, Businesses • Applied a horizontal categorization of items in specific attributes: <ul style="list-style-type: none"> ○ Data, information and knowledge delivered/consumed/management

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	<ul style="list-style-type: none"> ○ Service Delivery/Consumption/Management Enablers ○ Service Delivery/Consumption/Management Manifestations. <p>The updated conceptual model is illustrated in the Introduction section of the online IMAPS survey.</p>
Updated IMAPS Attributes' Structure	<p>All items of IMAPS included in the Service Delivery section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge delivered; 2. Service Delivery Enablers; 3. Service Delivery Manifestations. <p>Similarly, all items of IMAPS included in the Service Consumption section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge consumed; 2. Service Consumption Enablers; 3. Service Consumption Manifestations. <p>Finally, all items of IMAPS included in the Service Management section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge management; 2. Service Management Enablers; 3. Service Management Manifestations.
IMAPS URL at the EU Survey portal	<p>The version 1.0.0 URL https://ec.europa.eu/eusurvey/runner/IMAPS has been replaced by the https://ec.europa.eu/eusurvey/runner/IMAPS-v1_2_0.</p>

2.3 [IMAPS v1.2.0 Recommendations](#)

A PDF document, which provides the tailored recommendations for each possible item option (reply) and presents how the recommendations are generated.

In relation to the previous IMAPS version, changes have been performed in the IMAPS v1.2.0 Recommendations that reflect the following CRs.

Table 4: Changes in IMAPS recommendations

Modification	Details
Version 1.2.0	
Updated conceptual model of IMAPS	<p>Updates have been applied to the IMAPS conceptual model. These updates include:</p> <ul style="list-style-type: none"> • Renamed Service Management from D to B and Service Delivery from B to D. • Transformed Service Management arrow into a bidirectional one, as its items assess bidirectional aspects across the public service. • Annotated all kinds of end-users, i.e. Public Administrations, Citizens, Businesses • Applied a horizontal categorization of items in specific attributes: <ul style="list-style-type: none"> ○ Data, information and knowledge delivered/consumed/management ○ Service Delivery/Consumption/Management Enablers ○ Service Delivery/Consumption/Management Manifestations. <p>The updated conceptual model is illustrated in the Introduction section of the online IMAPS survey.</p>

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Restructure IMAPS Service Management Section	<p>IMAPS Service Management Component has been updated to include all Service Management items that have been removed from IMAPS specialisations (it is noted that they have been removed from all specialisations during their design phase, while in SIMAPS, they belonged in the respective section that was called Data Management). The reason for this removal has been the observation that service management items had commonalities and overlaps across all specialisations. A merged section has been created that included a compilation of:</p> <ul style="list-style-type: none"> i. IMAPS existing items; ii. SIMAPS existing items; iii. All service management items that stemmed during the design of the IMAPS specializations (ref.: LIMAPS, OIMAPS, TIMAPS); <p>It is noted that, similarly to all items in IMAPS, these items have an L, O, S, T annotation to show to which interoperability view they (mainly) refer to.</p> <p>This merge, resulted into:</p> <ul style="list-style-type: none"> i. The creation of new items; ii. The merge of existing items into a single item that assessed similar aspects; iii. The deletion of some items that were similar to others or not in scope.
Updated IMAPS Attributes' Structure	<p>All items of IMAPS included in the Service Delivery section have been mapped into the following categories:</p> <ul style="list-style-type: none"> 1. Data, information and knowledge delivered; 2. Service Delivery Enablers; 3. Service Delivery Manifestations. <p>Similarly, all items of IMAPS included in the Service Consumption section have been mapped into the following categories:</p> <ul style="list-style-type: none"> 1. Data, information and knowledge consumed; 2. Service Consumption Enablers; 3. Service Consumption Manifestations. <p>Finally, all items of IMAPS included in the Service Management section have been mapped into the following categories:</p> <ul style="list-style-type: none"> 1. Data, information and knowledge management; 2. Service Management Enablers; 3. Service Management Manifestations.
IMAPS items' updates to trigger IMAPS specialisations (L, O, S, T)	<p>After the creation (LIMAPS, OIMAPS, TIMAPS) and update (SIMAPS) of IMAPS specialisations, the IMAPS items have been edited accordingly, to trigger (i.e. to link) to each one of the specialisations' surveys. To address this change request:</p> <ul style="list-style-type: none"> i. New IMAPS items have been created (especially to point to LIMAPS and OIMAPS surveys); ii. Existing IMAPS items have been updated, along with their recommendations, to point to the respective IMAPS specialisation survey.
SIMAPS items	<p>Some SIMAPS items from version 1.0.0 beta, were data-oriented and not purely semantically-oriented.</p> <p>As such, they have been removed from SIMAPS and they have been added either to IMAPS or to TIMAPS, or they have been deleted at all, as their scope of assessment was covered by other items.</p>

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	<p>However, there are some SIMAPS items related to behavioural interoperability aspects which were not already covered by the IMAPS itself or the IMAPS specialisations (L, O, S, T) and thus, they have been included in the IMAPS version 1.2.0. The following items have been added in IMAPS version 1.2.0:</p> <ol style="list-style-type: none"> 1. D1: To what extent is data perceived as a valuable public asset? 2. D22: Are standard methodologies used for implementing data management? 3. D23: Are standard methodologies used for implementing metadata management? (merged with D22)
Improving the section 'Service Context'	<p>The previous (v1.1.1) structure of IMAPS questions, options and input fields in "Service Context" section did not ensure concrete and meaningful information about the digital public service assessed and the responsible organisation. To facilitate the review and analysis of IMAPS responses, it has been critical to enhance the questionnaire structure and user experience by guiding users to fill in specific questions with explicit, and in some cases, pre-defined information. More specifically, the following updates have been performed to IMAPS Section A:</p> <ol style="list-style-type: none"> i. Rename the section into "Service Identification" ii. New item A2A "What is the name of the digital public service that you provide to the end users (citizens, businesses or other public administrations)?" has been added; iii. New item A2C "Appearance: How does the digital public service deliver the outcome towards the end user group?" has been added, based on previous A2 item; iv. New options for item A3 has been added, in order to help the end user to better define the public service owner e.g. Ministry , Public Administration, Directorate-General of the European Commission, etc.; v. New item A4 "Please indicate in which sector is the digital public service provided." has been added vi. New options for item A5 to be added to cover the three types of end users (Administrations, Businesses, and Citizens): Administration to Administration (A2A), Administration to Business (A2B) and Administration to Citizens (A2C).
IMAPS URL at the EU Survey portal	<p>The version 1.0.0 URL https://ec.europa.eu/eusurvey/runner/IMAPS has been replaced by the https://ec.europa.eu/eusurvey/runner/IMAPS-v1_2_0.</p>
IMAPS alignment with IQAT	<p>IQAT questionnaire, originally including items to assess both structural and behavioural interoperability, has been adapted to include only items that assess structural interoperability (ref. to its latest version that can be found here). The respective items that assessed behavioural interoperability (machine to machine and human to machine) have been mapped (added) to IMAPS, TIMAPS and SIMAPS surveys, with IMAPS and IQAT items to serve as trigger surveys to enable TIMAPS and SIMAPS surveys.</p> <p>This mapping and subsequent alignment among surveys, resulted into one new item in IMAPS questionnaire, inspired from IQAT, as follows:</p> <ul style="list-style-type: none"> • D1: In which format does your digital public service publish its open data?
Previous contract change requests	<p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the IMAPS version 1.2.0.</p>
Scoring model	<p>The existing scoring model of IMAPS version 1.1.1 is maintained and the new sections Data, information and knowledge delivered/consumed/management, Service Delivery/Consumption/Management Enablers and Service Delivery/Consumption/Management Manifestations have 40%, 40% and 20% respective weights in the whole questionnaire.</p>

2.4 [IMAPS v1.2.0 Value Proposition](#)

A PDF document, which provides the value proposition of IMAPS v1.2.0.

In relation to the previous IMAPS version, changes have been performed in the IMAPS v1.2.0 Value Proposition that reflect the following CRs.

Table 5: Changes in IMAPS value proposition

Modification	Details
Version 1.2.0	
Updated conceptual model of IMAPS	<p>Updates have been applied to the IMAPS conceptual model. These updates include:</p> <ul style="list-style-type: none"> Renamed Service Management from D to B and Service Delivery from B to D. Transformed Service Management arrow into a bidirectional one, as its items assess bidirectional aspects across the public service. Annotated all kinds of end-users, i.e. Public Administrations, Citizens, Businesses Applied a horizontal categorization of items in specific attributes: <ul style="list-style-type: none"> Data, information and knowledge delivered/consumed/management Service Delivery/Consumption/Management Enablers Service Delivery/Consumption/Management Manifestations. <p>The updated conceptual model is illustrated in the Introduction section of the online IMAPS survey.</p>
Updated IMAPS Attributes' Structure	<p>All items of IMAPS included in the Service Delivery section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge delivered 2. Service Delivery Enablers 3. Service Delivery Manifestations <p>Similarly, all items of IMAPS included in the Service Consumption section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge consumed 2. Service Consumption Enablers 3. Service Consumption Manifestations <p>Finally, all items of IMAPS included in the Service Management section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge management 2. Service Management Enablers 3. Service Management Manifestations
IMAPS URL at the EU Survey portal	<p>The version 1.0.0 URL https://ec.europa.eu/eusurvey/runner/IMAPS has been replaced by the https://ec.europa.eu/eusurvey/runner/IMAPS-v1_2_0.</p>

2.5 [IMAPS v1.2.0 Release](#)

An archive containing each of the above mentioned files.

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Table 6: Changes in IMAPS Release package

Modification	Details
Version 1.2.0	
Release package of all new components – IMAPS v1.2.0	

2.6 [IMAPS v1.2.0 Joinup page](https://joinup.ec.europa.eu/collection/imaps-interopability-maturity-assessment-public-service/solution/imaps)

The public web page (<https://joinup.ec.europa.eu/collection/imaps-interopability-maturity-assessment-public-service/solution/imaps>) containing information on the IMAPS.

Table 7: Changes in IMAPS Joinup page

Modification	Details
Version 1.2.0	
Updated conceptual model of IMAPS	<p>Updates have been applied to the IMAPS conceptual model. These updates include:</p> <ul style="list-style-type: none"> Renamed Service Management from D to B and Service Delivery from B to D. Transformed Service Management arrow into a bidirectional one, as its items assess bidirectional aspects across the public service. Annotated all kinds of end-users, i.e. Public Administrations, Citizens, Businesses Applied a horizontal categorization of items in specific attributes: <ul style="list-style-type: none"> Data, information and knowledge delivered/consumed/management Service Delivery/Consumption/Management Enablers Service Delivery/Consumption/Management Manifestations. <p>The updated conceptual model is illustrated in the Introduction section of the online IMAPS survey.</p>
Updated IMAPS Attributes' Structure	<p>All items of IMAPS included in the Service Delivery section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge delivered 2. Service Delivery Enablers 3. Service Delivery Manifestations <p>Similarly, all items of IMAPS included in the Service Consumption section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge consumed 2. Service Consumption Enablers 3. Service Consumption Manifestations <p>Finally, all items of IMAPS included in the Service Management section have been mapped into the following categories:</p> <ol style="list-style-type: none"> 1. Data, information and knowledge management 2. Service Management Enablers 3. Service Management Manifestations
IMAPS URL at the EU Survey portal	The version 1.0.0 URL https://ec.europa.eu/eusurvey/runner/IMAPS has been replaced by the https://ec.europa.eu/eusurvey/runner/IMAPS-v1_2_0 .

2.7 [ISA Product License v1.3](#)

The license under which the IMAPS is released.

Table 8: Changes in ISA Product License

Modification	Details
Version 1.2.0	