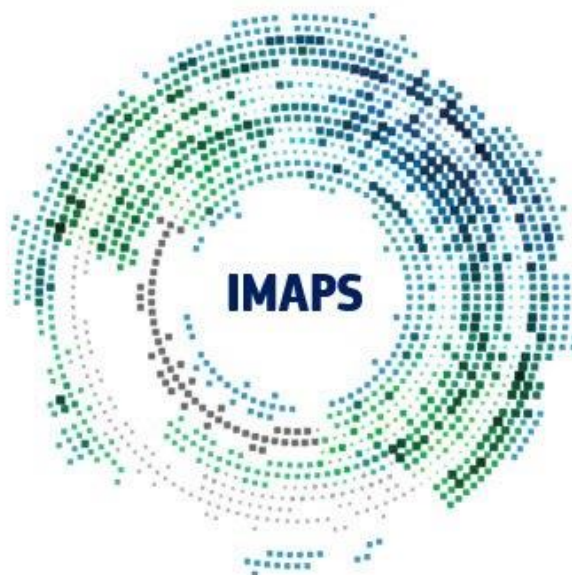


IMAPS v2.0.0

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
CAMSS	Common Assessment Method for Standards and Specifications
CarTool	Cartography Tool
DIGIT	Directorate-General for Informatics
EC	European Commission
EIF	European Interoperability Framework
EIRA© (EIRA)	European Interoperability Reference Architecture
ELAP	EIRA Library of Architecture Principles (ELAP)
ELIS	EIRA Library of Interoperability Specifications
EU	European Union
HL SAT	High Level Solution Architecture Template
IQAT	Interoperability Quick Assessment Toolkit
ISA	Interoperability Services for Public Administrations
IMAPS	Interoperability Maturity Assessment of a Public Service
MS	Member State
PA	Public Administration
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 2.0.0 of the Interoperability Maturity Assessment of a Public Service (IMAPS).

1.2 Release date

Version 2.0.0 of the IMAPS Survey has been released on the 30th of September 2021 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 v2.0.0 RELEASE COMPONENTS

The IMAPS v2.0.0 release consists of the following release components.

2.1 [IMAPS v2.0.0 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 1.2.0 to the IMAPS release 2.0.0.

Table 2: Updates at IMAPS 2.0.0 questionnaire

Modification	Details
Version 2.0.0	
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"> Added the 'Service Identification' section (A) annotating the scope of the digital public service <p>The updated conceptual model is illustrated in the 'Introduction' section of the online IMAPS survey.</p>
IMAPS URL at the EU Survey portal	<p>The version 1.2.0 https://ec.europa.eu/eusurvey/runner/IMAPS-v1_2_0 has been replaced by the https://ec.europa.eu/eusurvey/runner/IMAPS_v_2_0_0</p>
Added a question of future contacting purposes	<p>New Item "Would you like to be contacted for evaluation purposes?" has been added in the 'Introduction' section of the SIMAPS questionnaire.</p>
IMAPS user journey	<p>The project team created a simple "user journey" to give more context and explanation to the user how IMAPS survey and its specialisations are linked and can be used. This visual is shown before the assessment, as part of the introduction to the survey at the EU Survey portal, it describes the structure, and the logic behind the IMAPS survey starting from the IMAPS questionnaire and it explains the specialisations' model and structure, target stakeholders, etc.</p>
IMAPS items' updates to trigger IMAPS specialisations (L, O, S, T)	<p>After the update of the IMAPS specialisations (LIMAPS, OIMAPS, SIMAPS and TIMAPS), the IMAPS items have been edited accordingly, to trigger (i.e. to link) to each one of the specialisations' surveys. To address these updates, the following changes have been made to the IMAPS questionnaire:</p> <ul style="list-style-type: none"> New IMAPS items have been created i.e. items D1, B12 Existing IMAPS items have been updated, along with their recommendations, to point to the respective IMAPS specialisation survey. Item D12 from IMAPS v1.2.0 'Can users give feedback on the quality of the digital public service?' has been moved to OIMAPS and has been replaced by the following one 'Do you offer to the end user the necessary means to

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	<p><i>contribute to the further development and continuous improvement of your digital public service?</i></p> <ul style="list-style-type: none"> More examples have been added in the “More info” section facilitating the end user understanding.
Applicability	Based on the feedback from the experts, the option ‘Not applicable’ should be included in all options of IMAPS items. As such, the project team added the ‘Not applicable’ option to the IMAPS items (where applicable) as the first option. The “N/A” options will take the highest score (100/100) in order not to penalize the digital public service in question.
Previous contract change requests	All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the IMAPS version 2.0.0.
Scoring model	The existing scoring model of IMAPS version 1.2.0 is maintained and the 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.
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> <ul 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, SIMAPS and 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>

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	<p>This merge, resulted into:</p> <ul 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.
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"> • Data, information and knowledge delivered; • Service Delivery Enablers; • 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"> • Data, information and knowledge consumed; • Service Consumption Enablers; • 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"> • Data, information and knowledge management; • Service Management Enablers; • 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"> • New IMAPS items have been created (especially to point to LIMAPS and OIMAPS surveys); • 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> <ul style="list-style-type: none"> • D1: To what extent is data perceived as a valuable public asset? • D22: Are standard methodologies used for implementing data management? • 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>

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	<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> <ul style="list-style-type: none"> • Rename the section into "Service Identification" • 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; • 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; • 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.; • New item A4 "Please indicate in which sector is the digital public service provided." has been added • 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> <p>D1: In which format does your digital public service publish its open data?</p>
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.
Version 1.1.1	

2.2 [IMAPS v2.0.0 User Guide](#)

A PDF document describing the user guide of IMAPS including the IMAPS model, the IMAPS survey and the recommendations of each IMAPS question.

Table 3: Updates in User Guide

Modification	Details
Version 2.0.0	
Updated IMAPS user guide	The User Guide is a consolidated document that includes the previous release components “User guide”, “Questionnaire” and “Recommendations”.
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"> Added the ‘Service Identification’ section (A) annotating the scope of the digital public service <p>The updated conceptual model is illustrated in the ‘Introduction’ section of the online IMAPS survey.</p>
IMAPS user journey	The project team created a simple “user journey” to give more context and explanation to the user how IMAPS survey and its specialisations are linked and can be used. This visual is shown before the assessment, as part of the introduction to the survey at the EU Survey portal, it describes the structure, and the logic behind the IMAPS survey starting from the IMAPS questionnaire and it explains the specialisations’ model and structure, target stakeholders, etc.
IMAPS URL at the EU Survey portal	The version 1.2.0 https://ec.europa.eu/eusurvey/runner/IMAPS-v1_2_0 has been replaced by the https://ec.europa.eu/eusurvey/runner/IMAPS_v_2_0_0
IMAPS items’ updates to trigger IMAPS specialisations (L, O, S, T)	<p>After the update of the IMAPS specialisations (LIMAPS, OIMAPS, SIMAPS and TIMAPS), the IMAPS items have been edited accordingly, to trigger (i.e. to link) to each one of the specialisations’ surveys. To address these updates, the following changes have been made to the IMAPS questionnaire:</p> <ul style="list-style-type: none"> New IMAPS items have been created i.e. items D1, B12 Existing IMAPS items have been updated, along with their recommendations, to point to the respective IMAPS specialisation survey. Item D12 from IMAPS v1.2.0 ‘<i>Can users give feedback on the quality of the digital public service?</i>’ has been moved to OIMAPS and has been replaced by the following one ‘<i>Do you offer to the end user the necessary means to contribute to the further development and continuous improvement of your digital public service?</i>’. More examples have been added in the “More info” section facilitating the end user understanding.
Applicability	Based on the feedback from the experts, the option ‘Not applicable’ should be included in all options of IMAPS items. As such, the project team added the ‘Not applicable’ option to the IMAPS items (where applicable) as the first option. The “N/A” options will take the highest score (100/100) in order not to penalize the digital public service in question.

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Previous contract change requests	All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the IMAPS version 2.0.0.
Scoring model	The existing scoring model of IMAPS version 1.2.0 is maintained and the 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.
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> <ul style="list-style-type: none"> Data, information and knowledge delivered; Service Delivery Enablers; 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"> Data, information and knowledge consumed; Service Consumption Enablers; 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"> Data, information and knowledge management; Service Management Enablers; 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 .
Version 1.1.1	

2.3 [IMAPS v2.0.0 Publication on Joinup](#)

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

Table 4: Changes in IMAPS Joinup page

Modification	Details
Version 2.0.0	
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"> Added the 'Service Identification' section (A) annotating the scope of the digital public service <p>The updated conceptual model is illustrated in the 'Introduction' section of the online IMAPS survey.</p>
IMAPS URL at the EU Survey portal	<p>The version 1.2.0 https://ec.europa.eu/eusurvey/runner/IMAPS-v1_2_0 has been replaced by the https://ec.europa.eu/eusurvey/runner/IMAPS_v_2_0_0</p>
IMAPS Release components	<p>The version 2.0.0 includes the following release components:</p> <ul style="list-style-type: none"> IMAPS v2.0.0 EU Survey portal IMAPS v2.0.0 User Guide; IMAPS 2.0.0 Publication on Joinup; IMAPS v2.0.0 Value proposition; IMAPS v2.0.0 Release package; ISA product license.
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> <ul style="list-style-type: none"> Data, information and knowledge delivered;

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	<ul style="list-style-type: none"> • Service Delivery Enablers; • 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"> • Data, information and knowledge consumed; • Service Consumption Enablers; • 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"> • Data, information and knowledge management; • Service Management Enablers; • 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 .
Version 1.1.1	

2.4 [IMAPS v2.0.0 Value Proposition](#)

A PDF document, which provides the value proposition of IMAPS v2.0.0.

Table 5: Changes in IMAPS value proposition

Modification	Details
Version 2.0.0	
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"> • Added the 'Service Identification' section (A) annotating the scope of the digital public service <p>The updated conceptual model is illustrated in the 'Introduction' section of the online IMAPS survey.</p>
IMAPS URL at the EU Survey portal	The version 1.2.0 https://ec.europa.eu/eusurvey/runner/IMAPS-v1_2_0 has been replaced by the https://ec.europa.eu/eusurvey/runner/IMAPS_v2_0_0
Updated layout	<p>The layout of the IMAPS value proposition has been updated following the same look and feel of IMAPS "one pager". In addition, the following sections have been added for an optimal user experience:</p> <ul style="list-style-type: none"> • <i>What is IMAPS</i>: describes the logic of the IMAPS survey • <i>What is in for you</i>: describes the benefits for the users by using IMAPS

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	<ul style="list-style-type: none"> • <i>For whom is IMAPS relevant</i>: describes the target users (profiles) of the users that should take the IMAPS assessment • <i>IMAPS conceptual model & structure</i>: describes the IMAPS conceptual model and its structure • <i>Digital Public Service Components</i>: describes the four different service areas i.e. Service Identification, Service Delivery, Service Consumption and Service Management that the IMAPS assessment captures
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> <ul style="list-style-type: none"> • Data, information and knowledge delivered; • Service Delivery Enablers; • 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"> • Data, information and knowledge consumed; • Service Consumption Enablers; • 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"> • Data, information and knowledge management; • Service Management Enablers; • 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>
Version 1.1.1	

2.5 [IMAPS v2.0.0 Release](#)

An archive containing each of the above mentioned files.

Table 6: Changes in IMAPS Release package

Modification	Details
Version 2.0.0	
Release package of all release components – IMAPS v2.0.0	The package of IMAPS version 2.0.0 does not include the IMAPS Recommendations as a separate file from the User Guide. The User Guide is a consolidated document that includes the previous release components “User guide”, “Questionnaire” and “Recommendations”.
Version 1.2.0	
Release package of all new components – IMAPS v1.2.0	
Version 1.1.1	

2.6 **ISA Product License v1.4.zip**

The license under which the IMAPS is released.

Table 7: Changes in ISA Product License

Modification	Details
Version 1.4.0	
Replacement of specific ISA Product licenses by a generic license.	
Version 1.3.0	