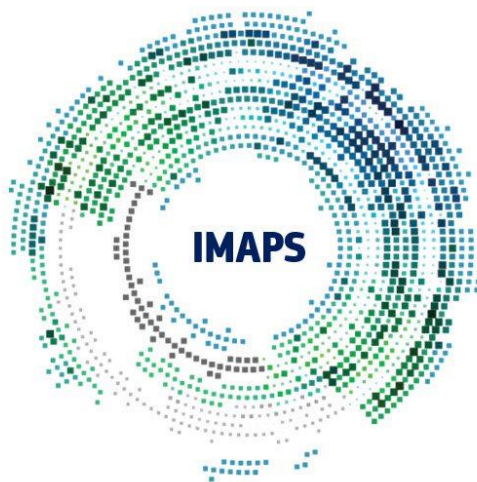


OIMAPS v1.0.0

Organisational Interoperability Maturity Assessment of a Public Service

Release notes



Interoperability Maturity Assessment of Your Digital Public Service

LIMAPS Legal Interoperability

OIMAPS Organisational Interoperability

SIMAPS Semantic Interoperability

TIMAPS Technical Interoperability

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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
OIMAPS	Organisational Interoperability Maturity Assessment of a Public Service
MS	Member State
PA	Public Administration

1 INTRODUCTION

1.1 Purpose of this document

This document contains the description of the release version 1.0.0 of the Organisational Interoperability Maturity Assessment of a Public Service (OIMAPS).

1.2 Release date

Version 1.0.0 of the OIMAPS Survey has been released on the 24 September 2021 on [Joinup](#).

1.3 Description

The OIMAPS Survey is a highly user-friendly online questionnaire. Designed as a self-assessment tool, the OIMAPS survey is designed for public service owners to evaluate key organisational behavioral 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 digital public service.

Details on the individual components of this release are provided in the below Chapter 2 “[Release components](#)”.

2 OIMAPS v1.0.0 RELEASE COMPONENTS

The OIMAPS v1.0.0 release consists of the following release components.

2.1 [OIMAPS v1.0.0 EU Survey portal](#)

The OIMAPS survey is available at the EU Survey portal.

Table 1: Updates at the EU Survey Portal

Modification	Details
Version 1.0.0	
Updated conceptual model of OIMAPS	<p>Updates have been applied to the OIMAPS 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 OIMAPS survey.</p>
OIMAPS URL at the EU Survey portal	<p>The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/oimaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/OIMAPS v 1 0 0</p>
Added a question of future contacting purposes	<p>New Item “<i>Would you like to be contacted for evaluation purposes?</i>” has been added in the ‘Introduction’ section of the OIMAPS questionnaire.</p>
IMAPS to OIMAPS user journey	<p>The project team created a simple “user journey” to give more context and explanation to the user how the OIMAPS survey 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 OIMAPS survey starting from the IMAPS questionnaire and it explains the OIMAPS model and structure.</p>
Updated OIMAPS items	<p>Some OIMAPS items from version 1.0.0 beta were highly complex and according to the experts, their terminology and language needed to be simplified. The project team has updated the language and the terminology of all OIMAPS items by including the terminology specificities (structure, EIRA ABBs, etc.) in the “More info” section to enhance end-user digest. This way we maintain the internal structure and the alignment with other actions, facilitating the end user (i.e. who replies the questionnaire) understanding. In this context, examples have been added in the “More info” section facilitating the end user understanding. As such, the following items have been deleted from OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> Item D2: Boundaries of the organisational relationships of the public service with its end users: To what extent (internal – external) does the public service deliver data, information and knowledge to Public Administrations?

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	<ul style="list-style-type: none"> Item D3: Administrative level of organisational relationships: To what administrative level does the public service deliver data, information and knowledge to its end users and other client services? Item D10: Which of the following specific barriers in cross-border communication prevent non-residents in a MS from using the digital public service? Item C2: Does the digital public service consume data, information and knowledge from other client services available in other Public Administrations and/or Businesses? <p>In addition, the following items have been added to OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> Item D1: To what extent is the digital public service formalised by organisational interoperability agreements that enable data, information and knowledge delivery? Item D2: To what extent is the digital public service formalised by templates of organisational interoperability agreements that enable data, information and knowledge delivery? Item D3: To what extent is the digital public service flexible to introduce changes in the delivery mode of data, information and knowledge? (e.g. maintenance and updates to address business needs, changes, etc.) Item D5: To what extent is the digital public service proactive in delivering data, information and knowledge? Item D9: To what extent does the digital public service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge? Item C5: Are there any organisational agreements in place to enable the consumption of your digital public service from other client services?
IMAPS items	<p>The following item has been removed from IMAPS version 1.2.0 and has been added to OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> Item D9: To what extent does the digital public service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge?
Applicability	<p>Based on the feedback from the experts, the option 'Not applicable' should be included in all options of all OIMAPS items. As such, the project team added the 'Not applicable' option to all OIMAPS items 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.</p>
Conceptual corrections	<p>Unit of analysis: the digital public service. Whatever item assessed manual vs. electronic has been removed;</p> <p>The electronic, as term, has been replaced by digital;</p> <p>Applicability across geographies and sectors, has been removed.</p> <p>In the context of SIMAPS, the CAMSS terminology, ELIS requirements and ELAP principles have been used as basis and guidance to design the items and options of the questionnaire, as well as the respective interoperability aspects, linked to each item. These interoperability aspects will serve as the basis to design the High Level</p>

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	Solution Architecture Template (HL SAT) of SIMAPS, a specification that extends EIRA and provides high level requirements on how to design a semantically interoperable digital public service
Items' level of granularity	Items' options have been reworked to cover a 5-level extent of replies that reflect each one of the 5 interoperability maturity levels of IMAPS (ad-hoc, opportunistic, essential, sustainable, and seamless).
Scoring model	<p>The existing scoring model of OIMAPS version 1.0.0 is maintained, meaning that the sections Data, information and knowledge delivered/consumed, Service Delivery/Consumption Enablers and Service Delivery/Consumption Manifestations have weights 40%, 40% and 20% respectively across the whole questionnaire.</p> <p>However, the scoring per item has been adapted based on the 5 interoperability maturity levels of IMAPS (ad-hoc, opportunistic, essential, sustainable, and seamless), reflecting also the level of granularity mentioned above.</p> <p>The weight (percentage) of items has changed due to items being added and/or removed.</p> <p>Any no-scoring questions have been removed and they will be added to IMAPS.</p>
Previous contract change requests	All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.0.0.
Version 1.0.0 beta	

2.2 [OIMAPS v1.0.0 User Guide](#)

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

Table 2: Updates at OIMAPS User Guide

Modification	Details
Version 1.0.0	
Updated OIMAPS user guide	The User Guide is a consolidated document that includes the previous release components “User guide”, “Questionnaire” and “Recommendations”.
Updated conceptual model of OIMAPS	Updates have been applied to the OIMAPS conceptual model. These updates included the addition of the ‘Service Identification’ section (A) annotating the scope of the digital public service The updated conceptual model is illustrated in the ‘Introduction’ section of the online OIMAPS survey.
OIMAPS URL at the EU Survey portal	The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/oimaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0
Updated OIMAPS items	<p>Some OIMAPS items from version 1.0.0 beta were highly complex and according to the experts, their terminology and language needed to be simplified. The project team has updated the language and the terminology of all OIMAPS items by including the terminology specificities (structure, EIRA ABBs, etc.) in the "More info" section to enhance end-user digest. This way we maintain the internal structure and the alignment with other actions, facilitating the end user (i.e. who replies the questionnaire) understanding. In this context, examples have been added in the “More info” section facilitating the end user understanding. As such, the following items have been deleted from OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> • Item D2: Boundaries of the organisational relationships of the public service with its end users: To what extent (internal – external) does the public service deliver data, information and knowledge to Public Administrations? • Item D3: Administrative level of organisational relationships: To what administrative level does the public service deliver data, information and knowledge to its end users and other client services? • Item D10: Which of the following specific barriers in cross-border communication prevent non-residents in a MS from using the digital public service? • Item C2: Does the digital public service consume data, information and knowledge from other client services available in other Public Administrations and/or Businesses? <p>In addition, the following items have been added to OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> • Item D1: To what extent is the digital public service formalised by organisational interoperability agreements that enable data, information and knowledge delivery? • Item D2: To what extent is the digital public service formalised by templates of organisational interoperability agreements that enable data, information and knowledge delivery? • Item D3: To what extent is the digital public service flexible to introduce changes in the delivery mode of data, information and knowledge? (e.g. maintenance and updates to address business needs, changes, etc.)

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	<ul style="list-style-type: none"> Item D5: To what extent is the digital public service proactive in delivering data, information and knowledge? Item D9: To what extent does the digital public service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge? Item C5: Are there any organisational agreements in place to enable the consumption of your digital public service from other client services?
Applicability	Based on the feedback from the experts, the option 'Not applicable' should be included in all options of all OIMAPS items. As such, the project team added the 'Not applicable' option to all OIMAPS items 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.
Conceptual corrections	<p>Unit of analysis: the digital public service. Whatever item assessed manual vs. electronic has been removed;</p> <p>The electronic, as term, has been replaced by digital;</p> <p>Applicability across geographies and sectors, has been removed.</p> <p>In the context of SIMAPS, the CAMSS terminology, ELIS requirements and ELAP principles have been used as basis and guidance to design the items and options of the questionnaire, as well as the respective interoperability aspects, linked to each item. These interoperability aspects will serve as the basis to design the High Level Solution Architecture Template (HL SAT) of SIMAPS, a specification that extends EIRA and provides high level requirements on how to design a semantically interoperable digital public service</p>
Items' level of granularity	Items' options have been reworked to cover a 5-level extent of replies that reflect each one of the 5 interoperability maturity levels of IMAPS (ad-hoc, opportunistic, essential, sustainable, and seamless).
Scoring model	<p>The existing scoring model of OIMAPS version 1.0.0 is maintained, meaning that the sections Data, information and knowledge delivered/consumed, Service Delivery/Consumption Enablers and Service Delivery/Consumption Manifestations have weights 40%, 40% and 20% respectively across the whole questionnaire.</p> <p>However, the scoring per item has been adapted based on the 5 interoperability maturity levels of IMAPS (ad-hoc, opportunistic, essential, sustainable, and seamless), reflecting also the level of granularity mentioned above.</p> <p>The weight (percentage) of items has changed due to items being added and/or removed.</p> <p>Any no-scoring questions have been removed and they will be added to IMAPS.</p>
Previous contract change requests	All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.0.0.
Version 1.0.0 beta	

2.3 [OIMAPS v1.0.0 Publication on Joinup](#)

The public web page (<https://joinup.ec.europa.eu/collection/imaps-interopability-maturity-assessment-public-service/solution/oimaps>) describing OIMAPS version 1.0.0.

Table 3: Changes in Joinup

Modification	Details
Version 1.0.0	
Updated conceptual model of OIMAPS	Updates have been applied to the OIMAPS conceptual model. These updates include: <ul style="list-style-type: none"> Added the ‘Service Identification’ section (A) annotating the scope of the digital public service The updated conceptual model is illustrated in the ‘Introduction’ section of the online OIMAPS survey.
OIMAPS URL at the EU Survey portal	The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/oimaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0
OIMAPS Release components	The version 1.0.0 includes the following release components: <ul style="list-style-type: none"> OIMAPS v1.0.0 EU Survey portal OIMAPS v1.0.0 User Guide; OIMAPS v1.0.0 Publication on Joinup; OIMAPS v1.0.0 Value proposition; OIMAPS v1.0.0 Release package; ISA product license.
Version 1.0.0 beta	

2.4 OIMAPS v1.0.0 Value Proposition

A PDF document, which provides the value proposition of OIMAPS v1.0.0.

Table 4: Changes in OIMAPS value proposition

Modification	Details
Version 1.0.0	
Updated conceptual model of OIMAPS	<p>Updates have been applied to the OIMAPS 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 OIMAPS survey.</p>
OIMAPS URL at the EU Survey portal	<p>The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/oimaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0</p>
Updated layout	<p>The layout of the OIMAPS 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 OIMAPS</i>: describes the logic of the OIMAPS survey • <i>What is in for you</i>: describes the benefits for the users by using OIMAPS • <i>For whom is OIMAPS relevant</i>: describes the target users (profiles) of the users that should take the OIMAPS assessment • <i>OIMAPS conceptual model & structure</i>: describes the OIMAPS conceptual model and its structure • <i>Digital Public Service Components</i>: describes the three different service areas i.e. Service Identification, Service Delivery and Service Consumption that the OIMAPS assessment captures
Version 1.0.0 beta	

2.5 [OIMAPS v1.0.0 Release](#)

An archive containing each of the above mentioned files.

Table 5: Changes in OIMAPS release

Modification	Details
Version 1.0.0	
Release package of all release components – OIMAPS v1.0.0	The version 1.0.0 includes the following release components: <ul style="list-style-type: none"> OIMAPS v1.0.0 User Guide; OIMAPS v1.0.0 Value proposition; OIMAPS v1.0.0 Release notes; ISA product license.
Version 1.0.0 beta	

2.6 ISA Product License v1.4

The license under which the OIMAPS v1.0.0 is released.

Table 6: Changes in OIMAPS release

Modification	Details
Version 1.0.0	
Version 1.0.0 beta	