

Interoperability Maturity Assessment of a Public Service



What is IMAPS?

- IMAPS is an online questionnaire which allows public administrations to assess the **interoperability maturity of their digital public services**.
- IMAPS is **aligned with the principles and recommendations** set out by the **European Interoperability Framework (EIF)**.
- **Specialised versions** of IMAPS can be used complementarily to assess the behavioural interoperability of a digital public service focusing on **legal** ([LIMAPS](#)), **organisational** ([OIMAPS](#)), **semantic** ([SIMAPS](#)) and **technical aspects** ([TIMAPS](#)).



For whom is IMAPS relevant?

- **Public service owners** | to improve the overall behavioural interoperability and conformance of their digital public services.
- **Policy-makers** | to get insights on the interoperability maturity of digital public service
- **Public Procurement Officers** | to identify standards and specifications for an interoperable digital public service .



Start your assessment [here](#)



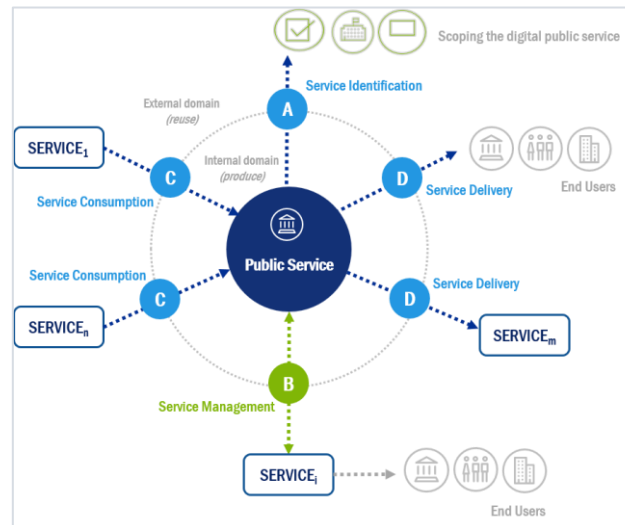
What is in for you?

- A **free of charge assessment** which can be completed in 45 minutes.
- An **Interoperability maturity score** indicating where your service stands today considering key interoperability aspects
- A **set of recommendations** for improving your digital public service, based on interoperability standards and good practices.
- A **statement of conformance** with the EIF principles.
- A **check of interoperability requirements** for the design of new digital public services, which are interoperable by default.



IMAPS Conceptual Model

- The IMAPS conceptual model describes all possible instances where **interoperability with the outside world may occur from the digital public service viewpoint**.
- It distinguishes between the **internal domain** (the organisation produces the public services) and the **external domain** (the digital public service reuses existing services from other administrations and/or businesses).



Digital Public Service Components

The IMAPS assessment captures four different service areas:

- **Service Identification:** scopes the digital public service e.g. service outcome, service owner, administrative level, etc.
- **Service Delivery:** focuses on the delivery aspects of the digital public service e.g. delivery channels, multilingualism, etc.,
- **Service Consumption:** focuses on the reusable machine-to-machine services from other public administrations and businesses e.g. manually vs digitally service consumption
- **Service Management:** focuses on the processes related to service interactions with the external domain e.g. SLAs, data policies, etc.