

OIMAPS VALUE PROPOSITION

ORGANISATIONAL INTEROPERABILITY MATURITY ASSESSMENT OF A PUBLIC SERVICE

DESCRIPTION WHAT IS OIMAPS?

Organisational interoperability means documenting and integrating or aligning business processes and relevant information exchanged.

- OIMAPS is an online self-assessment tool that allows public service owners to evaluate the **behavioural interoperability maturity** of their digital public services from the **organisational interoperability viewpoint**.
- OIMAPS provides an **interoperability maturity score** combined with recommendations and good practices for improving the overall **organisational behavioural interoperability maturity** of digital public services.

AUDIENCE FOR WHOM IS OIMAPS RELEVANT?

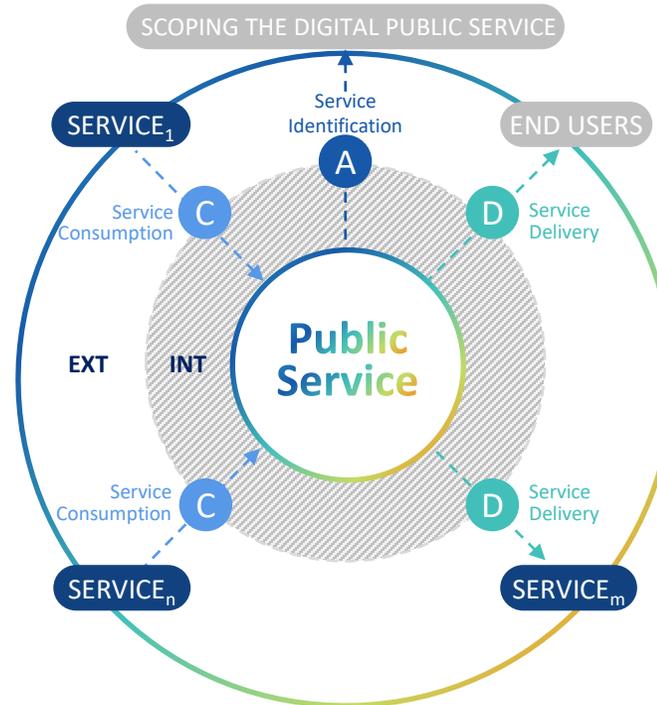
- Public service owners** | to improve the overall organisational interoperability and conformance of their digital public services.
- Policy-makers** | to get insights on the interoperability maturity of digital public services and address gaps and challenges for a future-proof, evidence-based policy-making.

BENEFITS WHY USE OIMAPS?

- ✓ OIMAPS ensures alignment of digital public services with the standards of the **European Interoperability Framework (EIF)**.
- ✓ OIMAPS provides **insight into the current interoperability maturity**, as well as guidance for the design of future digital public services.
- ✓ **OIMAPS** can be used for assessing the organisational **interoperability of any digital public service** in the EU e.g., the federation of the Finnish and Estonian X-Road ecosystems is formalised in a trust federation agreement between the X-Road Operators in each country.

OIMAPS CONCEPTUAL MODEL

The OIMAPS conceptual model describes all possible instances where **interoperability with the outside world may occur from the digital public service viewpoint**. It distinguishes between:



INT INT = **internal domain (PRODUCE)**: the organisation produces the public services

EXT EXT = **external domain (REUSE)**: the digital public service reuses existing services from other administrations and/or businesses

END USERS: citizens, businesses and other public administrations or be consumed by another service

DIGITAL PUBLIC SERVICE COMPONENTS

The **OIMAPS** assessment captures three different service areas:

- A Service Identification**: scopes the digital public service e.g., service outcome, service owner, administrative level, etc.
- C Service Consumption**: focuses on the business processes for the consumption of the digital public service from other services e.g., automation of processes, etc.
- D Service Delivery**: focuses on the delivery aspects of the digital public service e.g., delivery channels, multilingualism, etc.



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