

OIMAPS v1.2.0

Organisational Interoperability Maturity Assessment of a Public Service

Release notes



LIMAPS Legal Interoperability

OIMAPS Organisational Interoperability

SIMAPS Semantic Interoperability

TIMAPS Technical Interoperability

Disclaimer

The information and views set out in this publication are those of the author(s) and do not necessarily reflect the official opinion of the Commission. The Commission does not guarantee the accuracy of the data included in this document. Neither the Commission nor any person acting on the Commission's behalf may be held responsible for the use, which may be made of the information contained therein.

© European Union, 2023

TABLE OF CONTENTS

- 1 INTRODUCTION..... 5**
 - 1.1 PURPOSE OF THIS DOCUMENT 5
 - 1.2 RELEASE DATE 5
 - 1.3 DESCRIPTION 5

- 2 OIMAPS V1.2.0 RELEASE COMPONENTS..... 6**
 - 2.1 OIMAPS v1.2.0 EU SURVEY PORTAL 6
 - 2.2 OIMAPS v1.2.0 USER GUIDE..... 21
 - 2.3 OIMAPS v1.2.0 PUBLICATION ON JOINUP 26
 - 2.4 OIMAPS v1.2.0 VALUE PROPOSITION..... 27
 - 2.5 OIMAPS v1.2.0 RELEASE 28
 - 2.6 ISA PRODUCT LICENSE V1.4 29

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
IMTs	Interoperability Maturity Tools (IMTs)
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 1.2.0 of the Organisational Interoperability Maturity Assessment of a Public Service (OIMAPS).

1.2 Release date

Version 1.2.0 of the OIMAPS Survey has been released on the 30th of November 2022, 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 v1.2.0 RELEASE COMPONENTS

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

2.1 [OIMAPS v1.2.0 EU Survey portal](#)

The OIMAPS survey is available at the EU Survey portal.

Table 1: Updates at the EU Survey Portal

Modification	Details
Version 1.2.0	
OIMAPS URL at the EU Survey portal	Date: November 2022 The version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0 has been replaced by the version 1.2.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_2_0 .
Updated the OIMAPS logo	Date: November 2022 The OIMAPS logo has been updated in order to be aligned with the Interoperable Europe identity.
Updated the Welcome page	Date: November 2022 The Welcome page has been updated based on the Study on user experience documentation ¹ and it includes the following: <ul style="list-style-type: none"> The purpose of the OIMAPS survey, The expected output of the OIMAPS survey, A note that the OIMAPS survey can be completed incrementally, The version of the survey has been removed.
Updated the structure of the Introduction page	Date: November 2022 The Introduction page of the OIMAPS questionnaire has been updated based on the Study on user experience documentation ¹ and provides rich information about the solution’s positioning, context, approach to complete, preparation information, version, contact approach, and relevant solutions. The introduction page is not required user input and allows users to skip it as needed.
Updated the User journey in the Introduction section	Date: November 2022 The project team updated the IMAPS user journey to be aligned with the Interoperable Europe identity. The project team created a simple illustration of a “user journey” to give more context and explanation to the end-user on how the OIMAPS survey can be used and to its connection to the IMAPS survey. This

¹ D08.01.01 Strategy for ISA’s interoperability assessment solutions’ regarding the project DIGITM-012203-6000176696 – CAMSS (Common Assessment Method for Standards and Specifications)

OIMAPS version 1.2.0 release notes

	<p>visual is shown before the assessment, as part of the introduction to the survey at the EU Survey portal. It describes the structure and logic behind the OIMAPS survey, starting from the IMAPS questionnaire, explaining the OIMAPS model and structure.</p>
<p>Updated the conceptual model of OIMAPS</p>	<p>Date: November 2022</p> <p>Updates have been applied to the OIMAPS conceptual model. These updates are based on the design part, in order to be aligned with the Interoperable Europe identity.</p> <p>The updated conceptual model is illustrated in the Introduction section of the online OIMAPS survey.</p>
<p>Included reference for the IMTs solutions</p>	<p>Date: November 2022</p> <p>A reference for all the Interoperability Maturity Tools (IMTs) has been added in the Introduction section of OIMAPS questionnaire.</p>
<p>Included a reference on the EIRA version</p>	<p>Date: November 2022</p> <p>The reference “The OIMAPS survey is based on the European Interoperability Reference Architecture, in particular to the version EIRA v5.0.0. The EIRA was created in the context of Action 2016.32 of the ISA² Programme and is being maintained under the Interoperable Europe public initiative. The EIRA provides a common terminology that can be used by people working for public administrations in various architecture and system development tasks.” has been added in the Introduction section of OIMAPS questionnaire.</p>
<p>Removed the reference to the GitHub page</p>	<p>Date: November 2022</p> <p>The reference “You can share your feedback on OIMAPS survey through the dedicated GitHub platform” has been removed by the Introduction page of OIMAPS questionnaire due to the low end user feedback.</p>
<p>Updated the question A2A</p>	<p>Date: November 2022</p> <p>The item “A2A. A digital public service is a digital service rendered in the public interest. What is the name of the service that you provide to the end users (citizens, businesses or other public administrations)? Please also provide the public service catalogue name and URI, if it is applicable for the digital public service.” has been updated and separated into the two following items:</p> <ul style="list-style-type: none"> • “A2A. A digital public service is a digital service rendered in the public interest. What is the name of the service that you provide to the end users (citizens, businesses or other public administrations)?”, • “A2B. Please provide the public service catalogue name and URI, if it is applicable for the digital public service.”.
<p>Updated the question A2B</p>	<p>Date: November 2022</p>

OIMAPS version 1.2.0 release notes

	<p>The item “A2B. Use the following criteria to define a digital public service: i) Process and underlying activities, ii) Appearance, iii) Owner (see A3). Please describe the process and underlying activities of the digital public service. The digital public service always has three phases (1. initiation, 2. processing and 3. delivery of an outcome). Focus on the public decision that is the outcome of the service. If there is no public decision and/or outcome, focus on the benefits the service provides to the target audience.”</p> <p>has been updated and simplified as “A2C. Please give a brief description of the service.”. Additional information for the A2C item has been added as help message.</p>
Added the question A3B	<p>Date: November 2022</p> <p>The item “A3B. Are the solutions provided by a Directorate-General of the European Commission?” has been added in the Service Identification section for the OIMAPS questionnaire and in case of the “Yes” option, the A3C item “A3C. Please indicate the Directorate-General of the European Commission” will be activated.</p>
Added the Legal notices section	<p>Date: November 2022</p> <p>The OIMAPS survey’s Introduction section should be followed by the Legal notices section based on the Study on user experience documentation¹. The Legal notices section includes clearly communicating legal information, licencing information and disclaimers, generally anything linked to user approval and consent. This page also collects the user’s consent on the sharing and processing of data, any relevant publishing of information, as well as the user’s willingness to be contacted.</p>
Included disclaimer for the responsibility of European Commission	<p>Date: November 2022</p> <p>The EC’s logo and the disclaimer “By no means will the Interoperability assessment imply any endorsement of the EC to the assessed specification. Likewise, the use of OIMAPS© implies that the user accepts that the EC is not liable on the assessment nor on any direct or indirect consequence/decision of such assessment.” has been added in the Legal notices section of OIMAPS questionnaire.</p>
Updated the Service Identification section	<p>Date: November 2022</p> <p>The Service Identification section of the OIMAPS questionnaire has been separated from the Introduction section.</p>
Updated the alongside information	<p>Date: November 2022</p> <p>The alongside information has been updated on the LIMAPS questionnaire and includes the following links and documents:</p> <ul style="list-style-type: none"> • Useful links: ISA Product License v1.4, Share your feedback,

OIMAPS version 1.2.0 release notes

	<ul style="list-style-type: none"> • <u>Background Documents</u>: IMAPS User Guide, OIMAPS User Guide.
Removed the question A1F	<p>Date: November 2022</p> <p>The item “A1F. Please provide the address of the organisation providing the service” has been removed from the Service Identification section of the OIMAPS questionnaire.</p>
Updated the D8 question	<p>Date: November 2022</p> <p>The item “D8. To what extent does the service provide to its end users the means to monitor the status in a file?” has been updated as “D8. To what extent does the service provide to its end users the means to monitor the status of an application (e.g., to issue a certificate)?”.</p>
Replaced the mouse-over More Info by help message	<p>Date: November 2022</p> <p>The mouse-over More Info has been replaced by the help message across the items of the OIMAPS questionnaire.</p>
Updated the EIRA ABBs	<p>Date: November 2022</p> <p>The following updates on the EIRA ABBs have been implemented on the OIMAPS questionnaire based on the alignment with new version of EIRA v5.0.0:</p> <ul style="list-style-type: none"> • The EIRA ABB on the item “D1. To what extent is the service formalised by organisational interoperability agreements that enable data, information and knowledge delivery?” has been updated from “Organisational Interoperability Specification” to “Organisational Interoperability Agreement”. • The EIRA ABB on the item “D2. To what extent is the service formalised by templates of organisational interoperability agreements that enable data, information and knowledge delivery?” has been updated from “Organisational Interoperability Specification” to “Organisational Interoperability Agreement”. • The EIRA ABB on the item “D3. To what extent is the service flexible to introduce changes in the delivery mode of data, information and knowledge?” has been updated from “Service Delivery Model” to “Digital Public Service Delivery Model”. • The EIRA ABB on the item “D4. To what extent is the service made discoverable by its end users via organisational means (service catalogues, etc.)?” has been updated from “Public Service Catalogue” to “Digital Public Service Catalogue”. • The EIRA ABB on the item “D5. To what extent is the service proactive in delivering data, information and knowledge?” has been updated from “Service Delivery Model” to “Digital Public Service Delivery Model”. • The EIRA ABB on the item “D6. To what extent is the service compliant with the once-only principle for the data, information and knowledge it

OIMAPS version 1.2.0 release notes

	<p>requires for its delivery?” has been updated from “<i>Service Delivery Model</i>” to “<i>Digital Public Service Delivery Model</i>”.</p> <ul style="list-style-type: none"> • The EIRA ABB on the item “D7. To what extent does the service provide a common user experience to deliver data, information and knowledge to its end users?” has been updated from “<i>Service Delivery Model</i>” to “<i>Digital Public Service Delivery Model</i>”. • The EIRA ABB on the item “D8. To what extent does the service provide to its end users the means to monitor the status in a file?” has been updated from “<i>Service Delivery Model</i>” to “<i>Digital Public Service Delivery Model</i>”. • The EIRA ABB on the item “D9A. To what extent does the service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge?” has been updated from “<i>Service Delivery Model</i>” to “<i>Digital Public Service Delivery Model</i>”. • The EIRA ABB on the item “D9B. Which digital channels does the service provide to capture end-user feedback?” has been updated from “<i>Service Delivery Model</i>” to “<i>Digital Public Service Delivery Model</i>”. • The EIRA ABB on the item “D10. To what extent does the service provide means to support the end users with regards to the delivery of data, information and knowledge?” has been updated from “<i>Service Delivery Model</i>” to “<i>Digital Public Service Delivery Model</i>”. • The EIRA ABB on the item “C1. To what extent is the service formalised by organisational interoperability agreements that enable data, information and knowledge consumption?” has been updated from “<i>Organisational Interoperability Specification</i>” to “<i>Organisational Interoperability Agreement</i>”. • The EIRA ABB on the item “C2. To what extent does the service follow a unified service consumption mode to consume data, information and knowledge from other services?” has been updated from “<i>Service Delivery Model</i>” to “<i>Digital Public Service Delivery Model</i>”. • The EIRA ABB on the item “C3. To what extent is the service able to discover the services to consume data, information and knowledge (service catalogues, etc.)?” has been updated from “<i>Public Service Catalogue</i>” to “<i>Digital Public Service Catalogue</i>”. • The EIRA ABB on the item “C4. To what extent is the service compliant with the once-only principle for the data, information and knowledge it consumes?” has been updated from “<i>Service Delivery Model</i>” to “<i>Digital Public Service Delivery Model</i>”. • The EIRA ABB on the item “C5. To what extent is the service flexible to introduce changes in the consumption of data, information and knowledge?” has been updated from “<i>Service Delivery Model</i>” to “<i>Digital Public Service Delivery Model</i>”.
<p>Updated the Rating section</p>	<p>Date: November 2022</p> <p>The reference “<i>Contact: For any general or technical questions, please send an email to DIGIT-IMAPS@ec.europa.eu.</i>” has been added for contacting purposes at the end of the Rating section of the OIMAPS questionnaire.</p>

OIMAPS version 1.2.0 release notes

Alignment regarding the uniqueness and overlapping across the IMTs	Date: November 2022 The surveys of the IMTs have been compared against each other in terms of uniqueness and overlapping in the items.
EIRA v5.0.0 alignment	Date: November 2022 EIRA v5.0.0 alignment performed across the items of the OIMAPS questionnaire.
EIF principles alignment	Date: November 2022 EIF alignment on the principles and recommendations performed across the OIMAPS questionnaire.
CAMSS vocabulary alignment	Date: November 2022 CAMSS vocabulary alignment performed across the OIMAPS questionnaire.
Scoring model	Date: November 2022 The existing scoring model of OIMAPS version 1.1.0 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. 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.
Previous contract change requests	Date: November 2022 All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.2.0.
Version 1.1.0	
OIMAPS URL at the EU Survey portal	Date: 20/12/2021 The version 1.0.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 has been replaced by the version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0
Included a reference on the GitHub for feedback purposes	Date: 03/05/2022 The reference "You can share your feedback on OIMAPS survey through the dedicated GitHub platform." has been added for feedback purposes in the 'Introduction' section of the OIMAPS questionnaire.
Replaced the phrase "digital public service"	Date: 03/05/2022

OIMAPS version 1.2.0 release notes

<p>with "service" to reduce repetition</p>	<p>The phrase "digital public service" has been replaced with "service" on the OIMAPS questionnaire.</p> <p>The disclaimer <i>"The unit of assessment is the "Digital Public Service" and is referred to as "Service" in the survey that follows."</i> has been added in the end of the Introduction page to indicate the replacement of this phrase.</p>
<p>Added a question for the applicant's traceability</p>	<p>Date: 29/04/2022</p> <p>New Item <i>"A1E. Please provide your role in the organisation providing the service"</i> has been added on the 'Introduction' section of the OIMAPS questionnaire as optional.</p>
<p>Added a question for statistics reasons</p>	<p>Date: 29/04/2022</p> <p>New Item <i>"A1F. Please provide the address of the organisation providing the service"</i> has been added on the 'Introduction' section of the OIMAPS questionnaire as optional.</p>
<p>Added a disclaimer on A2A question the public service catalogue name and the URI</p>	<p>Date: 29/04/2022</p> <p>The disclaimer <i>"Please also provide the public service catalogue name and URI, if it is applicable for the digital public service."</i> has been added on the item <i>"A2A. A digital public service is a digital service rendered in the public interest. What is the name of the digital public service that you provide to the end users (citizens, businesses or other public administrations)?"</i> in the 'Service Identification' section on the OIMAPS questionnaire.</p>
<p>Added a question for future contacting purposes</p>	<p>Date: 21/12/2021</p> <p>New Item <i>"A2D. Please specify the email address of the provided digital public service"</i> has been added in the 'Introduction' section of the OIMAPS questionnaire as mandatory.</p>
<p>Rephrased A3 question and Updated the options to illustrate better the tiers of administration</p>	<p>Date: 03/05/2022</p> <p>The item <i>"A3. Owner: Which public administration is primarily responsible for providing the digital public service?"</i> has been rephrased as <i>"A3A. Service provider: Which tier of public administration is primarily responsible for providing the service?"</i> as optional.</p> <p>The following initial options of A3 item:</p> <ul style="list-style-type: none"> • <i>"Ministry e.g. Ministry of Public Administration, Ministry of Justice,</i> • <i>Public Administration e.g. Tax Administration, Directorate-General of the European Commission e.g. DG COMM, DG JUST, DGIT,</i> • <i>Government institution/agency/office e.g. National Agency for Information Society, National Centre for Public Administration and Local Government (EKDDA),</i> • <i>EU institution/agency/office e.g. EU Publications Office,</i> • <i>Other Legal Entity"</i> <p>have been updated as follows:</p>

OIMAPS version 1.2.0 release notes

	<ul style="list-style-type: none"> • <i>“International Public Administration,</i> • <i>Central Public Administration,</i> • <i>Regional Public Administration,</i> • <i>Local Public Administration,</i> • <i>Other Legal Entity”</i> <p>In case of the <i>“Other Legal Entity”</i> option, a free text is available.</p>
<p>Added a question for the Directorate-General of the European Commission</p>	<p>Date: 03/05/2022</p> <p>The item <i>“A3B. Please indicate the Directorate-General of the European Commission”</i> has been added in the ‘Introduction’ section on the OIMAPS questionnaire with a drop-down menu by including a list with EU DGs.</p>
<p>Updated the D9 question and its options</p>	<p>Date: 03/05/2022</p> <p>The item <i>“D9. To what extent does the service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge?”</i> has been updated as <i>“D9A. To what extent does the service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge?”</i>.</p> <p>The options of the D9A item have been updated without referring examples. The following initial options:</p> <ul style="list-style-type: none"> • <i>“The digital public service does not provide any capabilities to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The digital public service provides only physical channels (e.g. phone, mail) to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The digital public service provides digital channels (e.g. email, contact form, chat, webpage) to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The digital public service provides digital channels (e.g. email, contact form, chat, webpage) along with a standardised reviewing system, to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The digital public service provides digital channels (e.g. email, contact form, chat, webpage) along with a standardised reviewing system to capture end-user feedback on its quality in delivering data, information and knowledge, while it makes publicly available insights from other end user feedback and reviews”</i> <p>have been updated as follows:</p> <ul style="list-style-type: none"> • <i>“The service does not provide any capabilities to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The service provides only physical channels (e.g. phone, mail) to capture end-user feedback on its quality in delivering data, information and knowledge,</i>

OIMAPS version 1.2.0 release notes

	<ul style="list-style-type: none"> • <i>The service provides digital channels to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The service provides digital channels along with a standardised reviewing system, to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The service provides digital channels along with a standardised reviewing system to capture end-user feedback on its quality in delivering data, information and knowledge, while it makes publicly available insights from other end user feedback and reviews,</i> • <i>Not applicable or not necessary (according to the scope of the digital public service),</i> • <i>No answer”.</i>
<p>Added a question for better capturing the available means</p>	<p>Date: 03/05/2022</p> <p>New Item “D9.B Which digital channels does the service provide to capture end-user feedback?” has been added above the item ““D9A. To what extent does the service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge?” as multiple-choice type without scoring.</p> <p>The options of this item are the following:</p> <ul style="list-style-type: none"> • <i>“Email,</i> • <i>Contact form,</i> • <i>Chat,</i> • <i>Social media,</i> • <i>Other”</i> <p>In case of the “Other” option, a free text is available.</p>
<p>Added a question for activation and disable the ‘Service Consumption’ section</p>	<p>Date: 29/04/2022</p> <p>New Item “Does the service consume data from other services?” has been added at the beginning of the ‘Service Consumption’ of the OIMAPS questionnaire without including scoring. This item activates and disables the ‘Service Consumption’ section.</p> <p>New item “I confirm that the service does not consume data from other services.” has been added below the item ““Does the service consume data from other services?” with the option “Yes, I confirm”. The option will take the highest score (3000/3000) in order not to penalise the digital public service under assessment.</p>
<p>Added a free text question for any comment</p>	<p>Date: 29/04/2022</p> <p>New Item “Please provide your comments and/or summarize your options, if necessary.” has been added at the end of each section on the OIMAPS questionnaire.</p>

OIMAPS version 1.2.0 release notes

<p>Added a section for rating purposes</p>	<p>Date: 21/12/2021</p> <p>A new 'Rating' section has been added on the final page allowing rating in the survey by including the item <i>"How would you rate this questionnaire?"</i>.</p>
<p>Included a disclaimer on results report for the responsibility from the side of the Commission on any post-processing of output produced by the solution</p>	<p>Date: 03/05/2022</p> <p>The following disclaimer for the responsibility reference regarding the implementation of the recommendations from the digital public service owner has been included in the 'Results Message'.</p> <p>"Disclaimer</p> <p>The information and views in this results report do not necessarily reflect the official opinion of the Commission. The Commission does not guarantee the accuracy of the information included in this document. Neither the Commission nor any person acting on the Commission's behalf may be held responsible for any post-processing of the results produced in the present report."</p>
<p>Updated OIMAPS Questionnaire</p>	<p>The following changes have been performed to the OIMAPS questionnaire:</p> <p>Date: 20/12/2021</p> <ul style="list-style-type: none"> • The 'Service Identification' (A) annotating the scope of the digital public service has been merged in the Introduction section of OIMAPS questionnaire. • The interoperability maturity levels have been included without implement the scoring in the Introduction section of OIMAPS questionnaire. • The item <i>"A1D. Please indicate the country of the organisation providing the service"</i> related to the geographical area has been updated from single choice type as a drop-down menu by keeping the list of countries and the "Other" option. In case of the <i>"Other"</i> option, a free text is available. • The display of legal and license information, as well as user content inputs have been grouped. <p>Date: 10/01/2022</p> <ul style="list-style-type: none"> • A reference to the IQAT license has been included alongside legal notices on the OIMAPS questionnaire. • The 'ISA2 Programme' has been replaced with 'Interoperable Europe' in the Introduction section of OIMAPS questionnaire. <p>Date: 12/04/2022</p> <p>The keywords on the options of OIMAPS questionnaire have been highlighted in bold to facilitate the user reading experience.</p> <p>Date: 13/04/2022</p> <p>All ABBs are hyperlinked (PURIs) with the most common terms used throughout the questionnaires to the EIRA Glossary.</p>

OIMAPS version 1.2.0 release notes

Date: 19/04/2022

The spelling of the word *“inistitution”* has been corrected as *“institution”* in the options of the item *“A3A. Service provider: Which tier of public administration is primarily responsible for providing the service?”* on the OIMAPS questionnaire.

Date: 29/4/2022

- The example *“the service pulls data instead of pushing data”* has been added on the *“N/A”* option at the item *“D5. To what extent is the service proactive in delivering data, information and knowledge?”*.
- The word *‘owner’* has been replaced with the phrase *‘service provider’* on the item *“A3A. Service provider: Which tier of public administration is primarily responsible for providing the service?”* and overall, on OIMAPS questionnaire.
- A reference to the IMAPS User Guide has been included alongside legal notices on the OIMAPS questionnaire.
- The following items on the *“Service Identification”* section have been updated as optional based on the feedback from the expert reviews:
 - The item *“A1A. Please provide your name”*,
 - The item *“A1B. Please provide your email address”*,
 - The item *“A1C. Please provide your phone number”*,
 - The item *“A1D. Please indicate the country of the organisation providing the service”*,
 - The item *“A1F. Please provide the address of the organisation providing the service”*,
 - The item *“A2A. A digital public service is a digital service rendered in the public interest. What is the name of the digital public service that you provide to the end users (citizens, businesses or other public administrations)? Please also provide the public service catalogue name and URI, if it is applicable for the digital public service”*,
 - The item *“A2B. Use the following criteria to define a service: i) Process and underlying activities, ii) Appearance, iii) Provider (see A3). Please describe the process and underlying activities of the service. The service always has three phases (1. initiation, 2. processing and 3. delivery of an outcome). Focus on the public decision that is the outcome of the service. If there is no public decision and/or outcome, focus on the benefits the service provides to the target audience”*,
 - The item *“A2C. Appearance: How does the service deliver the outcome towards the end user group?”*,
 - The item *“A3A. Service provider: Which tier of public administration is primarily responsible for providing the service?”*,
 - The item *“A3B. Please indicate the Directorate-General of the European Commission”*,
 - The item *“A4. Please indicate in which sector is the service provided”*,

OIMAPS version 1.2.0 release notes

	<ul style="list-style-type: none"> ○ The item “A5. What is the end user group to whom the service is delivered?”, ○ The item “A6. At what administrative level is the service provided (multiple answers are possible)?”. ● The item “Would you like to be contacted for evaluation purposes?” has been updated as bold in the ‘Introduction’ section of the OIMAPS questionnaire. ● The "More info" functionality has been added including the examples on the A2A, A2B, A2C, A3 and A5 items for the OIMAPS questionnaire.
Accessibility by visually impaired or blind people	<p>Date: 17/03/2022</p> <p>The “Accessibility Mode” has been activated on OIMAPS assessment to increase survey readability and help visually impaired readers.</p>
Applicability	<p>Date: 29/04/2022</p> <p>Based on the feedback from the expert reviews, the option ‘Not applicable’ should be included in the options of all OIMAPS items. As such, the project team added the ‘Not applicable’ option to all OIMAPS items as an option. The “N/A” options will take the highest score (100/100) in order not to penalize the digital public service under assessment.</p>
No answer	<p>Date: 29/04/2022</p> <p>Based on the feedback from the expert reviews, the option ‘No answer’ should be included in the options of all OIMAPS items. As such, the project team added the ‘No answer’ option to all OIMAPS items as the last option. The ‘No answer’ will take the lowest score (0/100).</p>
Repetition	<p>Date: 29/04/2022</p> <p>According to the feedback received during pilot workshops, the term “Service” replaced the term “digital public service” in all OIMAPS items with a view to reduce repetition. A relevant disclaimer added in the Identification Section of the questionnaire.</p>
Scoring model	<p>Date: May 2022</p> <p>The existing scoring model of OIMAPS version 1.1.0 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>

OIMAPS version 1.2.0 release notes

<p>IMAPS to OIMAPS user journey</p>	<p>Date: 22/12/2021</p> <p>The project team created a simple illustration of a “user journey” to give more context and explanation to the end-user on how the OIMAPS survey can be used and to its connection to the IMAPS survey. 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 logic behind the OIMAPS survey, starting from the IMAPS questionnaire, explaining the OIMAPS model and structure.</p>
<p>Previous contract change requests</p>	<p>Date: December 2021</p> <p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.1.0.</p>
<p>Version 1.0.0</p>	
<p>Updated conceptual model of OIMAPS</p>	<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>
<p>OIMAPS URL at the EU Survey portal</p>	<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>
<p>Added a question of future contacting purposes</p>	<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>
<p>IMAPS to OIMAPS user journey</p>	<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>
<p>Updated OIMAPS items</p>	<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?

OIMAPS version 1.2.0 release notes

	<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 OIMAPS, 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 OIMAPS, a specification</p>

OIMAPS version 1.2.0 release notes

	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 v1.2.0 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 1.2.0	
Updated OIMAPS user guide	Date: November 2022 The User Guide is a consolidated document that includes the previous release components “User guide”, “Questionnaire” and “Recommendations”.
IMAPS to OIMAPS user journey	Date: November 2022 The project team updated the IMAPS user journey to be aligned with the Interoperable Europe identity. The project team created a simple illustration of a “user journey” to give more context and explanation to the end-user on how the OIMAPS survey can be used and to its connection to the IMAPS survey. 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 logic behind the OIMAPS survey, starting from the IMAPS questionnaire, explaining the OIMAPS model and structure.
OIMAPS URL at the EU Survey portal	Date: November 2022 The version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0 has been replaced by the version 1.2.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_2_0 .
Updated the OIMAPS logo	Date: November 2022 The OIMAPS logo has been updated in order to be aligned with the Interoperable Europe identity.
Updated OIMAPS items on Questionnaire	Date: November 2022 The following item has been added to OIMAPS version 1.2.0: <ul style="list-style-type: none"> • Item A1E: Please provide your role in the organisation providing the service.
Scoring model	Date: November 2022 The existing scoring model of OIMAPS version 1.1.0 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. 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.

OIMAPS version 1.2.0 release notes

Previous contract change requests	<p>Date: November 2022</p> <p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.2.0.</p>
Version 1.1.0	
Updated OIMAPS user guide	<p>Date: 5/5/2022</p> <p>The User Guide is a consolidated document that includes the previous release components “User guide”, “Questionnaire” and “Recommendations”.</p>
IMAPS to OIMAPS user journey	<p>Date: 22/12/2021</p> <p>The project team created a simple illustration of a “user journey” to give more context and explanation to the end-user on how the OIMAPS survey can be used and to its connection to the IMAPS survey. 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 logic behind the OIMAPS survey, starting from the IMAPS questionnaire, explaining the OIMAPS model and structure.</p>
OIMAPS URL at the EU Survey portal	<p>Date: 20/12/2021</p> <p>The version 1.0.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 has been replaced by the version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0</p>
Updated OIMAPS items on Questionnaire	<p>The following items have been added to OIMAPS version 1.1.0:</p> <ul style="list-style-type: none"> • Item A1E: Please provide your role in the organisation providing the service • Item A1F: Please provide the address of the organisation providing the service • Item A2D: Please specify the email address of the provided digital public service • Item A3B: Please indicate the Directorate-General of the European Commission • Item: Does the service consume data from other services? • Item: I confirm that the service does not consume data from other services has been added below the item “Does the service consume data from other services?”.
Applicability	<p>Date: 29/04/2022</p> <p>Based on the feedback from the expert reviews, the option ‘Not applicable’ should be included in the options of all OIMAPS items. As such, the project team added the ‘Not applicable’ option to all OIMAPS items as an option. The “N/A” options will take the highest score (100/100) in order not to penalize the digital public service under assessment.</p>
No answer	<p>Date: 29/04/2022</p> <p>Based on the feedback from the expert reviews, the option ‘No answer’ should be included in the options of all OIMAPS items. As such, the project team added the</p>

OIMAPS version 1.2.0 release notes

	<p>'No answer' option to all OIMAPS items as the last option. The 'No answer' will take the lowest score (0/100).</p>
Scoring model	<p>Date: May 2022</p> <p>The existing scoring model of OIMAPS version 1.1.0 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>
Previous contract change requests	<p>Date: December 2021</p> <p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.1.0.</p>
Version 1.0.0	
Updated OIMAPS user guide	<p>The User Guide is a consolidated document that includes the previous release components "User guide", "Questionnaire" and "Recommendations".</p>
Updated conceptual model of OIMAPS	<p>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</p> <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 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?

OIMAPS version 1.2.0 release notes

	<ul style="list-style-type: none"> • 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? <ul style="list-style-type: none"> • 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?
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 OIMAPS, 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 OIMAPS, 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	<p>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).</p>

OIMAPS version 1.2.0 release notes

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	<p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.0.0.</p>
Version 1.0.0 beta	

2.3 OIMAPS v1.2.0 Publication on Joinup

The public web page (<https://joinup.ec.europa.eu/collection/interoperability-assessment-tools-iats-digital-public-services/solution/oimaps>) describing OIMAPS version 1.2.0.

Table 3: Changes in Joinup

Modification	Details
Version 1.2.0	
OIMAPS URL at the EU Survey portal	<p>Date: November 2022</p> <p>The version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0 has been replaced by the version 1.2.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_2_0</p>
OIMAPS Release components	<p>Date: November 2022</p> <p>The version 1.2.0 includes the following release components:</p> <ul style="list-style-type: none"> • OIMAPS v1.2.0 EU Survey portal • OIMAPS v1.2.0 User Guide; • OIMAPS v1.2.0 Publication on Joinup; • OIMAPS v1.2.0 Value proposition; • OIMAPS v1.2.0 Release package; • ISA product license.
Version 1.1.0	
OIMAPS URL at the EU Survey portal	<p>Date: 20/12/2021</p> <p>The version 1.0.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 has been replaced by the version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0</p>
OIMAPS Release components	<p>Date: 5/5/2022</p> <p>The version 1.1.0 includes the following release components:</p> <ul style="list-style-type: none"> • OIMAPS v1.1.0 EU Survey portal • OIMAPS v1.1.0 User Guide; • OIMAPS v1.1.0 Publication on Joinup; • OIMAPS v1.1.0 Value proposition; • OIMAPS v1.1.0 Release package; • ISA product license.
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 version 1.2.0 release notes

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 v1.2.0 Value Proposition

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

Table 4: Changes in OIMAPS value proposition

Modification	Details
Version 1.2.0	
OIMAPS URL at the EU Survey portal	Date: November 2022 The version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0 has been replaced by the version 1.2.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_2_0 .
Updated the OIMAPS Value proposition in term of look and feel	Date: November 2022 The OIMAPS Value proposition has been updated in order to be aligned with the Interoperable Europe identity.
Updated the conceptual model of OIMAPS	Date: November 2022 Updates have been applied to the OIMAPS conceptual model. These updates are based on the design part, in order to be aligned with the Interoperable Europe identity. The updated conceptual model is illustrated in the Introduction section of the online OIMAPS survey.
Version 1.1.0	
OIMAPS URL at the EU Survey portal	Date: 20/12/2021 The version 1.0.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 has been

OIMAPS version 1.2.0 release notes

	replaced by the version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0
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	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 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 v1.2.0 Release

An archive containing each of the above mentioned files.

Table 5: Changes in OIMAPS release

Modification	Details
Version 1.2.0	
Release package of all release components – OIMAPS v1.1.0	<p>Date: November 2022</p> <p>The version 1.2.0 includes the following release components:</p> <ul style="list-style-type: none"> • OIMAPS v1.2.0 User Guide; • OIMAPS v1.2.0 Value proposition; • OIMAPS v1.2.0 Release notes; • ISA product license.

OIMAPS version 1.2.0 release notes

Version 1.1.0	
Release package of all release components – OIMAPS v1.1.0	<p>Date: 5/5/2022</p> <p>The version 1.1.0 includes the following release components:</p> <ul style="list-style-type: none"> • OIMAPS v1.1.0 User Guide; • OIMAPS v1.1.0 Value proposition; • OIMAPS v1.1.0 Release notes; • ISA product license.
Version 1.0.0	
Release package of all release components – OIMAPS v1.0.0	<p>The version 1.0.0 includes the following release components:</p> <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 v1.1.0 is released.

Table 6: Changes in OIMAPS release

Modification	Details
	Version 1.2.0
	Version 1.1.0
	Version 1.0.0
	Version 1.0.0 beta