



# ASSESSMENT SUMMARY v1.0.0

Transformational Government Framework (TGF<sup>1</sup>)

OASIS<sup>2</sup>

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<sup>1</sup> TGF specification: <http://docs.oasis-open.org/tgf/TGF/v2.0/cs01/TGF-v2.0-cs01.html>

<sup>2</sup> OASIS webpage: <https://www.oasis-open.org/>

## Change Control

Modification		Details
Version 1.0.0		
Initial version		

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## 1. INTRODUCTION

The present document is a summary of the assessment of **TGF** carried out by CAMSS using the CAMSS Assessment EIF scenario<sup>3</sup>. The purpose of this scenario is to assess the compliance of a standard or specification with the European Interoperability Framework (EIF)<sup>4</sup>.

## 2. ASSESSMENT SUMMARY

The **Transformational Government Framework** (TGF) is a practical “how to” standard for the design and implementation of an effective program of technology-enabled change at national, state or local government level. It describes a managed, citizen-centric process of ICT-enabled change within the public sector and in its relationships with the private and voluntary sectors, which puts the needs of citizens and businesses at the heart of that process, and which achieves significant and transformational impacts on the efficiency and effectiveness of government.

The Transformational Government Framework specification has been developed by the Organisation for the Advancement of Structured Information Standards (OASIS). TGF was first published in 2012, and since then, it has undergone one major release, being now in the version 2.0.0.

### 2.1. EIF Interoperability Principles

Interoperability principles are fundamental behavioural aspects that drive interoperability actions. They are relevant to the process of establishing interoperable European public services. They describe the context in which European public services are designed and implemented.

***The specification supports the principles setting context for EU actions on interoperability:***

- **Subsidiarity and proportionality**

No member state has been found including TGF in its national catalogue of recommended specifications.

***The specification fully supports the principles setting context for EU actions on interoperability:***

- **Openness**

Given the nature of the specification, it does not directly facilitate the publication of data on the web, nonetheless. The TGF recognizes that making data open and accessible to the public is a key part of transforming government operations and service delivery, and it encourages governments to adopt open data policies and practices. Moreover, The TGF Technical committee<sup>5</sup> at OASIS works to advance the TGF by developing technical standards and specifications that support its

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<sup>3</sup> CAMSS Assessment EIF Scenario 6.0.0: <https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss/solution/camss-assessment-eif-scenario/release/600>

<sup>4</sup>ISA<sup>2</sup> programme: [https://ec.europa.eu/isa2/eif\\_en](https://ec.europa.eu/isa2/eif_en)

<sup>5</sup> TGF Technical Committee: [https://www.oasis-open.org/committees/tc\\_home.php?wg\\_abbrev=tgf](https://www.oasis-open.org/committees/tc_home.php?wg_abbrev=tgf)

implementation and interoperability with other frameworks and systems. The group also provides a forum for discussion and collaboration among stakeholders who are working on TGF-related projects and initiatives. Given this development approach, the specification is published and made freely available<sup>6</sup> for use and adaptation by governments and stakeholders, that can give feedback and contribute to its improvement through its release lifecycle.

The specifications first version was released in 2012, since then, it has undergone one major release, being now the version 2.0.0 In the TGF OASIS technical committee, there can be found information about the change management and release management processes. Despite all of this, the specification has only been found to be used in the British PAS 182:2014 standard<sup>7</sup> on smart cities, which builds on the TGF specification.

- **Transparency**

By focusing on citizen-centric service design and delivery, and leveraging digital channels and technologies, the TGF aims to improve the visibility and accessibility of administrative procedures and services, and to enhance the overall user experience for citizens and businesses. An example of it is the promotion of the health profile. Moreover, The TGF emphasises the importance of comprehensibility in the design and delivery of administrative procedures and services, and provides guidance and best practices for achieving this goal by promoting user-centric design principles such as user testing and feedback to ensure that services are comprehensible and meet the need of users.

- **Reusability**

The TGF is designed to provide a framework that can fit any domain within the digital government transformation management, allowing for its usage and implementation across business domains.

- **Technological neutrality and data portability**

The Transformational Government Framework (TGF) is technology-agnostic, meaning it does not promote nor endorse any specific technology or vendor solution. Instead, it provides guidance and best practices for the design and delivery of government services using open standards and interoperability principles. Moreover, it is not tied to any specific software or operating system, given that it is intended to provide guidance and best practices for the delivery of government services.

TGF is designed to be flexible and modular, which means it can be implemented in a partial or phased manner. The TGF approach allows government and agencies to adopt the parts that are most relevant and beneficial to them and tailor the framework to their specific needs and requirements, thus, also allowing for customisation and extension.

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<sup>6</sup> OASIS IPR policy: <https://www.oasis-open.org/policies-guidelines/ipr/>

<sup>7</sup> PAS 182:2014 standard: <https://knowledge.bsigroup.com/products/smart-city-concept-model-guide-to-establishing-a-model-for-datainteroperability/standard>

***The specification partially supports the principles related to generic user needs and expectations:***

- **User-centricity**

TGF promotes the reuse of relevant information within and across government organisations. One of the core principles of the TGF is ""reuse before buy or build,"" which encourages organisations to leverage existing solutions, services, and data before developing new ones. It provides guidance and best practices for identifying, assessing, and reusing existing information assets, such as data, documents, and processes, to improve efficiency and reduce costs. By promoting the reuse of relevant information, the TGF aims to improve collaboration and knowledge sharing within and across government organizations, and ultimately enhance the delivery of public services.

- **Inclusion and accessibility**

TGF promotes the use of inclusive design and accessibility best practices in the development of digital solutions and services. In particular, the TGF emphasises the importance of user-centred design, which involves designing products and services that meet the needs of all users, including those with disabilities. The TGF also promotes the use of open standards and open data, which can help ensure that digital solutions and services are accessible to all users, regardless of the technologies they use.

- **Privacy**

TGF provides guidance for the identity and privacy management on a digital government. Among some of the recommendations that TGF gives in this regard, there can be found the proposal for a federated identity trust framework, the deploying of technical architecture with designed-in security and privacy features, supporting identity management lifecycle processes and the self-control of people's data. The specification also provides means for restricting access to information or data through the use of access control mechanisms. By applying these mechanisms, TGF can ensure that only authorized users have access to the information or data they need to perform their tasks, while preventing unauthorized access and protecting against data breaches.

**Security**

TGF includes several principles and guidelines related to the secure exchange and processing of data. It emphasises the importance of security, privacy and confidentiality in the development of digital solutions and services, promoting security controls and the use of cryptographic techniques. It also promotes the use of existing standards for identification and access management, such as OAuth<sup>8</sup>, to ensure the authentication of the agents involved in data management. Overall, The TGF specification provides a framework for ensuring the security,

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<sup>8</sup> OAuth specification: <https://datatracker.ietf.org/doc/html/rfc6749>

integrity and accuracy of information, but its effectiveness in guaranteeing these protections will depend on how it is implemented and used in practice.

- **Multilingualism**

The TGF does not assume any particular language or script and is designed to be language- and script-neutral. This means that it can be applied in any linguistic or cultural context, and can be adapted to support multilingual content and user interfaces.

***The specification supports the foundation principles for cooperation among public administrations:***

- **Administrative Simplification**

TGF is designed to simplify the delivery of public services by promoting the use of digital technologies and best practices in government service delivery. The TGF emphasises the importance of creating user-centred digital solutions and services that are accessible, inclusive, and easy to use. Moreover, it provides guidance and best practices for designing and implementing digital service delivery channels that are aligned with citizens' needs and preferences, and that promote efficiency, transparency, and accessibility in government service delivery.

- **Preservation of information**

The purpose of TGF is not related to the long-term preservation of information, therefore, this criterion is not applicable to the specification.

- **Assessment of effectiveness and efficiency**

There has not been found any assessment addressing the effectiveness of the TGF specification.

## 2.2. EIF Interoperability Layers

The interoperability model which is applicable to all digital public services includes:

- Four layers of interoperability: legal, organisational, semantic and technical;
- A cross-cutting component of the four layers, 'integrated public service governance';
- A background layer, 'interoperability governance'.
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*The Specification supports the implementation of digital public services complying with the EIF interoperability model:*

- **Interoperability governance**

TGF is already associated with EIRA<sup>9</sup> ABBs in the EIRA Library Of Specifications (ELIS<sup>10</sup>). More specifically, TGF covers the Shared Governance Framework, Digital Governance, Digital Public Service Delivery, and Interoperability Framework from the Organisational view. The specification also defines some conformance statements for the application of its framework. Nonetheless, there has not been found any Member State recommending the specification, nor has been found any cross-border project applying TGF.

- **Legal Interoperability**

Being a standard developed by OASIS, the TGF cannot be considered a European standard.

- **Organisational interoperability**

TGF is designed to facilitate the modelling of business processes as it provides guidance for government organisations on how to transform their operations and services to be more citizen-centric, efficient and effective. It can also be used to help design and implement cross-organisational processes and services, as well as for developing interoperability agreements between public and private organisations.

- **Semantic Interoperability**

The Joinup platform<sup>11</sup> holds a community of developers and government officials that discuss the implementation of the TGF. Moreover, there has been done some webinars on the use of the framework for the improvement of European digital public services.

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<sup>9</sup> EIRA: <https://joinup.ec.europa.eu/collection/european-interoperability-reference-architecture-eira/solution/eira/release/v500>

<sup>10</sup> ELIS in Joinup: <https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss/solution/elis/about>

<sup>11</sup> Rolling Plan for ICT standardisation: <https://joinup.ec.europa.eu/collection/rolling-plan-ict-standardisation/e-government>

### 3. ASSESSMENT RESULTS

This section presents an overview of the results of the CAMSS assessments for **TGF**. The CAMSS “Strength” indicator measures the reliability of the assessment by calculating the number of answered (applicable) criteria. On the other hand, the number of favourable answers and the number of unfavourable ones is used to calculate the “Automated Score” per category and an “Overall Score”.

Category	Automated Score	Assessment Strength	Compliance Level
Principle setting the context for EU actions on interoperability	20/100 (20%)	100%	Ad-hoc
Core interoperability principles	1600/1700 (94%)	100%	Seamless
Principles related to generic user needs and expectations	980/1200 (82%)	92%	Seamless
Foundation principles for cooperation among public administrations	340/500 (68%)	80%	Sustainable
Interoperability layers*	540/1000 (54%)	100%	Essential
Overall Score	3280/4300 (76%) <sup>12</sup>	96%	

*\*The technical interoperability layer is covered by the criteria corresponding to the core interoperability principle "Openness".*

With an 96% of assessment strength, this assessment can be considered representative of the specification compliance with the EIF principles and recommendations.

The Overall Automated Score of 76% (3280/4300) demonstrates that the specification supports the European Interoperability Framework in the domains where it applies.

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<sup>12</sup> See the “results interpretation” section of the CAMSS Assessment EIF Scenario Quick User Guide:

<https://joinup.ec.europa.eu/collection/common-assessment-method-standards-and-specifications-camss/solution/camss-assessment-eif-scenario/results-visualisation-and-interpretation>