

# IMAPS VALUE PROPOSITION

## INTEROPERABILITY MATURITY ASSESSMENT OF A PUBLIC SERVICE



### DESCRIPTION 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).



### AUDIENCE 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.

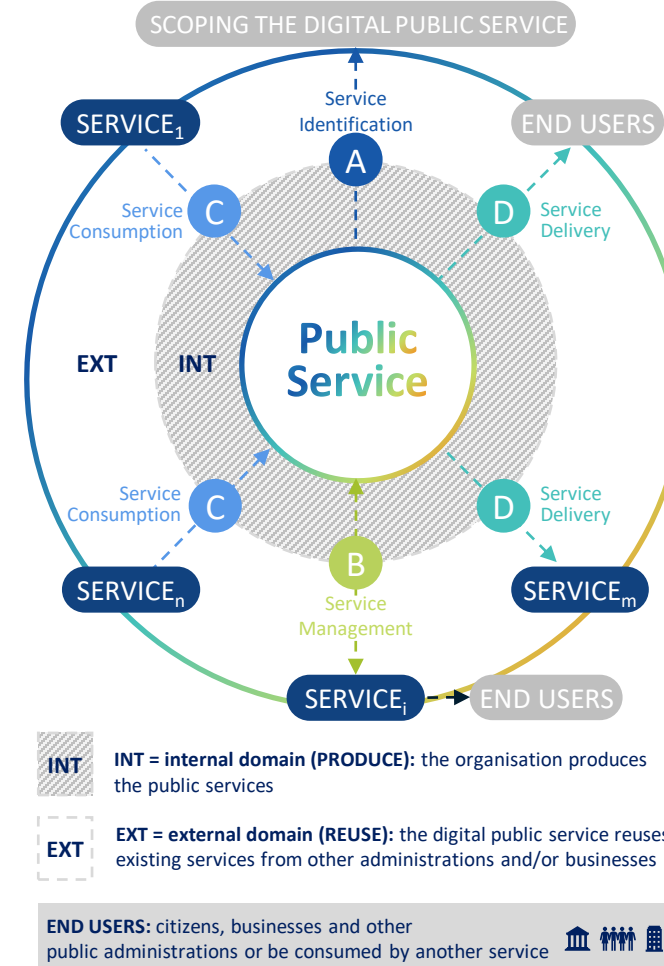


### BENEFITS WHY USE IMAPS?

- ✓ A **free of charge assessment** which can be completed in 30 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:



### DIGITAL PUBLIC SERVICE COMPONENTS

The **IMAPS** assessment captures four different service areas:

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

