who

Pablo is a **Public Administration Officer** responsible for a digital public service's portal.

Pablo is puzzled over the digital public service's interoperability.

why

The first challenge that Pablo needs to anticipate is the **format of the data exchanged** with other services (behavioural aspect).
Pablo also wonders about any further **documentation** that could be produced for the best **support software reuse** (structural aspect), as well as the **conditions required to regulate peer-to-peer interactions** for information exchange (governance aspect).

how

Pablo discovers through a LinkedIn post the **INTEROPERABILITY MATURITY TOOLS** which are in line with the **European Interoperability Framework (EIF)**.

The Interoperability Maturity Tools
Start the assessment for the:
- **Behavioural** interoperability with **IMAPS** *(Interoperability Maturity Assessment of a Public Service)*
- **Structural** interoperability with **SIQAT** *(Structural Interoperability Quick Assessment Toolkit)*
- **Governance** interoperability with **GIQAT** *(Governance Interoperability Quick Assessment Toolkit)*

Pablo realised that the **Interoperability Maturity Tools** are:

- **applicable to any digital public services at all levels of government**;
- user-friendly online **questionnaires**;
- **time saving and cost-efficient** in interoperability tests;
- **compatible with the EIF principles**.

STEP 02: HOW TO START?
THE INTEROPERABILITY MATURITY TOOLS

Pablo implements the recommendations to the digital public service to **bring its interoperability maturity to the next level**.

He regularly checked with the IMTs team for advice during the implementation of updates.

STEP 05: RECOMMENDATIONS
THE IMPLEMENTATION

Scan or click here to find the online version

STEP 01: THE BEGINNING OF THE JOURNEY
FAMILIARISATION WITH THE CONCEPT

Pablo decides to **assess the behavioural, structural and governance interoperability maturity** of the digital public service across all interoperability levels **(legal, organisational, semantic, technical)** to:

- identify any *interoperability gaps* that are not yet considered; and
- receive useful *recommendations* for improvement.

STEP 03: THE IMTs TEAM
HANDS-ON SUPPORT

The IMTs team provides Pablo with **continuous support of his choice,** at all stages of the assessments process through:

- *Knowledge transfer sessions;*
- *User guides;*
- *E-learnings.*

STEP 04: REPORTS & RECOMMENDATIONS
STRUCTURE & REPORT

Pablo receives a report that includes an **interoperability maturity score** and a **set of recommendations,** at the end of each survey, for all questions.

These recommendations propose **good practices, guidelines and specific examples.**
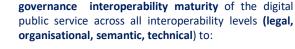
*Some recommendations can trigger the need for further assessment in terms of the **legal, organisational, semantic and technical** behavioural interoperability.*

STEP 06: HOW WAS THE JOURNEY?
SHARE YOUR EXPERIENCE

Pablo shared with his network the news about **the IMTs experience,** and the earned value brought to the organisation!

A **success story** was published with the IMTs team support via the channels of the **Digital Europe Programme (DEP) community.**

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01   02   03   04   05   06

ⓘ Click on the underlined words in the text to learn more online

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