

USER JOURNEY

From IMAPS to its specialisations

STEP 01 THE BEGINNING OF THE JOURNEY: PERFORM THE IMAPS ASSESSMENT

The Public Administration officer performs the IMAPS assessment, via a user-friendly **online survey** which can be **easily completed** in 30 minutes. A user guide and relevant information support the user in this process.

IMAPS assesses the digital public service by capturing three different **service areas**: Service Management, Service Delivery and Service Consumption.

STEP 02 REPORT & RECOMMENDATIONS AFTER THE ASSESSMENT

Upon completion of the survey, the respondent receives a **report that includes an interoperability maturity score and a set of recommendations** for all questions, across all three service areas.

The **recommendations** propose good practices, guidelines and specific examples to bring the behavioral interoperability maturity of the digital public service to the next level.

STEP 04 IMAPS SPECIALISATIONS TYPOLOGIES

Four specialisations are available. To take the assessment, the following expertise is required:

LIMAPS (Legal behavioral interoperability): lawmaking, policymaking & decision-making;

OIMAPS (Organisational behavioral interoperability): business process modeling & organisational aspects of digital public service;

SIMAPS (Semantic behavioral interoperability): data models, semantic standards & specifications;

TIMAPS (Technical behavioral interoperability): information business, APIs & machine to machine interfacing.

Each of the IMAPS specialisations is an **online survey** structured with the same user experience as in IMAPS.

WHO IS A TYPICAL IMAPS END USER?

A **Public Administration Officer** responsible for designing, developing, implementing, evaluating or improving a digital public service.

WHY USE IMAPS?

IMAPS can be used by **Public Administration Officer** to improve and evaluate all key behavioral interoperability aspects of a digital public service, as well as their level of conformance with the **EUROPEAN INTEROPERABILITY FRAMEWORK (EIF)**.

STEP 03 RECOMMENDATIONS THAT TRIGGER FURTHER ASSESSMENT

Some **recommendations** can trigger the need for further assessment of the digital public service in terms of the **legal, organisational, semantic and technical** point of view of their behavioral interoperability.

These can be executed via the **IMAPS specialisations** by the Public Administration officer or any other delegated respondent with the **required expertise** in the specific domain.

STEP 05 IMAPS SPECIALISATIONS STRUCTURE & REPORT

Each of the IMAPS Specialisations is split in two service areas: **Service Delivery & Service Consumption**.

Each service area is divided into the following sections:

a. Data, information & knowledge specifications;

b. Service enablers;

c. Service manifestations.

After each assessment, the respondent receives a report similar to the one for IMAPS (score & recommendations)

STEP 06 HAVE YOU ENJOYED THE JOURNEY? SHARE YOUR EXPERIENCE

The respondent can share their **experience** and the **earned value that IMAPS brought to their organisation** through an **IMAPS user story** that will be published via the channels of the Digital Europe community.