



IMAPS

Interoperability Maturity

Assessment of a Public Service

interoperable  
europe

Interoperable Europe public initiative under the Digital Europe programme  
Interoperability Solutions for European Public Administrations, Businesses and Citizens

# IMAPS Interoperability Maturity Assessment of a Public Service

## Why is it relevant for you?

IMAPS is a solution under Interoperable Europe, the initiative of the European Commission for a reinforced public sector interoperability policy, which is funded by the Digital Europe Programme (DEP).

The Digital Agenda for Europe has identified the lack of interoperability as a major obstacle for growth. More recently, the Digital Single Market strategy has promoted interoperability and standards as important enablers for the Digital Single Market. Although EU Member States have accomplished significant work in this domain, it has proven difficult to assess the progress made so far by the different public administrations to reach higher levels of interoperability.

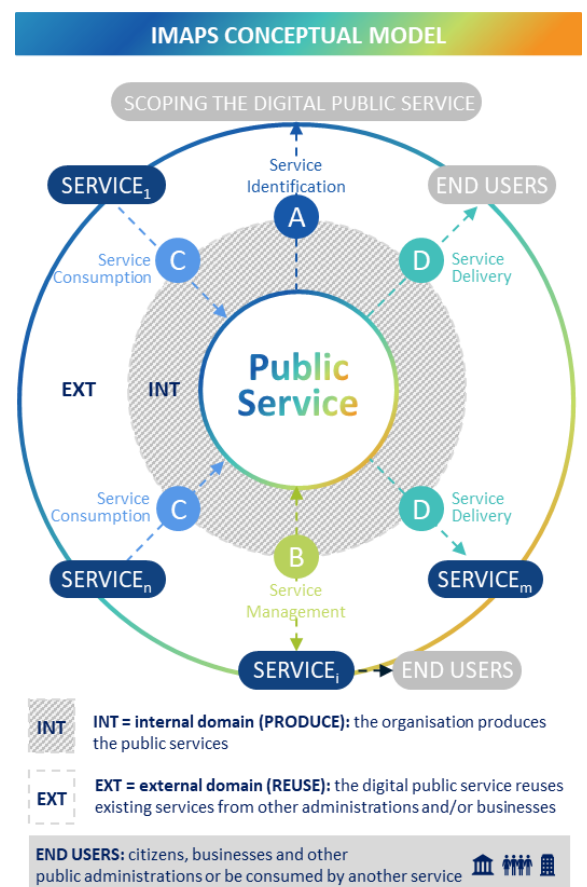
In this context, IMAPS provides public administrations insight into their behavioural interoperability performance regarding:

- The current interoperability maturity level of a digital public service;
- Improvement priorities to reach the next level of interoperability maturity.

IMAPS helps public service owners to enhance the quality and customer focus of the delivery of the digital public service and facilitate collaboration between public administrations.

Identifying opportunities for the sharing and reuse of available services and data, IMAPS supports public service owners to deliver their services in a more effective and efficient way.

Ultimately, end users of the digital public service, – i.e. citizens, business, other public administrations, benefit from increased interoperability.



## What is the solution about?





IMAPS is an online survey that helps public service owners evaluate, consider and improve all key behavioural interoperability aspects of their digital public service (legal, semantic, organisational, or technical). Ultimately, they can view and monitor the service’s compliance with the New European Interoperability Framework (EIF). Not only can IMAPS be used to assess the interoperability of any public service – from open data portals, and e-voting platforms, to public procurement services, and much more – it is applicable to services at all levels of government (international, European, national, regional and local).



- LIMAPS** Legal Interoperability
- OIMAPS** Organisational Interoperability
- SIMAPS** Semantic Interoperability
- TIMAPS** Technical Interoperability

IMAPS looks at key interoperability specifications, enablers and manifestations in three different service areas: service delivery, service consumption and service management (see IMAPS conceptual model below).

The IMAPS action has developed specialised versions of IMAPS, namely the IMAPS specialisations, which enable public service owners to assess their digital public services in terms of their:

IMAPS		Access IMAPS survey at this LINK	
<b>LIMAPS</b>	Legal Interoperability	LIMAPS survey focuses on legal behavioural interoperability aspects of a digital public service	 <a href="#">Access LIMAPS survey at this LINK</a>
<b>OIMAPS</b>	Organisational Interoperability	OIMAPS survey focuses on organisational behavioural interoperability aspects of a digital public service	 <a href="#">Access OIMAPS survey at this LINK</a>
<b>SIMAPS</b>	Semantic Interoperability	SIMAPS survey focuses on semantic behavioural interoperability aspects of a digital public service	 <a href="#">Access LIMAPS survey at this LINK</a>
<b>TIMAPS</b>	Technical Interoperability	TIMAPS survey focuses on technical behavioural interoperability aspects of a digital public service	 <a href="#">Access TIMAPS survey at this LINK</a>






These specialisations provide complementary insights to the IMAPS assessment and can be used in conjunction with the IMAPS survey. The recommended approach is to start from the IMAPS survey and get personalised recommendations on which of the rest of interoperability viewpoints you could further assess via IMAPS specialisations.

IMAPS and its specialisations are free of charge.



## How does it work?

IMAPS is designed as a self-assessment tool providing you with:

 ONLINE SURVEY	A compact, highly user-friendly and free-of-charge <b>online</b> survey questionnaire, which can be completed in 45 minutes.
 MATURITY SCORE	An interoperability maturity score which captures the current maturity level of your digital public service.
 RECOMMENDATIONS	A set of recommendations tailored to your digital public service for improving its interoperability maturity. These recommendations might link you to one of the IMAPS specialisations for further assessment and recommendations per behavioural interoperability viewpoint.
 GOOD PRACTICES	A set of interoperability good practices and standards.
 CONFIRMATION	A confirmation of conformance of your digital public service with the European Interoperability Framework ( <a href="#">EIF</a> ).



## Interoperability Maturity Score

IMAPS uses a five-stage approach to indicate the interoperability maturity level of a public service:

LEVEL 01	AD HOC	Poor Interoperability – the digital public service cannot be considered interoperable
LEVEL 02	OPPORTUNISTIC	Fair Interoperability – the digital public service implements some elements of interoperability best practices
LEVEL 03	ESSENTIAL	Essential Interoperability – the digital public service implements the essential best practices for interoperability
LEVEL 04	SUSTAINABLE	Good Interoperability – all relevant interoperability best practices are implemented by the digital public service
LEVEL 05	SEAMLESS	Interoperability Leading Practice – the digital public service is a leading interoperability practice example for others

IMAPS provides recommendations that allow public administrations to bring their digital public services to the next interoperability maturity level.

## What is in for you?



Immediate insight into the behavioural interoperability of a digital public service

Tailored recommendations on how to improve the digital public service at any point in time throughout the lifecycle of the service

Access to interoperability good practices and common standards for the development of ‘interoperable by design’ digital public services

Improved interaction of the digital public service with its end users

Applicable to any digital public service in the EU

## Want to know more?



Visit IMAPS on the Interoperable Europe Joinup page

<https://joinup.ec.europa.eu/collection/interoperability-assessment-tools-iats-digital-public-services/solution/imaps>



Visit the Interoperability Maturity Tools – IMT community on Joinup

<https://joinup.ec.europa.eu/collection/interoperability-maturity-tools-imts-digital-public-services>



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