

NIFO Factsheet – Austria

The main online sources for the Austrian Interoperability Framework are:

- The Austrian Interoperability Framework version 1.0: found at [http://reference.e-government.gv.at/uploads/media/Austrian Interoperability Framework AIF-1.0.0 .pdf](http://reference.e-government.gv.at/uploads/media/Austrian_Interoperability_Framework_AIF-1.0.0.pdf)
- The e-Government Bund-Länder-Städte-Gemeinden platform: <http://reference.e-government.gv.at/>

Main interoperability highlights

The Austrian Interoperability Framework (AIF) is approved (since January 2015) by the different working groups involved in the collaboration governance process. The Framework replaces the document 'Austria minds about interoperability'¹ which was the reference for the interoperability framework before the AIF was published.

Summary of the NIF

The purpose of the Austrian Interoperability Framework (AIF) is:

- to promote and support the delivery of Austrian public services by fostering cross-border, cross-organisation and cross-sector interoperability;
- to guide public administrations in their work to provide Austrian public services to businesses and citizens;
- to complement and tie together the various Organisational Interoperability Frameworks (OIFs) at Austrian level.

This non-technical document addresses all those involved in defining, designing and implementing Austrian public services. The AIF should be taken into account when making decisions on Austrian public services that support the implementation of Austrian policy initiatives. The AIF should also be considered when establishing public services that in the future may be reused as part of Austrian public services.

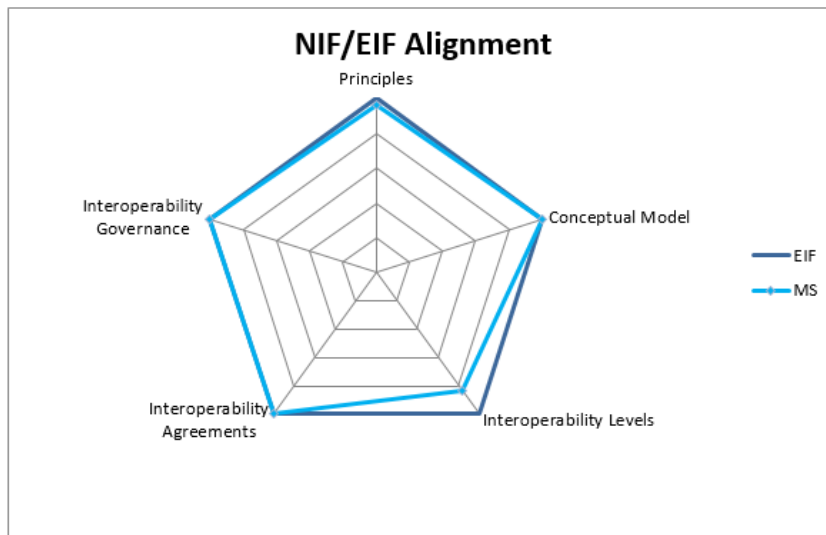
The following sections are found in the AIFv1.0:

- Introduction
- Underlying principles of Austrian public services
- The conceptual model for public services
- Interoperability levels
- Interoperability agreements
- Interoperability governance

¹ 200911 Austrian minds about Interoperability Reichstädter.pdf; Reichstädter, Peter; Vienna; November 2009

Alignment NIF/EIF

The AIF is fully aligned with the EIF on the conceptual model, interoperability agreements and governance. The AIF is fully aligned with all the principles except one, and has a strong alignment on the interoperability levels.



Austria aligns fully with eleven of the twelve EIF principles. The principle of multilingualism is only partly aligned, as stated in recommendation 4 of the AIF: “Public administrations should use information systems and technical architectures that cater for multilingualism when establishing an Austrian public service after evaluating the necessity and benefits”.

Austria is fully aligned with the EIF on the conceptual model. Austria describes the key concepts of the conceptual model, which are the basic public services the secure data exchange layer and the aggregate services layer as does the EIF. The model highlights the need for modular, loosely coupled service components - interconnected through infrastructure - for working together to deliver Austrian public services. The model explicitly calls for Austrian-wide adoption of a service orientation to designing and developing systems, and an ICT ecosystem comprising consistent, and in some cases jointly developed, service components. Its particular service orientation is a specific way of creating and using business processes, packaged as services, throughout their lifecycle.

The AIF addresses the four levels of interoperability and states that each level “deserves special attention when a new Austrian public service is established. The practical implementation of the conceptual model for cross-border/cross-organisation/cross-sector services requires each of these levels to be taken into account”. Only three of the interoperability levels out of the nine are partially aligned. Two are organisational interoperability artefacts and one is the semantic interoperability artefact on the usage of a common taxonomy of basic public services.

The AIF Austria is fully aligned with the EIF on the interoperability agreements.

The AIF also recommends a governance framework and states: “Even if interoperability is maintained for a given Austrian public service, its delivery often relies on components that are common to many Austrian public services. These components, which are the results of interoperability agreements reached outside the scope of the Austrian public service, should also be made available over time. Moreover, as the common components and interoperability agreements are the results of work carried out by public administrations at different levels (local, regional, national and international), coordination and monitoring this work requires a holistic approach. Public administrations should establish a framework for the governance of their interoperability activities across administrative levels.’

More detailed information on NIF / EIF alignment is provided on the NIFO Community on JoinUp on the [Compare NIFs](#) page.

Example of alignment – EIF Conceptual model: authentic sources of information available to others

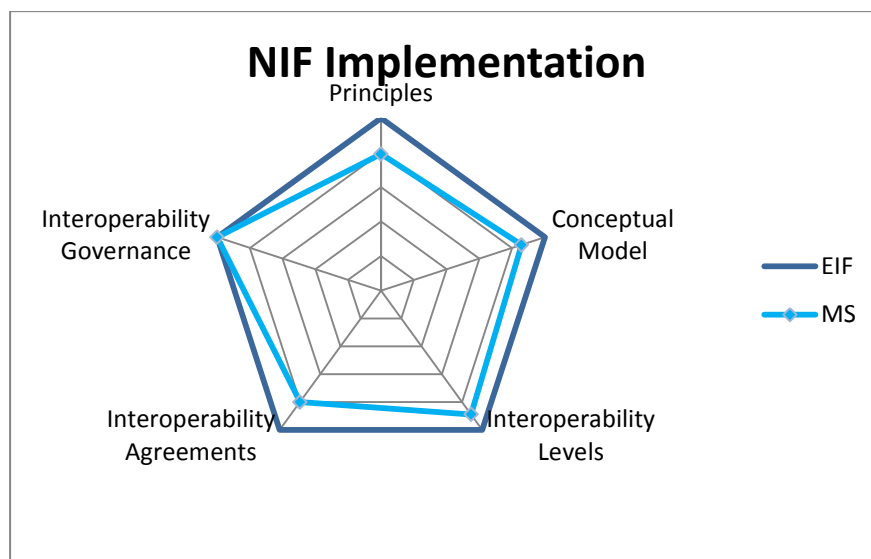
In Austria, this criteria is aligned with the EIF as follows:

- The Austrian Interoperability Framework states:

The most important components of the conceptual model are base registries that provide reliable sources of basic information on items such as persons, companies, vehicles, licences, buildings, locations and roads. Such registries are under the legal control of public administrations and are maintained by them, but the information should be made available for wider reuse with the appropriate security and privacy measures. Public administrations should make their authentic sources of information available to others while implementing access and control mechanisms to ensure security and privacy in accordance with the relevant legislation.

Implementation of NIF

Concerning the implementation of the NIF, all categories are covered.



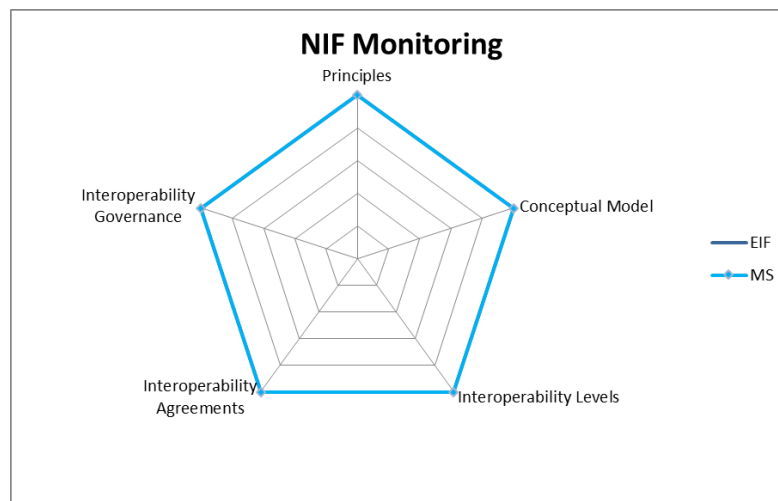
The Interoperability Governance dimension is supported by the [Federal Platform Digital Austria](#), an established governance collaboration process, as well as escalation mechanisms related to organisational and political levels of interoperability.

All the Principles are covered with examples of implementation, half of which are large-scale.

The Conceptual Model dimension is covered by the examples of the communication platform ELAK and the use of the Electronic Data Interchange Format (EDI/EDIFACT).

The Interoperability Levels and Interoperability Agreements dimensions are, inter supported by the common technical specifications listed on the e-Government reference server and by the recommendations from the specialised working groups (e.g.: Law & Security, Integration).

Monitoring of NIF



Austria monitors all elements of the NIF. Tracking the alignment with the AIF is embedded in the overall process of monitoring the progress of a project implementing a public service. Evaluation and rating of its adherence to the individual components of the AIF is included as a part of the progress reporting and is monitored by the Austrian eGovernment cooperation board: the BLSG (Bund-Länder-Städte-Gemeinden) Coordination group which gathers representatives from the federal, regional, city and community levels.

More information on all the implementation and monitoring examples is provided on the NIFO Community on JoinUp on the [Compare NIFs](#) page.

Other initiatives on interoperability

The Austrian eGovernment strategy is based on basic concepts, base components and (open) standards, which serve as guidelines for the implementation of electronic services and the creation of the underlying infrastructure. Next to this document, the 'Administration on the



2016 update.

Net' document² serves as guideline for the implementation of electronic services and the creation of the underlying infrastructure.

The HELP.gv.at³ and usp.gv.at⁴ site as "one-stop shopping" portals for citizens and entrepreneurs and the application of the citizen card (e.g. Mobile Phone based identification and signature) as a uniform system of electronic identification and signature contributed significantly to the success of eGovernment in Austria. Entire procedures can be carried out electronically without changes in the type of media (e.g., switching between electronic and paper format), starting from applying authentication and paying fees, to internal processing (ELAK) and delivering official documents and notifications via electronic delivery service.

Based on feedback provided about the currently offered services (good evaluation received in fields like user friendliness, cross-border availability and transparency), the government wants to bring these services even closer to people. With the offer of [Help.gv.at](http://help.gv.at), it intends to further develop tailoring to the individual and regions. This portal is already implemented with updated links to news and events, also reported on the social networks.

The eGovernment Act⁵ forms the legal foundation for electronic communication with public bodies. Austria stresses the importance of a modern, secure, flexible and expandable IT infrastructure for eGovernment. The high level of security and data protection has been affirmed multiple times through numerous international awards.

The Federal Platform Digital Austria⁶ is a countrywide platform to help coordinate on a uniform eGovernment strategy (including interoperability) for the Federal Government, the provinces, municipalities and local authorities and businesses.

The platform reference.e-government.gv.at⁷ is the main collaboration platform of the eGovernment in Austria stakeholders for organisational, semantic, technical and legal artefacts, issues and services, which was agreed in the Austrian e-Government strategy. Furthermore, it contains and documents the approaches of the different working groups existing today in Austria.

Data.gv.at (<https://www.data.gv.at/>) is the Austrian open data portal that provides access to national datasets. The portal is currently providing access to 2250+ datasets (<https://www.data.gv.at/suche/>), which are also accessible via ODIP (<http://www.slideshare.net/OpenDataSupport>), the pan-European single point of access to European datasets. More than 350 applications (<https://www.data.gv.at/anwendungen/>) have used one or more datasets that are available on the portal.

The Austrian Graph Integration Platform (GIP <http://www.gip.gv.at/home-en.html>) has made its national transport graph available to the public for re-use (<https://www.data.gv.at/2015/05/28/gip-daten-werden-ogd/>).

²Administration on the Net: <http://digital.austria.gv.at/DocView.axd?CobId=44576>

³<https://www.help.gv.at>

⁴<https://www.usp.gv.at>

⁵The Austrian E-Government Act , 2004, https://www.a-sit.at/pdfs/e-govg_engl.pdf

⁶<http://digital.austria.gv.at/>

⁷<http://reference.e-government.gv.at>



2016 update.

The Austria's supervisory authority for electronic signatures adapted the signature verification tool for the [national signature-verification portal](#). Developed by [A-SIT](#) (the Austrian Secure Information Technology Centre), the purpose of the signature verification tool is to enable the upload of documents of various signature formats. Besides, the tool supports the definition of message filters for certain groups of document formats. Furthermore, appropriate verification reports can be obtained also for documents (PDF or XML) that potentially contain different signature types and formats.

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