



29 JUNE  
2023

# Hands-on Workshop on Interoperability Maturity Tools (IMTs)

Summer School 2023

EUROPEAN COMMISSION

Directorate General for Informatics (DIGIT)

DIGIT B2

[Digital Europe programme](#)

Project Officer: Dr. Raul Abril

interoperable  
europe

**Samos Summit**  
On ICT-enabled Governance





# Let's make an introduction

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*Where are you from?*

*What is your professional background?*

*Are you familiar with the Interoperability Maturity Tools?  
(e.g., IMAPS, SIQAT, GIQAT)*

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# Where are you from?

Sofia (1)

Slovenia (1)

Serbia (1)

The Netherlands  
(1)

Greece (14)

Spain (1)



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## Where are you from?

- Anonymous Greece
- Anonymous Sofia, BG
- Anonymous Serbia RS
- Anonymous Greece
- Anonymous From Spain, working in Italy

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# What is your professional background?

- Other**
- Information and communication technology
  - Consultant (3)
  - Computer Science
  - Head of IT and data management department - MIn of Rural Development and Food
  - Post graduate student
  - Undergraduate student (2)
  - PhD student (2)
  - Software Engineer
  - Supervisor City of Pella
  - Professor

## Research

- Junior Researcher - academia
- e-Government Research
- Research assistant, GovTech & Information Management
- Researcher



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**What is your professional background?**

Research 4   Consultant 3

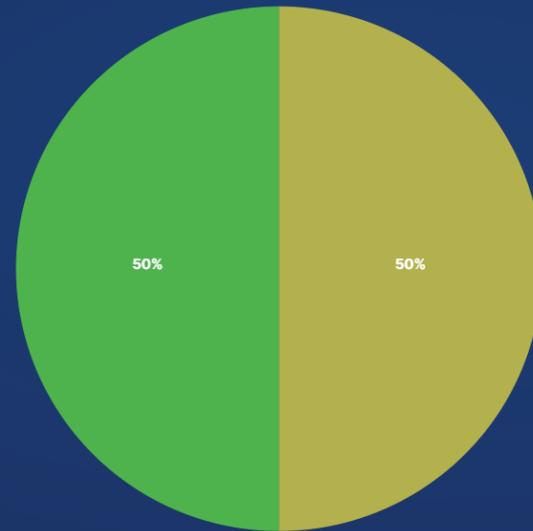
- Anonymous Information and communication technology
- Anonymous Head of IT and data management department and Food
- Anonymous .... Researcher....
- Anonymous computer science

# Are you familiar with the Interoperability Maturity Tools? (e.g., IMAPS, SIQAT, GIQAT)



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Are you familiar with the Interoperability Maturity Tools? (e.g., IMAPS, SIQAT, GIQAT)



● Yes 50%  
● No 50%

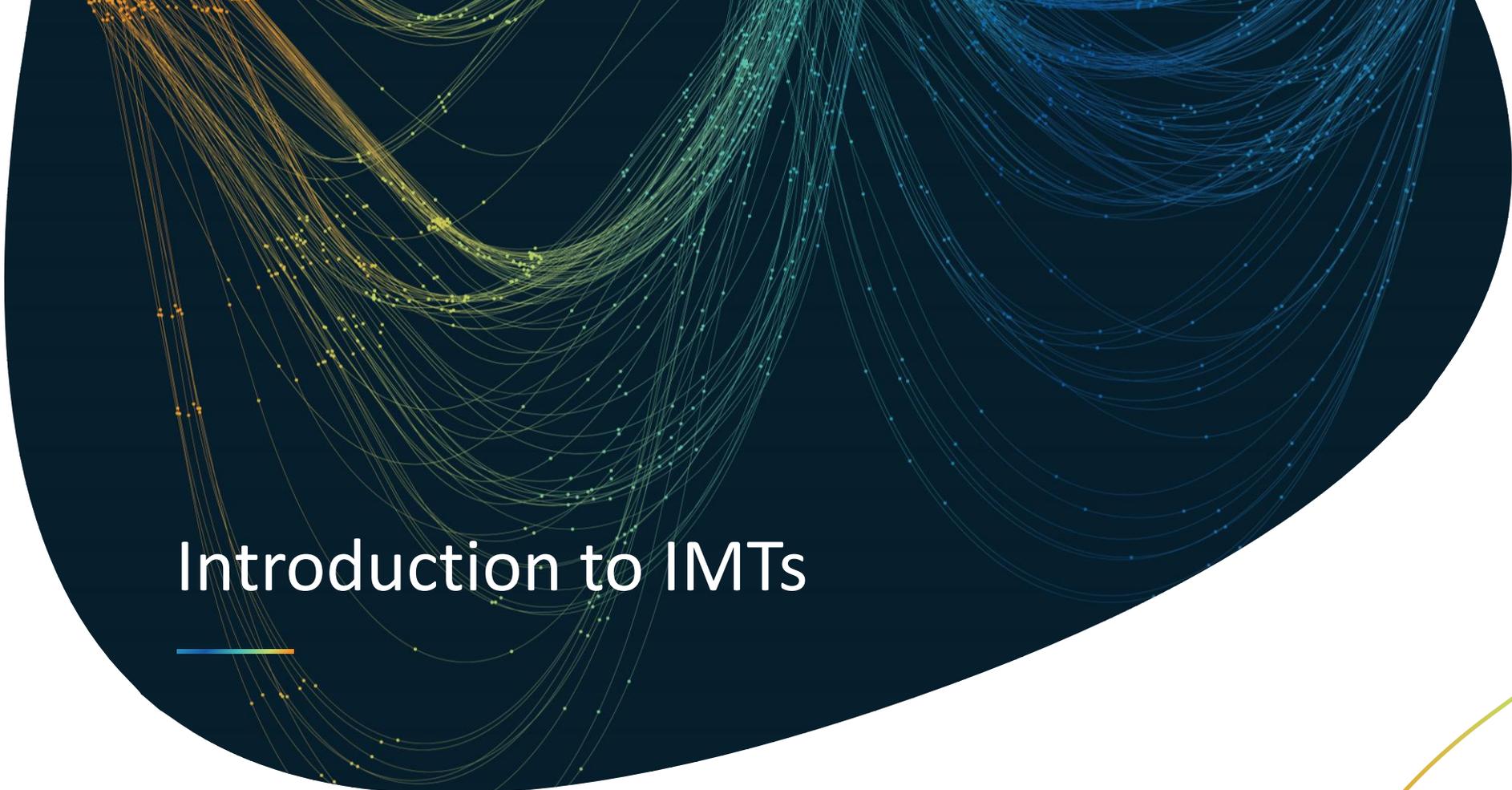
# AGENDA

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**01** | Introduction to IMTs: Interoperability aspects & Value propositions

**02** | IMAPS in practice workshop

**03** | Closing Remarks & Discussion

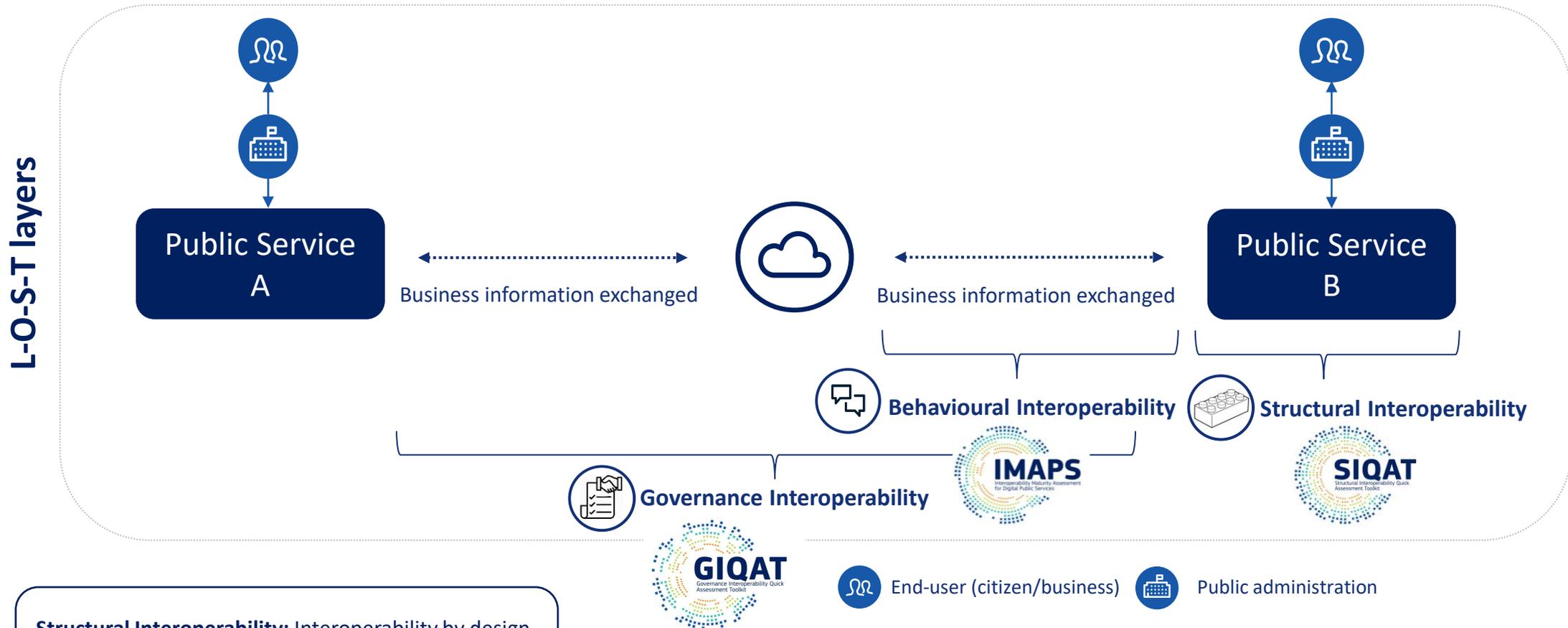


# Introduction to IMTs

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Interoperability aspects &  
Value propositions

# Interoperability aspects



**Structural Interoperability:** Interoperability by design  
**Behavioral Interoperability:** Information exchange  
**Governance Interoperability:** Collaboration

# Interoperability Maturity Tools (IMTs)



## Behavioral Interoperability

The **behavioral interoperability** is "the extent its manifested behavior **exchanges** data, information or knowledge with its environment in support of a peer-to-peer collaboration".



## Structural Interoperability

The **structural interoperability** is "the extent that a digital public service is interoperable on its **structure/design**". Assesses on how a digital public service owner can use or reuse the digital public service.



## Governance Interoperability

The **governance interoperability** is "the extent its agreed choreography rules support a P2P collaboration". Focuses on collaboration and assesses the existence of **protocols and agreements** to allow the information exchange in agreed terms between digital public services.

# Comparison among IMTs - Example

Let's suppose that a digital public service is using APIs for information exchange.

The digital public service owner may use one or all of the following tools to assess the interoperability maturity of the service:



**Behavioral**

Interoperability

**IMAPS** to assess if **open web API services** are made available/considered to **share** the digital public service release components



**Structural**

Interoperability

**SIQAT** to assess if there is **documentation** and **technical specifications** in place to support the **reuse** of the API



**Governance**

Interoperability

**GIQAT** to assess the extent on which there are in place **technical agreements to define rules** for the exchange of the information

# 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?

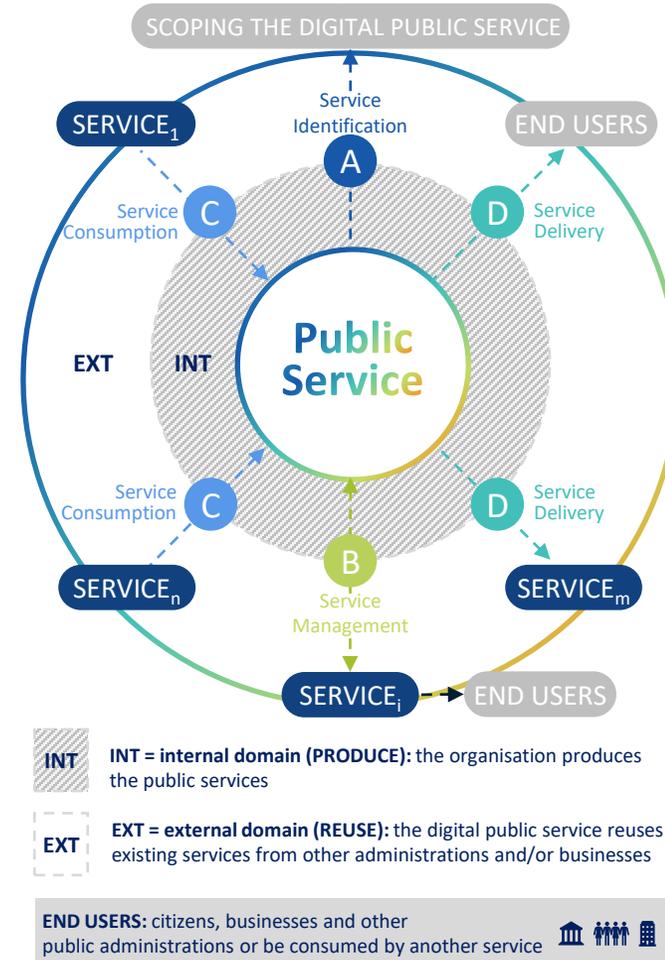
- **Public service owners** | to improve the overall behavioural interoperability and conformance of their digital public services.
- **Policy-makers** | to get insights on the interoperability maturity of digital public service.
- **Public Procurement Officers** | to identify standards and specifications 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.



# Specialised IMAPS versions (Specialisations)

## L-O-S-T

- Legal aspects - [LIMAPS](#)
- Organisational aspects - [OIMAPS](#)
- Semantic aspects - [SIMAPS](#)
- Technical aspects - [TIMAPS](#)

A dedicated video for an *Introduction to SIMAPS* is available in the Interoperable Europe YouTube channel and can be found [here](#).





# SIQAT VALUE PROPOSITION

## STRUCTURAL INTEROPERABILITY QUICK ASSESSMENT TOOL

### DESCRIPTION WHAT IS SIQAT?

- SIQAT is an **online questionnaire** created in the EU Survey portal.
- SIQAT allows public administrations to assess the **Structural interoperability of their digital public services**.
- SIQAT is **aligned with the principles and recommendations** set out by the **European Interoperability Framework (EIF)**.

### AUDIENCE FOR WHOM IS SIQAT RELEVANT?

- **Public service owners** | to improve the overall structural interoperability and conformance of their digital public services.
- **Policy-makers** | to get insights on the interoperability level of digital public service.
- **Public Procurement Officers** | to identify standards and specifications for an interoperable digital public service.

### BENEFITS WHY USE SIQAT?

- ✓ 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.

### DIGITAL PUBLIC SERVICE COMPONENTS

The SIQAT assessment provides public administrations with insight into two key aspects of the structural interoperability of their digital public service:

**Shareability:** It is the extent that an open standard enables prospective coexistence of an off-the-shelf asset in a given domain set of digital public service value chains.

**Reusability:** It is the extent that an open standard enables the coexistence of an off-the-shelf asset in a given value chain of a digital public service.



 [Start your assessment here](#)



# GIQAT VALUE PROPOSITION

## GOVERNANCE INTEROPERABILITY QUICK ASSESSMENT TOOL

### DESCRIPTION WHAT IS GIQAT?

- GIQAT is an **online questionnaire** created in the EU Survey portal.
- GIQAT allows public administrations to assess the **Governance interoperability of their digital public services**.
- GIQAT is **aligned with the principles and recommendations** set out by the **European Interoperability Framework (EIF)**.

### AUDIENCE FOR WHOM IS GIQAT RELEVANT?

- **Public service owners** | to improve the overall governance interoperability and conformance of their digital public services.
- **Policy-makers** | to get insights on the interoperability level of digital public service.
- **Public Procurement Officers** | to identify standards and specifications for an interoperable digital public service.

### BENEFITS WHY USE GIQAT?

- ✓ 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.

### DIGITAL PUBLIC SERVICE COMPONENTS

The GIQAT assessment provides public administrations with insight into two key aspects of the governance interoperability of their digital public service:

**Collaboration Control:** Is the extent that an open standard enables the collaboration control of a digital public service with another digital public service.

**Collaboration Assurance:** Is the extent that an open standard enables the collaboration assurance of a digital public service with another digital public service.





# IMAPS workshop: Let's begin!

# USER JOURNEY

## Interoperability Maturity Tools (IMTs)

An indicative illustration of how  
to build interoperable digital public services

who

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

why

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

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.



Scan or [click here](#) to find the online version



01

### 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.

02

### STEP 02: HOW TO START? THE INTEROPERABILITY MATURITY TOOLS

### 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-learning*s.

04

### 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 05: RECOMMENDATIONS THE IMPLEMENTATION

06

### 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.

# IMAPS in Practice



Divide into **groups** of three people



Select a **digital public service** from the list



Assess the selected digital public service with the **IMAPS survey**

# Select a digital public service to assess

You may select one of the digital public services below.  
Each group will choose a **unique item** from the list.



1. Issuance of Fishing License for Third Countries and for Fishing Partnership Agreements
2. Issuance of Swordfish Fishing License (SWO)
3. Declaration of Tool Loss
4. First Buyers Registration
5. Declaration of First Sale for a Greek flag vessel
6. Declaration of First Sale for a Member State flag vessel
7. Aquaculture Census Report
8. Declaration of Unloading and Transshipment Ports
9. Declaration of Products with a Greek trade name
10. Registration of dead tuna handling statistics report from Fisherman



HELLENIC REPUBLIC  
Ministry of Rural Development  
and Food

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An indicative illustration of how  
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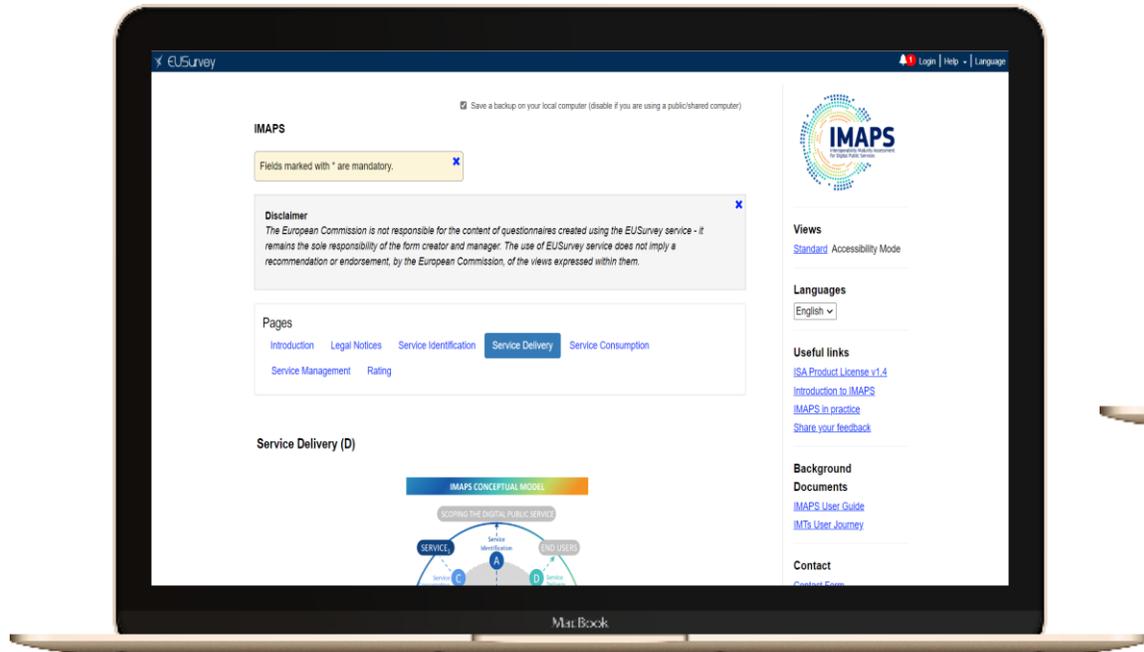
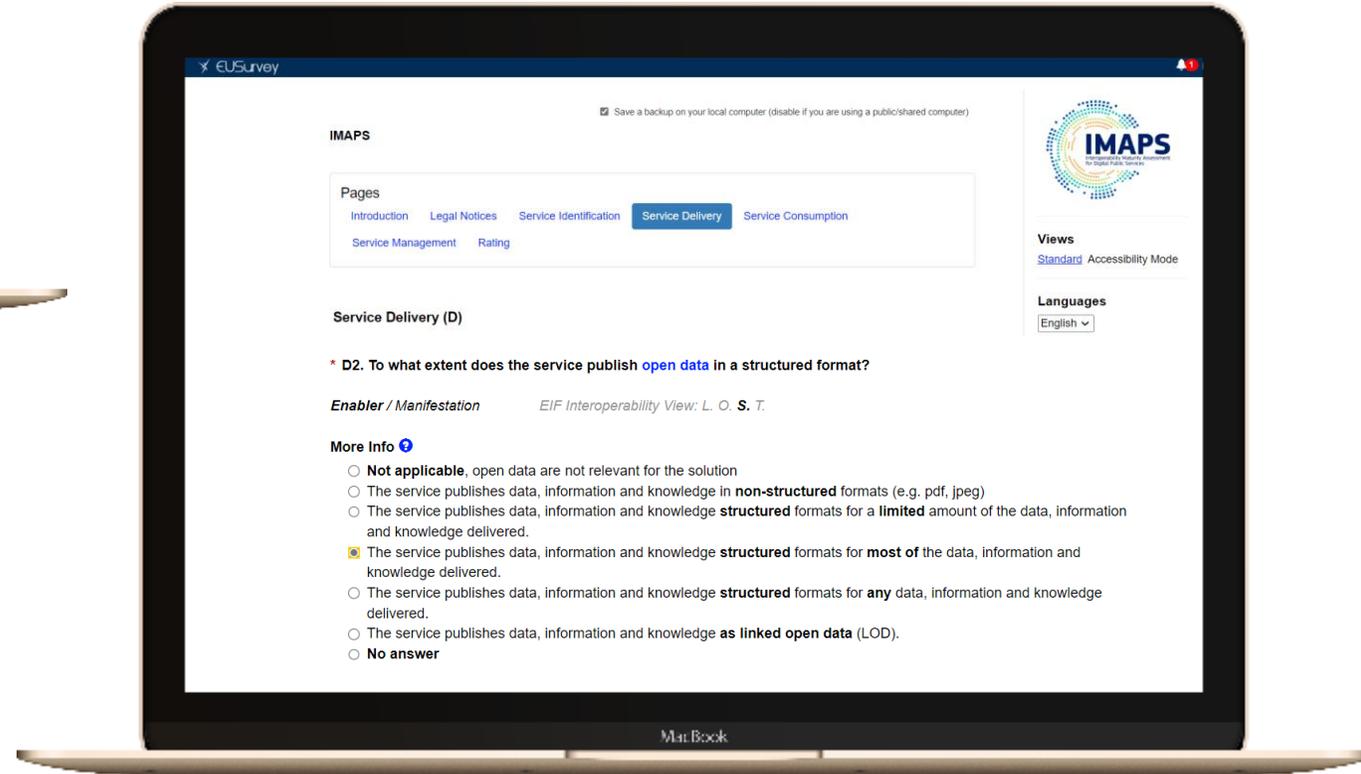
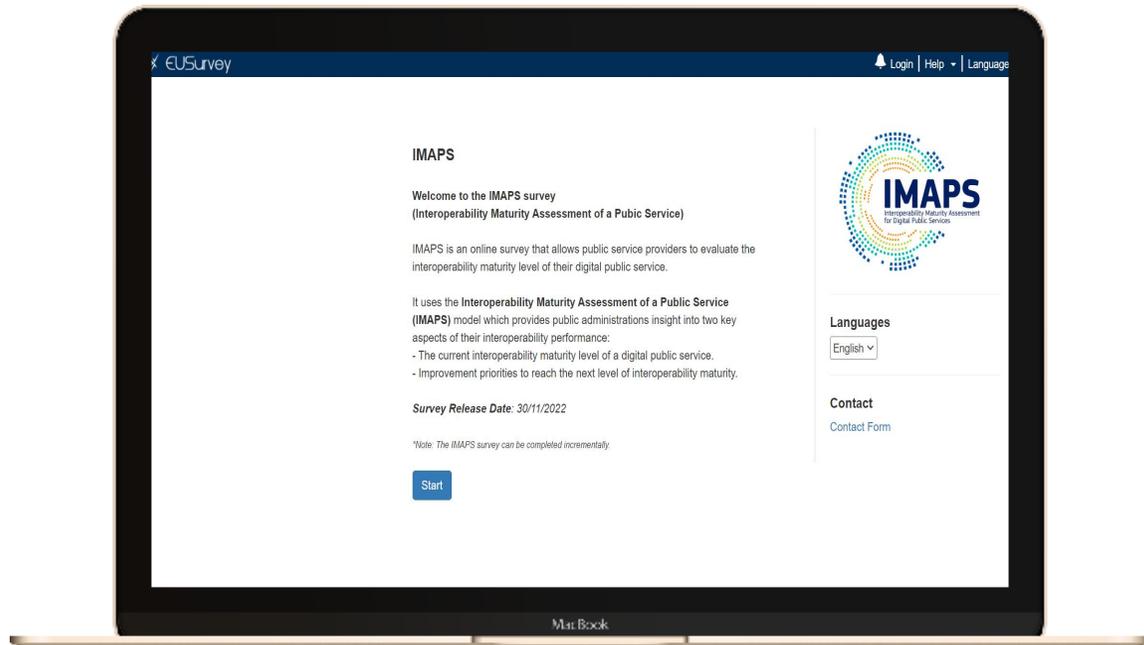
# Welcome to the IMAPS Survey

Interoperability Maturity Assessment of Digital Public Services

*Visit the IMAPS survey through your laptop*

<https://ec.europa.eu/eusurvey/runner/IMAPS v 2 2 0>





# USER JOURNEY

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# IMAPS survey: Start page

## IMAPS

### Welcome to the IMAPS survey (Interoperability Maturity Assessment of a Public Service)

IMAPS is an online survey that allows public service providers to evaluate the interoperability maturity level of their digital public service.

It uses the **Interoperability Maturity Assessment of a Public Service (IMAPS)** model which provides public administrations insight into two key aspects of their interoperability performance:

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

**Survey Release Date:** 30/11/2022

*\*Note: The IMAPS survey can be completed incrementally.*

[Start](#)



### Languages

English ▾

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# IMAPS survey: Introduction

## IMAPS

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Fields marked with \* are mandatory.

### Disclaimer

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## Introduction



Welcome to the IMAPS (Interoperability Maturity Assessment of a Public Service)



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### Languages

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### Useful links

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[Introduction to IMAPS](#)  
[IMAPS in practice](#)  
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### Background Documents

[IMAPS User Guide](#)  
[IMTs User Journey](#)

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## Introduction:

This online survey allows public service providers to evaluate the interoperability maturity level of their digital public service. It uses the **Interoperability Maturity Assessment of a Public Service (IMAPS)** model which provides public administrations insight into two key aspects of their interoperability performance:

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

IMAPS measures how well a public administration interacts with external entities in order to organise the efficient provisioning of its public services to other public administrations, businesses and/or citizens.

The IMAPS survey helps public service providers to enhance the quality of the service delivery, reduce costs and overcome integration issues by reusing available services and orchestrate services in an effective manner in order to maximize the service outcome and benefits for citizens and public administrations.

Interoperability in a digital public service is an attribution defined as "the extent it enables peer-to-peer collaboration with public services towards mutually beneficial goals, involving the sharing of data, information and knowledge between them regardless their legal, organisational, semantic and technical environment".

The **Interoperability Maturity Tools (IMTs)** assess the interoperability maturity of a digital public service. Interoperability is of multidimensional nature involving structural interoperability, behavioural interoperability and governance interoperability:

1. The **structural interoperability** is "the extent its structure has been developed reusing and/or sharing components in support of a peer-to-peer collaboration" and can be assessed using the **Structural Interoperability Quick Assessment tool (SIQAT)**.
2. The **behavioural interoperability** is "the extent its manifested behaviour exchanges data, information or knowledge with its environment in support of a peer-to-peer collaboration" and can be assessed using the **Interoperability Maturity Assessment of a Public Service tool (IMAPS)**.
3. The **governance interoperability** is "the extent its agreed choreography rules support a peer-to-peer collaboration" and can be assessed using the **Governance Interoperability Quick Assessment tool (GIQAT)**.



# IMAPS survey: Legal notices

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## IMAPS

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## Legal Notices



### EUROPEAN COMMISSION

IMAPS - INTEROPERABILITY MATURITY ASSESSMENT OF A PUBLIC SERVICE

#### Disclaimer:

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# IMAPS survey: Service Identification

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## Service Identification (A)

In this section, please answer the following questions regarding the context of your public service.

A1A. Please provide your name:

A1B. Please provide your email address:

A1C. Please provide your phone number:

\* A1D. Please indicate the country of the organisation providing the service

A1E. Please provide your role in the organisation providing the service:



### Views

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### Background

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# IMAPS survey: Service Delivery

## IMAPS

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[IMAPS User Guide](#)  
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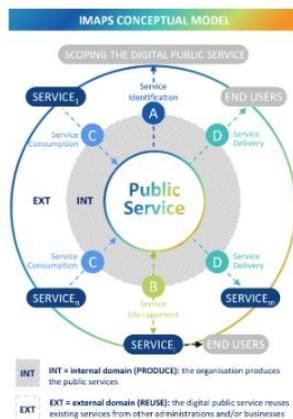
### Contact

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## Service Delivery (D)



## \* D1. To what extent does the service publish open data?

*Enabler / Manifestation* EIF Interoperability View: L. O. S. T.

### More Info ?

- Not applicable, open data are not relevant for the solution
- The service does not publish open data
- The service publishes open data
- No answer

## \* D2. To what extent does the service publish open data in a structured format?

*Enabler / Manifestation* EIF Interoperability View: L. O. S. T.

### More Info ?

- Not applicable, open data are not relevant for the solution
- The service publishes data, information and knowledge in non-structured formats (e.g. pdf, jpeg)
- The service publishes data, information and knowledge structured formats for a limited amount of the data, information and knowledge delivered.
- The service publishes data, information and knowledge structured formats for most of the data, information and knowledge delivered.
- The service publishes data, information and knowledge structured formats for any data, information and knowledge delivered.
- The service publishes data, information and knowledge as linked open data (LOD).
- No answer

# From the IMM to the online IMAPS survey

IMAPS

## Service Identification

Scopes the digital public service e.g., service outcome, service owner, administrative level, etc.

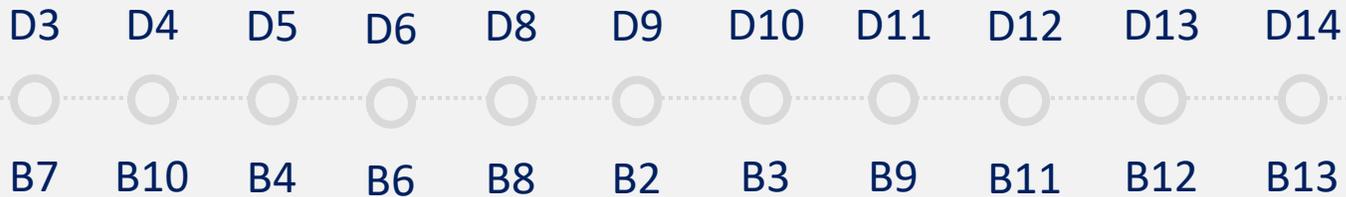
IMM

Scopes the digital public service e.g., service outcome, service owner, administrative level, etc.

## Service Identification

## Service Delivery

Focuses focuses on the delivery aspects of the digital public service e.g., delivery channels, multilingualism, etc.



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## Service Delivery

## Service Consumption

Focuses on the reusable machine-to-machine services from other public administrations and businesses

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## Service Consumption

## Service Management

Focuses on the processes related to service interactions with the external domain e.g., SLAs, data policies, etc.

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## Service Management

# IMM link to IMAPS survey - Example

## IMAPS survey

\* **D3. To what extent does the service use semantic standards and specifications for the data deli**

*Enabler / Manifestation*

*EIF Interoperability View: L. O. S. T.*

### More Info

- Not applicable**, there is no machine-to-machine interfacing
- The service **does not use** any standards or specifications for the data, information and knowledge
- The service is **only using proprietary** standards and **is not leveraging** existing (open) **semantic** information and knowledge delivery
- The service is using **a mix of** (open) semantic standards for data delivery, combined **with propriet** data, information and knowledge delivery
- The service is using **mainly** (open) semantic standards for data delivery, and **only a few proprieta** data, information and knowledge delivery
- The service is using **entirely** (open) semantic standards and specifications for the data, informatio
- No answer**

## IMM survey

B.7 Σε ποιο βαθμό τα σημασιολογικά πρότυπα (xml) και οι προδιαγραφές χρησιμοποιούνται για την ανταλλαγή δεδομένων;

Μη εφαρμόσιμο

Τα μοντέλα δεδομένων έχουν δημιουργηθεί για τη δημόσια υπηρεσία χωρίς να χρησιμοποιού  
Ορισμένα ανοιχτά σημασιολογικά πρότυπα και προδιαγραφές χρησιμοποιούνται  
Ολόκληρη η ανάπτυξη των μοντέλων δεδομένων στηρίζεται σε υπάρχοντα (ανοιχτά) σημασι  
Μη εφαρμόσιμο

# IMAPS survey: Service Consumption

IMAPS  Save a backup on your local computer (disable if you are using a public/shared computer)

Fields marked with \* are mandatory. ✕

#### Disclaimer ✕

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[Service Management](#) [Rating](#)



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#### Languages

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#### Background

##### Documents

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#### Contact

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## \* C1. To what extent does the service consume data information and knowledge via digital channels?

Enabler / Manifestation EIF Interoperability View: L. O. S. T.

#### More Info ?

- Not applicable, the service does not consume data, information and knowledge
- The service consumes data, information and knowledge **only via human interfaces**
- The service consumes data, information and knowledge **mainly** via human interfaces and **some** machine to machine interfaces
- The service consumes data, information and knowledge via **a mix of human interfaces and machine to machine interfaces**
- The service consumes data, information and knowledge **mainly** via machine to machine interfaces and **some** human interfaces
- The service consumes data, information and knowledge **fully** via machine to machine interfaces
- No answer

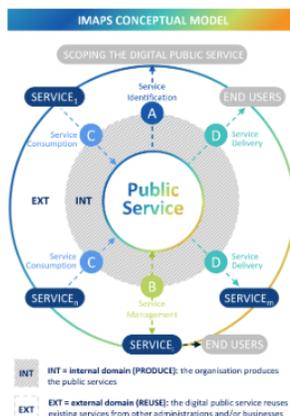
## \* C2. To what extent does the service reuse or self-produce the consumed services?

Enabler / Manifestation EIF Interoperability View: L. O. S. T.

#### More Info ?

- Not applicable, the service does not consume data, information and knowledge from other services
- The service **does not reuse** any relevant services, although they are available for reuse
- The service self-produces **most of** the consumed services, while relevant services are available for reuse by the service
- The service reuses **a selection of** the consumed services
- The service reuses **most of** the consumed services
- The service reuses **all of** the consumed services
- No answer

## Service Consumption (C)



# From the IMM to the online IMAPS survey

IMAPS

## Service Identification

Scopes the digital public service e.g., service outcome, service owner, administrative level, etc.



## Service Delivery

Focuses focuses on the delivery aspects of the digital public service



## Service Consumption

Focuses on the reusable machine-to-machine services from other public administrations and businesses

C1 C2 C5.1 C5.2 C7



C2 C3 C1 C1 C4

Focuses on the reusable machine-to-machine services from other public administrations and businesses

## Service Management

Focuses on the processes related to service interactions with the external domain e.g., SLAs, data policies, etc.



IMM

Scopes the digital public service e.g., service outcome, service owner, administrative level, etc.

## Service Identification

Focuses focuses on the delivery aspects of the digital public service

## Service Delivery

## Service Consumption

Focuses on the processes related to service interactions with the external domain e.g., SLAs, data policies, etc.

## Service Management

# IMAPS survey: Service Management

## IMAPS

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### Background

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\* B1. To what extent does the service apply a data and metadata management process?

Enabler / Manifestation EIF Interoperability View: L. O. S. T.

### More Info

- The service **does not apply** any data or metadata management processes
- The service applies **custom data or metadata management processes** that are compliant to well known data management maturity models (e.g. DCAM, CMMI Data Management Maturity Model, IBM Data Governance Council Maturity model, Stanford Data Governance Maturity Model) **without** having full level model maturity
- The digital public service applies **custom data or metadata management processes** that are compliant to well known data management maturity models (e.g. DCAM, CMMI Data Management Maturity Model, IBM Data Governance Council Maturity model, Stanford Data Governance Maturity Model) **with** full level model maturity
- No answer**

\* B2. To what extent does the service address the following cloud interoperability aspects for data processing in accordance with the Data Act Regulation?

### More Info

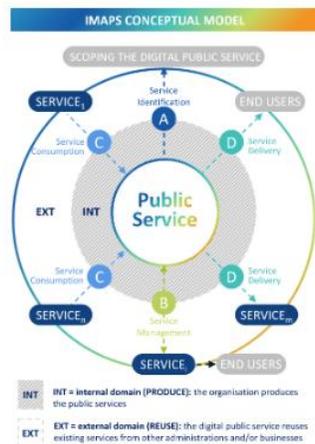
- Transport interoperability
- Syntactic interoperability
- Semantic data interoperability
- Behavioural interoperability
- Policy interoperability
- Data syntactic portability
- Data semantic portability
- Data policy portability
- Application syntactic portability
- Application instruction portability
- Application metadata portability
- Application behaviour portability
- Application policy portability
- No answer/Not applicable**

## Pages

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## Service Management (B)



# From the IMM to the online IMAPS survey

IMAPS

## Service Identification

Scopes the digital public service e.g., service outcome, service owner, administrative level, etc.



## Service Delivery

Focuses focuses on the delivery aspects of the digital public service



## Service Consumption

Focuses on the reusable machine-to-machine services from other public administrations and businesses



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Focuses on the processes related to service interactions with the external domain e.g., SLAs, data policies, etc.

B4

B6

B7

B8



D5

D1

D2

D8

IMM

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Focuses on the processes related to service interactions with the external domain e.g., SLAs, data policies, etc.

## Service Management

# IMAPS survey: Rating page

Save a backup on your local computer (disable if you are using a public/shared computer)

## IMAPS

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### Pages

[Introduction](#) [Legal Notices](#) [Service Identification](#) [Service Delivery](#) [Service Consumption](#)  
[Service Management](#) **Rating**

## Rating

How would you rate this questionnaire?

IMAPS Questionnaire 

You can share your feedback [here!](#)

*\*Only if you are already involved in a **knowledge transfer session**, you can share your experience [here!](#)*

### Contact:

For any general or technical questions, please send an email to [DIGIT-IMAPS@ec.europa.eu](mailto:DIGIT-IMAPS@ec.europa.eu).

Thank you for taking the IMAPS questionnaire.

[Previous](#)

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# USER JOURNEY

## Interoperability Maturity Tools (IMTs)

An indicative illustration of how  
to build interoperable digital public services

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

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

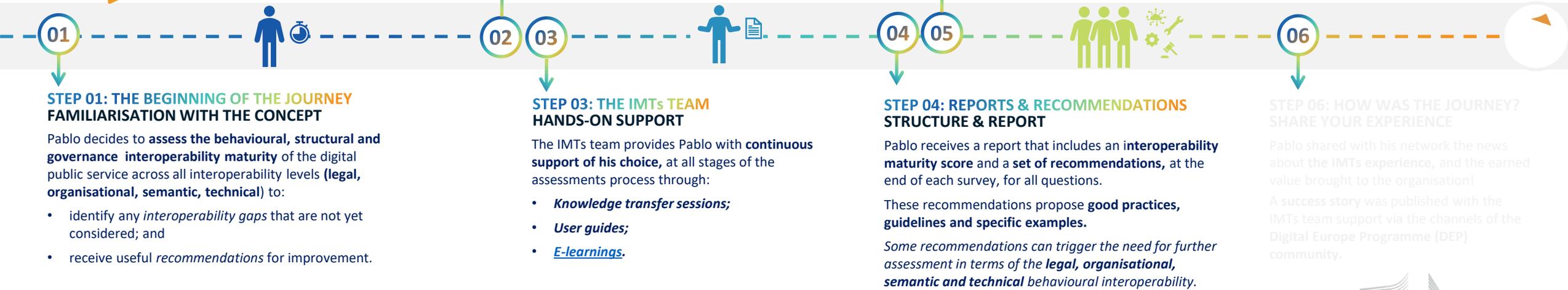
- **applicable to any digital public services at all levels of government;**
- user-friendly online **questionnaires;**
- **time saving and cost-efficient** in interoperability tests;
- **compatible with the EIF principles.**

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.



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 02: HOW TO START? THE INTEROPERABILITY MATURITY TOOLS

### 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-learning.**

### STEP 05: RECOMMENDATIONS THE IMPLEMENTATION

### 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.

# IMAPS Results report and interoperability score

## IMAPS - Results

Thank you for completing the survey.

Your interoperability maturity levels of the Service Delivery, Service Consumption and Service Management of your Public Service, respectively, depend on the scores you achieved in each of these sections of the survey.

Please see the survey score conversion table below for guidance.

The recommendations for your public service are displayed under each question and response provided.

### Disclaimer

The information and views in this results report do not necessarily reflect the official opinion of the Commission.

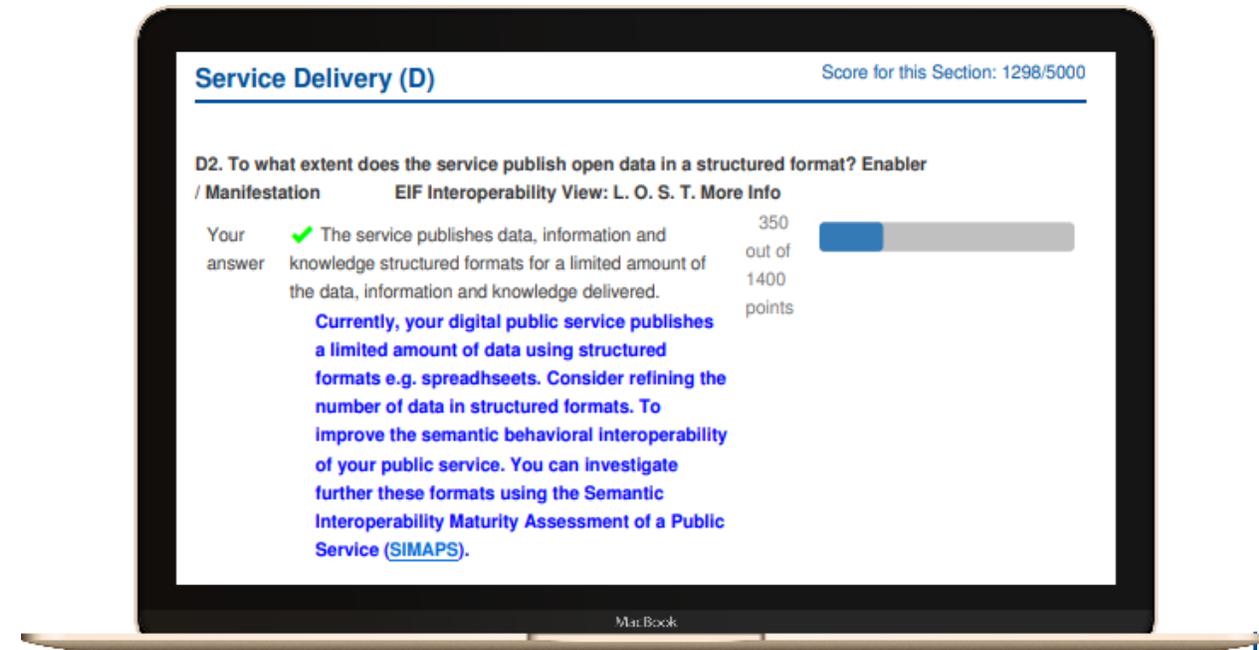
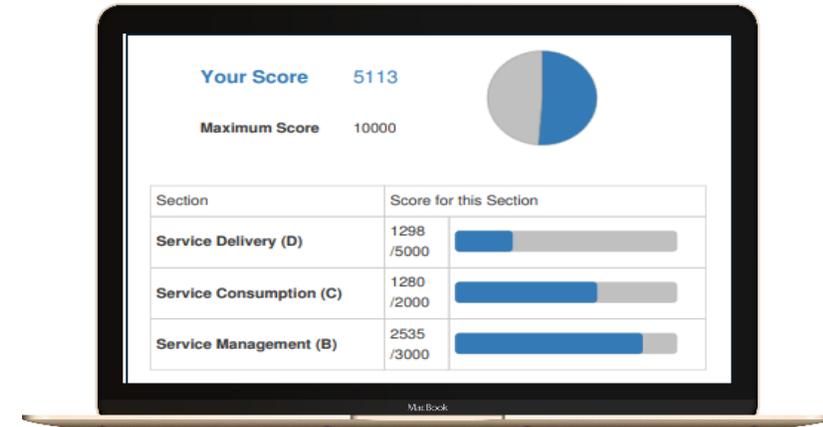
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### Survey Score Conversion Table

	Maturity Level				
	1	2	3	4	5
Service delivery (D)	0-1000	1001-2000	2001-3000	3001-4000	4001-5000
Service consumption (C)	0-400	401-800	801-1200	1201-1600	1601-2000
Service management (B)	0-600	601-1200	1201-1800	1801-2400	2401-3000

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



# USER JOURNEY

## Interoperability Maturity Tools (IMTs)

An indicative illustration of how  
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## Share your comments and feedback

---

*What are your thoughts about the **Interoperability Maturity Tools**?*

*How do you think **IMTs** can promote the **digital transformation** within your organisation?*

*Would you **consider adopting the Interoperability Maturity Tools** in your organisation?*

Take your phone and visit  
<https://www.slido.com/>

Use the code **#3622382**

**slido**



# What are your thoughts about the Interoperability Maturity Tools?

Super!!!

Well designed, easy to fill in the questionnaire

I liked the tool a lot, it is very complete.



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**#3622 382**

I would suggest that this tool is just for public administrators. Is not it? Because a layman user don't know the LOST properties well.

The survey is very well designed, user-centric and contains all information one needs to perform assessment.

## What are your thoughts about the Interoperability Maturity Tools?

- Anonymous**  
Well designed, easy to fill in the questionnaire
- Anonymous**  
I liked the tool a lot, it is very complete.
- Anonymous**  
Super!!!
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I would suggest that this tool is just for public administrators. Is Because a layman user don't know the LOST properties well.

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# How do you think IMTs can promote the digital transformation within your organisation?

Define the areas that should be improved

Highlighting the areas of improvement in regard with operability

It provides the guidance for improvements

Maybe it can determine the desired state of an organization, identify the goals it wants to achieve, and communicate this vision to all stakeholders.



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## How do you think IMTs can promote the digital transformation within your organisation?

-  Anonymous  
Define the areas that should be improved
-  Anonymous  
Maybe it can determine the desired state of an organization, identify the goals it wants to achieve, and communicate this vision to all stakeholders.
-  Anonymous  
It can definitely give a response on status que, so that specific organization know where to start, what is missing, what needs to be done differently
-  Anonymous  
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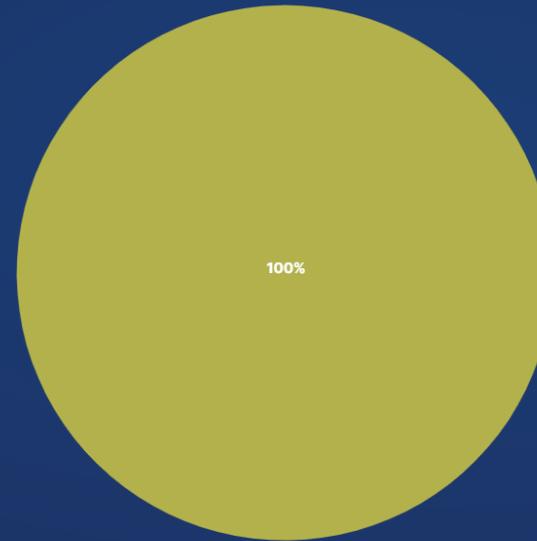


# *Would you consider adopting the Interoperability Maturity Tools in your organisation?*



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**#3622 382**

Would you consider adopting the Interoperability Maturity Tools in your organisation?



● Yes 100%  
● No 0%



# Closing Remarks

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Reflections and  
next steps

# Next Steps

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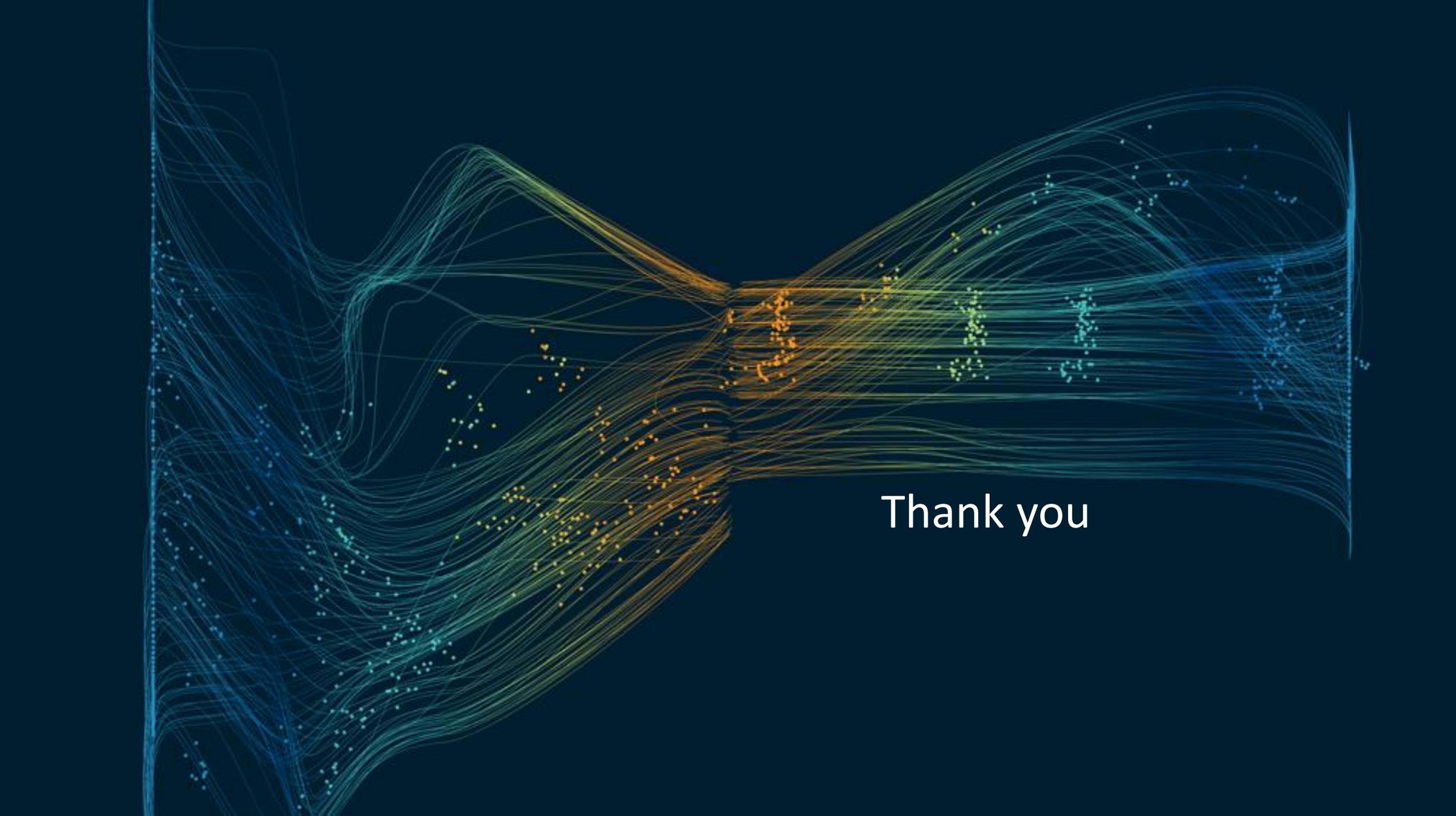
Do you have any questions?

*Reach out to us:*

[Ine.VRANCKX@ext.ec.europa.eu](mailto:Ine.VRANCKX@ext.ec.europa.eu)

[DIGIT-IMAPS@ec.europa.eu](mailto:DIGIT-IMAPS@ec.europa.eu)



A complex network graph visualization on a dark blue background. The graph consists of numerous nodes and edges. The nodes are small dots, and the edges are thin lines connecting them. The color of the nodes and edges transitions from a deep blue on the left to a bright yellow in the center, and back to a deep blue on the right. The overall structure is dense and interconnected, with a central hub-and-spoke pattern. The text "Thank you" is overlaid on the right side of the graph.

Thank you



# interoperable europe

innovation ∞ govtech ∞ community

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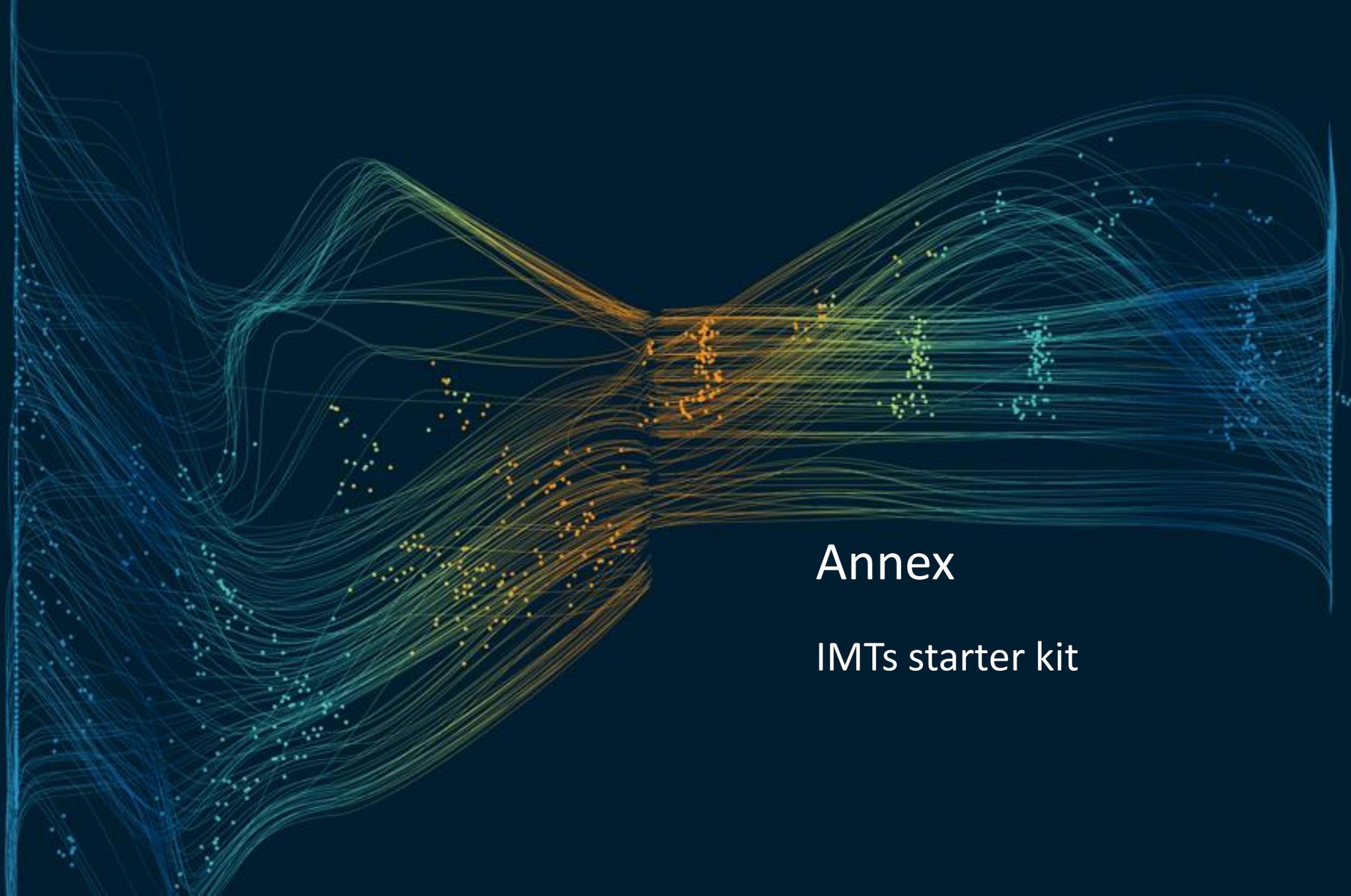
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[DIGIT-INTEROPERABILITY@ec.europa.eu](mailto:DIGIT-INTEROPERABILITY@ec.europa.eu)



<https://joinup.ec.europa.eu/collection/interoperable-europe/interoperable-europe>



Annex

IMTs starter kit

# How to get started?

- IMTs community on Joinup: <https://joinup.ec.europa.eu/collection/interoperability-maturity-tools-imts-digital-public-services/about>
- IMAPS online survey: [https://ec.europa.eu/eusurvey/runner/IMAPS\\_v\\_2\\_2\\_0](https://ec.europa.eu/eusurvey/runner/IMAPS_v_2_2_0)
- IMAPS action on Interoperable Europe page on Joinup website: <https://joinup.ec.europa.eu/collection/interoperable-europe/imaps>
- LIMAPS online survey: [https://ec.europa.eu/eusurvey/runner/LIMAPS\\_v\\_1\\_2\\_0](https://ec.europa.eu/eusurvey/runner/LIMAPS_v_1_2_0)
- LIMAPS page on Joinup: <https://joinup.ec.europa.eu/collection/imaps-interoperability-maturity-assessment-public-service/solution/limaps/about>
- OIMAPS online survey: [https://ec.europa.eu/eusurvey/runner/OIMAPS\\_v\\_1\\_2\\_0](https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_2_0)
- OIMAPS page on Joinup : <https://joinup.ec.europa.eu/collection/imaps-interoperability-maturity-assessment-public-service/solution/oimaps>
- SIMAPS online survey: [https://ec.europa.eu/eusurvey/runner/SIMAPS\\_v\\_1\\_3\\_0](https://ec.europa.eu/eusurvey/runner/SIMAPS_v_1_3_0)
- SIMAPS page on Joinup : <https://joinup.ec.europa.eu/collection/imaps-interoperability-maturity-assessment-public-service/solution/simaps>



# How to get started?

- TIMAPS online survey: [https://ec.europa.eu/eusurvey/runner/TIMAPS\\_v\\_1\\_2\\_0](https://ec.europa.eu/eusurvey/runner/TIMAPS_v_1_2_0)
- TIMAPS page on Joinup : <https://joinup.ec.europa.eu/collection/imaps-interopability-maturity-assessment-public-service/solution/timaps>
- GIQAT online survey: [https://ec.europa.eu/eusurvey/runner/GIQAT\\_v\\_2\\_1\\_0](https://ec.europa.eu/eusurvey/runner/GIQAT_v_2_1_0)
- GIQAT page on Joinup website: <https://joinup.ec.europa.eu/collection/interoperability-maturity-tools-imts-digital-public-services/solution/giqat/about>
- SIQAT online survey: [https://ec.europa.eu/eusurvey/runner/SIQAT\\_v\\_2\\_1\\_0](https://ec.europa.eu/eusurvey/runner/SIQAT_v_2_1_0)
- SIQAT page on Joinup website: <https://joinup.ec.europa.eu/collection/interoperability-maturity-tools-imts-digital-public-services/solution/siqat/about>

