Interoperability Maturity Assessment for Public Services
(Interoperability Maturity Model - IMM)

Short description

The first version of the European Interoperability Framework (EIF) was published in 2004. Following its first revision in 2008, the National Interoperability Framework Observatory – NIFO was established in 2009 for the monitoring of the implementation of national interoperability frameworks, and for the assessment of the compatibility with the EIF. Promotion of EIF implementation is also a requirement set for all actions included in the Operational Programmes for the new programming period financed by the Structural Funds. For all these reasons it is important that the public administration bodies are able to assess the interoperability maturity of electronic public services and identify deficiencies, and as a result, to identify any actions and interventions required for promoting interoperability. The European Commission has developed, since 2014, a specific model, namely Interoperability Maturity Model - IMM, which aims to assess the interoperability maturity of electronic public services provided at European and national level. Up to now, more than 30 public services, at pan-European and national government levels, have been benchmarked using the IMM. In this context, it is necessary to implement actions for training stakeholders in the optimal utilization of the evaluation model, the assessment of results and further development. This program aims to meet training needs at European level.

The main objective of the programme is to promote interoperability at electronic public services provided by national, European and supranational level.

In this context, the program aims to:

- The dissemination of the Interoperability Maturity Model (IMM) developed by the European Commission, to the employees of European Public Administrations who are involved in the design, development, upgrade and maintenance of electronic public services. The application and configuration of IMM at National level: trainees will practice in e-services provided by public bodies that participants come from.
- Benchmark evaluation of interoperability: the program will explore the potential for a uniform understanding and implementation of the IMM in order to enable the comparison of the evaluation results at national and European level.
- Further exploit maturity evaluation results: participants will be able to use the evaluation results to improve the interoperability readiness of electronic public services.
- Further improve the IMM: under the program and if necessary, participants will have the opportunity to make proposals for the configuration of the IMM according to the needs and environment of the corresponding Member States.

(1) DAY	(2) SECTION S/N	(3) SECTION TITLE	(4) SECTION CODE	(5) TRAINING TYPE	(6) DURATION	(7) TEACHING HOURS	(8) ΑΠΑΣΧΟΛΗΣ Η ΕΚΠΑΙΔΕΥΤΗ
1$^\eta$	1	Start - Programme content and objectives	1.1	2.2.A.1	1 working day	1	7
1$^\eta$	2	Interoperable Public e-Services - Main interoperability issues and concepts	1.2	2.2.A.1		2	
1$^\eta$	3	Introduction to the Interoperability Maturity Model for electronic public services	1.3	2.2.A.1		4	
2$^\eta$	4	Detailed presentation of methodology, criteria and rating scale of the model	2.1	2.2.A.1	1 working day	5	7
2$^\eta$	5	Presentation of objectives, deliverables of essays and support tools	2.2	2.2.A.1		1	
2$^\eta$	6	Working groups declaration and subject selection - discussion of examples	2.3	2.2.A.1		1	
3$^\eta$	7	Implementation and support	3.1	2.2.A.3	10 working days (Monday to Friday)	7	14
4$^\eta$	8	Essays presentations	4.1	2.2.A.1	1 working day	7	7
5$^\eta$	9	Essays presentations	5.1	2.2.A.1	1 working day	5	5
5$^\eta$	10	Suggestions for configuring / extending the model to the national environment or sectoral policies	5.2	2.2.A.1		2	2