Trainees will be able to:

         Identify the causes that hinder the interoperability maturity of electronic public services

         Refer to good practices for interoperable electronic public services

         Identify and refer to the supporting material provided by the European Commission

         Describe the structure of the questionnaire

         Recognise the maturity levels and what they mean in terms of availability, utilization and architecture

.      Describe the provided recommendations for improving the maturity level of the assessed electronic public services

Detailed description of the contents of the section

         Issues and good practices for interoperable public services

         Presentation of EU supporting material, such as

o   Detailed description of the questionnaire (structure and methodology)

o   Public services delivery: methods and parameters that affect the level of interoperability.

o   How the consumption of existing third party services during the execution cycle of a public service affects interoperability.

o   How the provision of reusable services to third parties affects interoperability.

How the choreography and management of public services affects interoperability.