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
* Analyse the Service Delivery part of the Questionnaire
* 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
  + Detailed description of the questionnaire (Service Delivery)
  + Public services delivery: methods and parameters that affect the level of interoperability.