



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ

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Interoperability Maturity Assessment for Public Services

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Interoperability Maturity Assessment for Public Services

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Interoperability Maturity Assessment For Public Services

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1 IMM QUESTIONNAIRE BY EXAMPLE

The objectives of this section are to assist trainees to:

- Describe the main elements of the interoperability checklist.
- Identify the causes that hinder the interoperability maturity of 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

1.1 Service Delivery (Section B of the IMM questionnaire)

This section of the questionnaire addresses issues related to end-users access to public service, as depicted in Figure 1¹. In the context of the IMM there are three types of end users: citizens, businesses and other public administrations. Note that according to IMM, when a public service is “delivered to different types of end-users, these services should be assessed separately from one another through the IMM” **Error! Reference source not found.**, unless it is a service that from the organizational, legal, semantic and technical perspective is exactly the same regardless of the end user group.

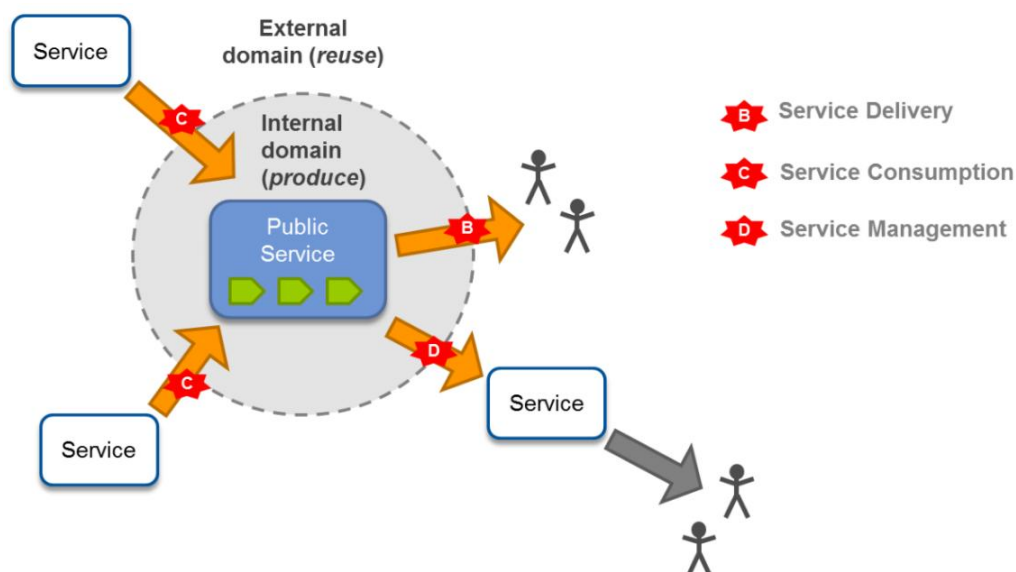


Figure 1: Overview of the interoperability areas of the IMM **Error! Reference source not found.**

Section B of the IMM questionnaire deals with issues such as delivery channels of the public service, dependency on specific devices, platforms and/or solutions, form pre-filling and multilingualism as detailed in the following sections.

¹ This is only a cropped version of **Error! Reference source not found.** reproduced here for convenience.

1.1.1 Question B1: Delivery channels (Technical interoperability – weight: 0%)

Through which delivery channels is the public service made available to the end user (multiple answers are possible)?

This question aims to identify the channels through which the service is delivered towards the end user. Although this includes both traditional (non-digital) and digital channels the aim is to focus on the digital ones and further evaluate only those.

Valid answers for this question are:

Traditional

- Counter / desk
- Postal
- Telephone

Digital

- Dedicated application (functionality that needs be installed on a device by the end user before it can be used. This includes apps from an online application store)
- Website and/or web portal (functionality that is directly accessible for the end user via an Internet URL)
- Not applicable – the public service offers no direct delivery\channel towards the end user

If either (or both) of “dedicated application” or “Website/Portal” is chosen then the rest of the B section questions have to be answered. Otherwise the evaluation process should proceed to section C.

Business Registration Service

The Business Registration service utilizes the following delivery channels:

1. Counter desk
2. Postal
3. Telephone
4. Website
5. Portal

Considering the above, there is at least one digital channel for the delivery of the Business Registration service and therefore questions B2 to B6 have to be answered.

e-Fee Service

The e-Fee service utilizes the following delivery channels:

1. Counter desk
2. Website
3. Portal

Considering the above, there is at least one digital channel for the delivery of the e-Fee service and therefore questions B2 to B6 have to be answered.

1.1.2 Question B2: Device, platform and/or browser dependency (Technical interoperability – weight: 40%)

Can the public service be accessed using multiple devices, platforms or browsers?

This question aims to assess whether the delivery channel for the public service is device / platform / browser independent.

The valid maturity levels together with the corresponding answers are listed below:

- **Ad-hoc:** No, the public service is offered for a single device, platform and/or browser
- **Essential:** Yes, the public service is offered for multiple but not all available devices, platform and/or browsers
- **Seamless:** Yes, the public service is offered for all common available devices, platforms and/or browsers

Business Registration Service

The Business Registration service has been designed to be provided over all common web browsers and with no restrictions regarding the platform it operates. As such, it can be claimed with confidence that this service is offered for all common available devices, platforms and/or browsers, i.e. it achieves the highest maturity level: seamless.

e-Fee Service

Similarly, the e-Fee service achieves the highest maturity score as it can be accessed from all common available devices, platforms and/or browsers.

1.1.3 Question B3: Form pre-filling (Semantic interoperability; Technical interoperability – weight: 40%)

Does the public service use pre-filling of forms?

This question aims to identify whether the public service utilizes existing reliable sources of information for pre-filling forms submitted by end users, an action that is considered a good practice. Re-use of existing trustworthy data sources to pre-fill forms should be stimulated as it minimizes end user effort and reduces the risk for erroneous data entries.

There are four valid answers for this question that correspond to three maturity levels for the form pre-filling property.

- **Ad-hoc:** No
- **Essential:** Yes, pre-filling is used but only for some data fields that are electronically available
- **Seamless:** Yes, pre-filling is used for all data fields that are electronically available
- **Seamless:** Not applicable, the public service does not require the entry of user data

Business Registration Service

For the Business Registration service pre-filling is used only for some data fields that are electronically available. For instance if the service is being offered at National level the base registries interconnection is easier and therefore more information can be retrieved from the Population Registry, the Taxation Registry the Social Security Registry. In cross border cases some of the above mentioned interconnection may not be available and a work around should be included in the service. In that case the rest of the information has to be provided by the applicant although they are or should be available from other sources (e.g. other base registries, or other competent authorities). The case of partial pre-filling can achieve a medium interoperability maturity level i.e., Essential. In that case, improvement can be done either at national or European level considering more interconnections with other source of information achieving the highest maturity level.

e-Fee Service

The e-Fee service is provided to both authenticated and non-authenticated users. Considering the former, pre-filling is used for all data fields that are electronically available, as mentioned in Section **Error! Reference source not found.**, except for the administrative fee category and type which is input directly related to the provided service, hence pre-filling is not applicable. Therefore, this service achieves the highest maturity level, i.e. seamless, for the form pre-filling property.

Note that, in the case of non-authenticated users pre-filling is not possible. However, considering that registration and authenticated provision of the e-administrative fee is provided to all potential users, in which case all fields are pre-filled, it can be claimed that the service achieves the highest maturity level.

1.1.4 Question B4: Multilingualism (Organisational interoperability; Semantic interoperability; Technical Interoperability – weight: 10%)

To what extent is multilingualism supported?

This question aims to identify whether the service dynamically supports two or more languages.

There are three valid answers to this question, as shown below:

- **Ad-hoc:** Not at all
- **Essential:** Partly, only the user interface is multilingual (two or more official EU languages supported)
- **Seamless:** Fully, the entire service (user interface, support documentation, technical specifications, etc.) as such is multilingual (two or more official EU languages supported)

Business Registration Service

The Business Registration service is only provided in one language and therefore it cannot claim any interoperability maturity, i.e. it is evaluated as ad-hoc.

e-Fee Service

The e-Fee service is also provided in one language only and is evaluated at the same maturity level, i.e. ad-hoc.

1.1.5 Question B5: Cross-referencing (Organisational interoperability; Technical Interoperability – weight: 5%)

Does the public service promote the usage of its own or other (public) services through linking to/interlinking with other web sites?

This question addresses the issue of promoting other services and being referenced from other sites or portals. Promoting other related (public) services can contribute to the overall use of (digital) public services. Public services that reference towards related (public) services therefore contribute to greater interoperability.

There are four valid answers, as listed below:

- **Ad-hoc:** No
- **Essential:** Yes, the public service is referencing to other sites offering related public services
- **Sustainable:** Yes, the public service is being referenced from other sites

- **Seamless:** Yes, the public service is being referenced from other sites and the public service is referencing to other sites offering related public services

Business Registration Service

The Business Registration service is being referenced from other sites and therefore is considered to achieve a maturity score of 4, i.e. sustainable.

e-Fee Service

The e-Fee service is being referenced from other sites and therefore is considered to achieve a maturity score of 4, i.e. sustainable.

1.1.6 Question B6: Service Catalogue (Organisational interoperability; Semantic interoperability; Technical interoperability – weight: 5%)

Is the public service that is being delivered part of a service catalogue?

Providing detailed information on the availability of the public service is an enabler for the usage by citizens, business and administrations. Note that what is meant here by service catalogue is a catalogue overarching various organizations (e.g. across several administrations or a national catalogue of public services).

There are three valid answers to this question that reflect to three maturity levels:

- **Ad-hoc:** No, even though there is a Service Catalogue in place
- **Essential:** No, because there is no Service Catalogue available
- **Seamless:** Yes, the public service is included in the Service Catalogue

Business Registration Service

The Business Registration Service is listed in a service catalogue, i.e. the eu-go.gr, and therefore it satisfies the requirement for providing information about its availability. As such, it achieves the highest maturity level, i.e. seamless.

e-Fee Service

The e-Fee service is not listed in a Service Catalogue as there is no such catalogue available to be used. Therefore, this interoperability limitation cannot be blamed on the authority. As a result, this module achieves a medium maturity level, i.e. essential.