



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ

HELLENIC REPUBLIC

MINISTRY OF INTERIOR AND ADMINISTRATIVE RECONSTRUCTION

SUBPROJECT 3 «ACTIONS TO IMPROVE QUALITY OF TRAINING PROGRAMMES »

of the act «CONTINUING TRAINING ACTIONS 2014-2018»

Code: IIS 5000245

PROGRAMME TITLE:

Interoperability Maturity Assessment for Public Services

TRAINING MATERIAL

Training material code:

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PROGRAMME TITLE:

Interoperability Maturity Assessment for Public Services

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Interoperability Maturity Assessment For Public Services

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1 TRAINING AND SELF-ASSESSMENT MATERIAL

The objectives of this section are to assist trainees to:

- Identify key objectives of the work to be undertaken,
- Use the tools needed at either the e-learning platform or the questionnaire level,
- Describe and be able to write the structure and deliverables of work
- Choose the service that will be assessed, based on the needs of public bodies and their potential evaluation based on the IMM

1.1 Training Certification material

As part of the IMM training courses that will be implemented by the National Centre of Public Administration and Local Government in Greece, participants are required to submit and present a set of deliverables, working in groups or individually, about the application of the IMM on a specific public service. These deliverables and essays will be used for the assessment of the trainees regarding the practical use of IMM.

The process of preparing deliverables and the essay involves both active participation of working group members using a distance learning platform for asking questions - clarifications or providing answers to other participants or trainers etc. and collaborating with the competent authorities that offer the services to get the information required. The log files of the distance learning platform are taken into account for the evaluation of the participation of each trainee. After the submission of the deliverables and the essay the results are being presented in the class.

The deliverables that will be used for the assessment include the followings:

1. Submission of a final version of the IMM Full questionnaire with the corresponding answers (40%).

The evaluation criteria of the specific deliverable are clarity and completeness regarding the following:

- Provide correct answers based on sources of information used,
- Identify additional resources and information necessary for the proper completion of the questionnaire where it is not possible to provide the answers,
- Identify and justify the questions that are not applicable to this service or were unable to answer.

2. An essay about the application of the Model on a public Service (40%).

An essay about the implementation of the IMM model on the specific public service, which should include at least the following parts:

- Description of the service and the service environment (20%).
- Description of the IMM Questionnaire results & key findings (10%)
- Proposal for the improvement of the service interoperability level, proposals to improve the IMM modes, as well as, proposals to adapt the IMM model based on the specific application needs (10%)

An indicative structure for the essay is presented in the following figure, and a template for the essay is included as part of this deliverable.

Table 1: Indicative structure of the Essay.

1	SCOPE OF THIS DOCUMENT
2	DESCRIPTION OF THE SERVICE ENVIRONMENT
2.1	Description of the Service
2.2	Legal framework governing the operation of the service
2.3	Stakeholders and Organizational Units
2.4	Systems participating in Service Provision
2.5	Description of data flows
3	IMM QUESTIONNAIRE RESULTS SUMMARY
3.1	Key Findings
4	SERVICE IMPROVEMENT SUGGESTIONS
5	IMM MODEL IMPROVEMENTS SUGGESTIONS
6	RESOURCES

3. Submission and presentation of the above (20%)

A presentation that will include:

- the description of the Service and the service environment,
- the results from the application of the model
- the key findings
- suggestions for improvement of the interoperability score
- suggestions for improvement of the model itself