



Interoperability Maturity Model – IMM Lite Results & Recommendations

PIANOo – Provide access to procurement documents

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Thank you for completing the IMM Lite self assessment.

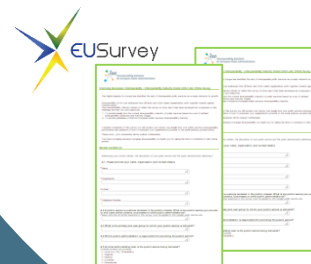
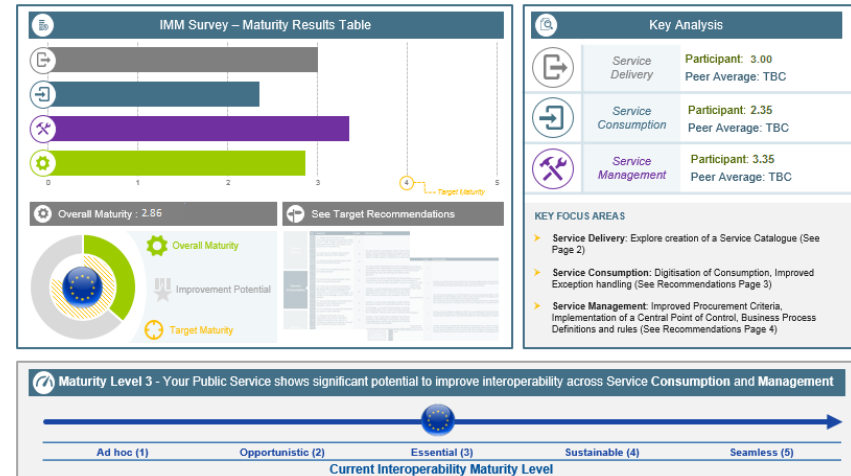
The following material will provide a tangible view of your interoperability maturity alongside targeted advice of how you can improve.

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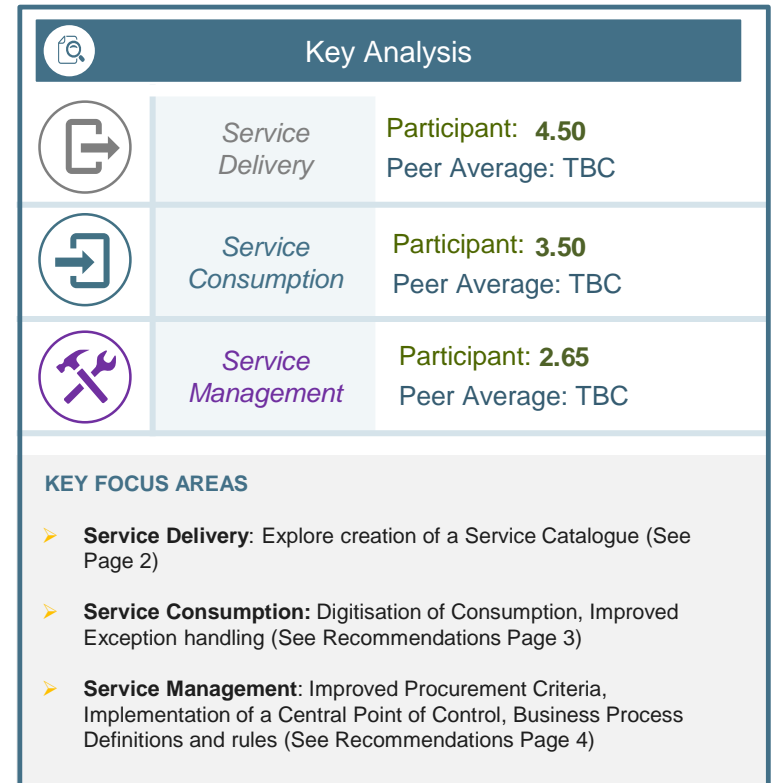
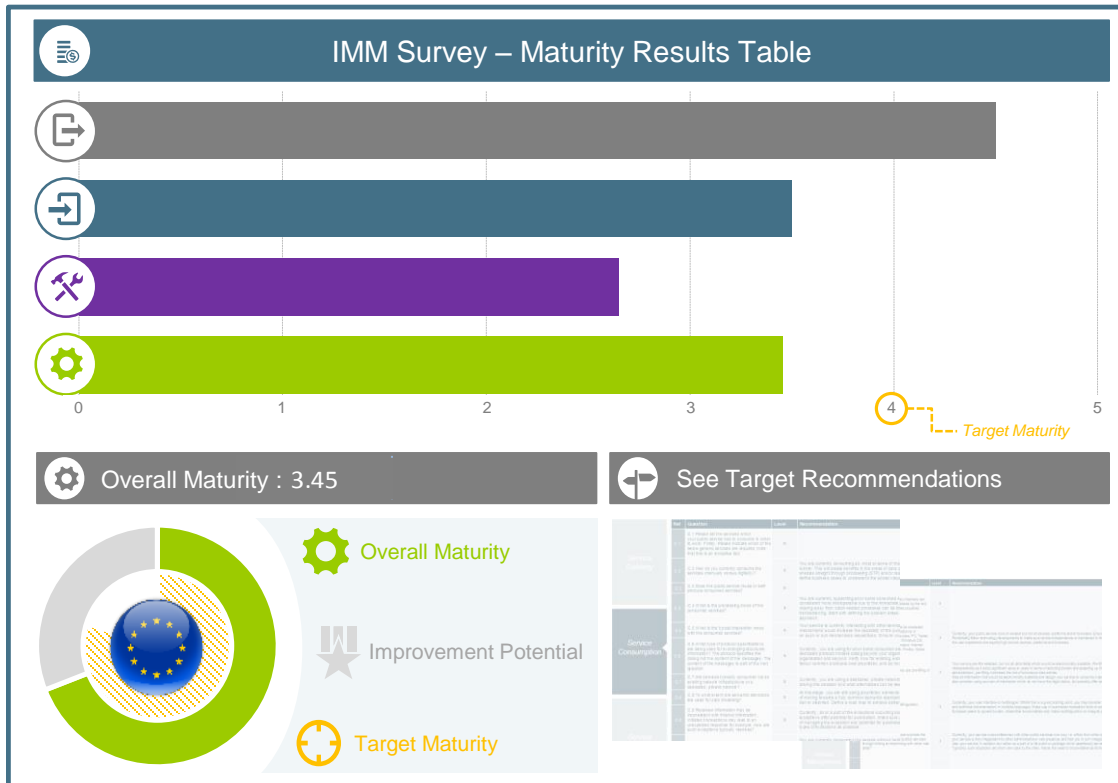
The ISA core objective

“To promote interoperability among different public administrations at different levels of government”.



Results Dashboard

PIANOo – Provide access to procurement documents



Targeted Recommendations

Service Delivery



	Ref	Question	Level	Recommendation
Service Delivery	B.1	B.1 Through which delivery channels can the public service be accessed by the end user? (multiple answers are possible)	0	
	B.2	B.2 Can the public service be accessed using multiple devices, platforms or browsers? Example of devices: PC; Tablet; Mobile Phone; Platforms: Windows OS; Mac OS; Mobile OS; Browsers: Internet Explorer, Google Chrome; Firefox; Opera	5	
Service Consumption	B.3	B.3 Does the public service use pre-filling of forms?	5	
	B.4	B.4 To what extent is multilingualism supported?	1	Your service is not multilingual. Consider at a minimum offering a multi-lingual interface. Offer it in one or several languages which best reflect the composition of your user community. You may start with offering multilingual basic information first, and then expand the scope of the translation.
Service Management	B.5	B.5 Does your public service promote the usage of its own or other (public) services through linking to/interlinking with other web sites?	5	
	B.6	B.6 Is your public service delivered part of a Service Catalogue?	3	Currently, there is no Service Catalogue available for registering public services. You are encouraged to work together with other public administrations to start an initiative on this area.

Targeted Recommendations

Service Consumption



	Ref	Question	Level	Recommendation
Service Delivery	C.1	C.1 Please list the services which your public service has to consume in order to work. Firstly: Please indicate which of the below generic services are required (note that this is an indicative list)	0	
	C.2	C.2 How do you currently consume the services (manually versus digitally)?	5	
	C.3	C.3 Does the public service reuse or self-produce consumed services?	0	
	C.4	C.4 What is the processing mode of the consumed services?	5	
Service Consumption	C.5	C.5 What is the typical interaction mode with the consumed services?	5	
	C.6	C.6 What type of protocol specifications are being used for exchanging structured information? The protocol specifies the dialog not the content of the messages. The content of the messages is part of the next question	5	
	C.7	C.7 Are services typically consumed via an existing network infrastructure or a dedicated, private network?	5	
	C.8	C.8 To what extent are semantic standards are used for data modelling?	5	
Service Management	C.9	C.9 Received information may be inconsistent with internal information. Initiated transactions may lead to an unexpected response for example. How are such exceptions typically resolved?	5	
	C.10	C.10 Has the public service followed certification procedures before making use of the consumed services?	3	You are currently consuming the service without certification as no certification procedure has been put into place by the providing organisation. This creates the risk of interconnections not working properly. Multiple aspects such as security, governance, technological and semantic interoperability and availability risk being overlooked. Clarify the need for proper certification with the service provider. Encourage certification, both of your services with other services and vice versa. Reflect on peers' certification policy and best practices.
	C.11	C.11 Has the public service been involved in establishing the specifications of the consumed services?	2	Currently, you are not participating in the specification process whilst the opportunity is there. Your participation would in fact result in a range of benefits: upfront alignment in terms of interoperability with other services; learning and good practice sharing with other organisations; identification of additional opportunities to further foster interoperability; and most importantly a clear opportunity for your organisation to influence the other service's design. Consider joining the specification process at the earliest opportunity.

Targeted Recommendations

Service Management



	Ref	Question	Level	Recommendation
Service Delivery	D.1	D.1 Has the public service been evaluated in terms of its cost and benefits before deciding on whether/how it should be implemented (e.g. through conducting an ex ante Business Case)?	3	Currently, cost and benefits are detailed based on a common business case approach. However, your public service could further improve the decision-making process by analysing multiple alternative scenarios and their impact on the interoperability of the public service and related cost and benefits.
	D.2	D.2 Does your public service provide services towards the external environment for reuse?	1	At this moment your public services delivers no or some services towards the external environment. Use an overarching business case approach to determine if it would add value to the landscape to create new services to further optimise functionality and data quality & insights within your and other administrations.
	D.3	D.3 Has standardization been a procurement criterion when procuring the service's components?	5	
	D.4	D.4 Does the public service feature a central point of control for choreography of externally consumed and provided services? The central point of control keeps track of all related information regarding the status of all individual cases currently active in the public service.	5	
Service Consumption	D.5	D.5 To what extent is the choreography automated?	1	Currently, service choreography is handled manually only. This manual interference locks up human resources and is time-consuming. Crucially, the error rate of manual intervention is typically higher than automated resolution. As a first step, eliminate manual intervention for standard cases that occur frequently.
	D.6	D.6 Does the service share status information on the cases handled with external services?	1	You are currently not sharing status information with the services you are orchestrating. This leaves other, partner or dependent service owners without any information and insight on the cases handled (similar to a "black box"). Procedures to obtain status information from your service may be burdensome and time-consuming, discouraging such requests. Consider with which services the sharing of status information would be the most beneficial, using criteria such as the frequency and type of interaction.
	D.7	D.7 Does the service establish business process definitions (to describe the source and target processes of the exchange) and/or business process control rules (e.g. rules for process control, validation, quality control, tracking and tracing) jointly with the orchestrated services?	1	At this stage, you do not have coherent business process definitions and rules in place. This means that in day-to-day operations, your collaboration with other services is governed ad hoc, burdening your own and other services' organisation. Consider putting in place a more manageable, consistent framework for establishing business processes, in particular where interdependencies between organisations are considerable.
Service Management	D.8	D.8 To what extent are Business Process Management standards applied to the orchestration of the service?	1	Modelling business processes ad hoc is likely to burden your organisation and decreases transparency with collaboration partners. Start modelling business processes more coherently, applying commonly used/accepted standards where possible.
	D.9	D.9 Has the Public Service considered an architecture framework in its design (EU, national level, international (open) standard)?	4	Although you use one or more relevant frameworks, there is no process of independent audits to ensure compliance towards these frameworks. Consider setting up a yearly process for conducting these audits by an independent authority.
	D.10	D.10 Has the service's architecture been designed in a way that it is flexible for future upgrades and/or interconnections with other services?	5	
	D.11	D.11 Has the public service established an (open) specification process in which administrations and businesses can participate?	4	The specification process of your public service is "upon invitation only". This is selective and you risk excluding organisations which could well be willing to participate. You should consider opening up the specifications process to a wider public. To do so, carefully assess the benefits of doing so (creating an environment of continuous knowledge sharing; ensuring the widest possible interoperability) against any possible disadvantages (such as increasing the specification process' complexity). Think of innovative collaborative tools (Web 2.0) to at least partly web-enable the specification process.



Interoperability Questions?

Athanasios.Karalopoulos@ec.europa.eu

Vassilios.Peristeras@ec.europa.eu