



IMAPS - Results

Thank you for completing the survey.

Your interoperability maturity levels of the Delivery; Consumption; and Management of your Public Service, respectively, depend on the scores you achieved in each of these sections of the survey. Please see the survey score conversion table below for guidance.

The recommendations for your public service are displayed under each question and response provided.

Survey Score Conversion Table

	Maturity Level				
	1	2	3	4	5
Service delivery (B)	0-500	501-1000	1001-1500	1501-2000	2001-2500
Service consumption (C)	0-200	201-400	401-600	601-800	801-1000
Service management (D)	0-300	301-600	601-900	901-1200	1201-1500

Maturity Level	Maturity Stage	Interpretation
1	Ad Hoc	Poor interoperability - the digital public service cannot be considered interoperable.
2	Opportunistic	Fair interoperability - the digital public service implements some elements of interoperability best practices.
3	Essential	Essential interoperability - the digital public service implements the essential best practices for interoperability.
4	Sustainable	Good interoperability - all relevant interoperability best practices are implemented by the digital public service.
5	Seamless	Interoperability leading practice - the digital public service is a leading interoperability practice example for others.

Summary

Your Score 3675

Maximum Score 5000



Section	Score for this Section	
Service Context (A)	0	<div></div>

Service Delivery (B)	1675	<div><div></div></div>
Service Consumption (C)	920	<div><div></div></div>
Service Management (D)	1080	<div><div></div></div>

Scores by Question

Service Context (A)

Score for this Section: 0/0

Service Delivery (B)

Score for this Section: 1675/2500

B1. Through which delivery channels is the digital public service made available to the user(s)? [More Info](#) [Enabler / Manifestation](#) [EIF Interoperability View: L. O. S. T](#)

Your
answer

Multiple digital and traditional channels

300
out
of
375
points



Recommendation: Frontrunners use interactive digital collaboration tools such as a virtual agents based on artificial intelligence to provide 24x7 direct interactions towards end users. Investigate the possibilities of adding such features to the current set of service delivery channels.

B2. Does the digital public service use pre-filling for digitally available data fields [More Info](#) [Enabler / Manifestation](#) [EIF Interoperability View: L. O. S. T](#)

Your
answer

Partly, pre-filling is used but only for some data fields that are digitally available

225
out
of
375
points



Recommendation: Your service pre-fills selected, but not all data fields which would be electronically available. Pre-filling is one of the strongest manifestations of interoperability as it adds significant value to users in terms of reducing user burden and speeding up the service request process. Within your administration, pre-filling minimises the risk of erroneous data entries. Map all information that would be electronically available and design your service to consume it electronically. Start with authentic sources first, but also consider using sources of information which do not have this formal status, but possibly offer similar added value.

B3. Are the administrative rules and processes underlying the digital public service (such as decision mechanisms, lead times, information sources used, reporting obligations) transparent to the user(s)?

More Info Enabler / Manifestation

EIF Interoperability View: L. O. S. T

Your answer Partly, there is limited information on rules & processes available before, during and / or after usage of the digital public service

150
out
of
250
points



Recommendation: Currently, your service is providing limited information on rules & processes. Map all information that would be beneficial to end users (such as decision mechanisms, lead times, and reporting obligations) and communicate these via the available channels.

B4. Are data privacy considerations transparent to the user (such as scope of data stored, purpose of usage of data, rights to request changes or lodge complaints, applicable data privacy regulation)? **More Info Enabler / Manifestation**

EIF Interoperability View: L. O. S. T

Your answer Fully, there is detailed information on data privacy available

200
out
of
250
points



Recommendation: Your digital public service provides detailed information on data privacy to users. However it is currently not possible for the user to manage (some of this) data privacy information online. This is though considered a desirable end state. As a first step, analyse which fields are important for the end user to manage by defining and testing a set of use cases.

B5. Can users give feedback on the quality of the digital public service? **More Info Enabler / Manifestation**

EIF Interoperability View: L. O. S. T

Your answer Yes, feedback is possible through a physical channel (e.g. phone, postal)

75
out
of
125
points



Recommendation: Your digital public service has a physical feedback mechanism available to users (e.g. phone, postal). Consider adding a digital channel to capture feedback. Options are a dedicated e-mail address, functionality via the website or a live chat function. Having a digital feedback channel reduces end user effort and likely enhances the amount and detail of feedback you will receive.

B6. Is the digital public service accessible to people with (e.g. visual, auditory, physical, cognitive) disabilities at a comparable level to other users? **More Info Enabler / Manifestation**

EIF

Interoperability View: L. O. S. T

Your answer Fully, the digital public service is compliant with an accessibility standard such as Web Content Accessibility (WAI) Guidelines 2.0, level AA

125
out
of



Recommendation: Congratulations, you are at the 'Seamless' level

125 points

B7. Are there any restrictions to non-residents or foreigners for using the digital public service? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer No, there are no restrictions to use the digital public service

125 out of 125 points

Recommendation: Congratulations, you are at the 'Seamless' level



B8. To what extent is multilingualism supported? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer Partly, some pages and/or documentation is available in multiple languages

150 out of 250 points

Recommendation: Currently, some of the pages and/or documentation are multilingual. Whilst this is a good starting point, you may consider providing the entire service (including functional and technical documentation) in multiple languages. Make use of automated translation tools to achieve this goal. Consider collaborating with pan-European peers to spread burden, streamline functionalities and make multilingualism an integral part of your service delivery strategy. You should also carry out a more detailed assessment of the semantic interoperability of your public service, using the SIMAPS survey, available here:[https://webgate.acceptance.ec.europa.eu/eusurvey/SIMAPS_Test/management/test].



B9. To what extent are existing semantic standards and specifications used for data exchange? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer Fully, the data exchange is entirely based on existing (open) semantic standards and specifications

250 out of 250 points

Recommendation: Congratulations, you are at the 'Seamless' level



B10. Is the digital public service included in a service catalogue? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer No

50 out of 250 points

Recommendation: Currently, your digital public service is not registered in a Service Catalogue. Registering your public service within a catalogue is recommended to promote and increase the usage of the service.



B11. Has the digital public service defined a certification procedure? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer No, there is no certification procedure available

Recommendation: You are providing your digital public service towards other administrations and/or organisations without a certification procedure. As a result, you create the risk of interconnections not working properly e.g. in terms of security, governance, technological and semantic interoperability and availability.

Consider developing a formalised certification procedure in order to ensure your service can be delivered in a stable and safe manner to end users.

25
out
of
125
points



Service Consumption (C)

Score for this Section: 920/1000

C2. How does the digital public service currently consume the services (manually versus digitally)? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer Mainly digitally, some manually

Recommendation: You are currently consuming all, most or some of the services manually. You could enhance your interoperability by 'digitalizing' the consumption further. This will create benefits in the areas of data quality, throughput time, costs and interoperability. Fully digital consumption of services also enables straight through processing and/or real-time processing. Try to find ways to interact more digitally with related organisations and define business cases to understand the added value of digitalization compared to manual interactions.

320
out
of
400
points



C3. Does the digital public service reuse or self-produce consumed services? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer (Nearly) all consumed services are reused

Recommendation: Congratulations, you are at the 'Seamless' level

300
out
of
300
points



C4. Does the digital public service subscribe to automatic updates of services (e.g. life events) to trigger its execution and/or update information? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer	Fully, all relevant updates are received automatically	300 out of 300 points	<div></div>
	<i>Recommendation: Congratulations, you are at the 'Seamless' level</i>		

Service Management (D)
Score for this Section: 1080/1500

D1. Please provide insight if and how the digital public service shares components and knowledge with the external environment? Sharing documentation to provide other (related) organisations valuable insights into processes, organisation, governance, technology choices, etc. Sharing source code or downloadable software to enable other organisations to effectively build their services Making available open Web-API services to enable other organisations and individuals to (re)use functionality and/or gain access to data via web and/or mobile apps Providing support to organisations leveraging the resources provided. More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer	Through two of the above options	225 out of 375 points	<div></div>
	<i>Recommendation: Currently, your digital public service shares no or only some components and knowledge with the external environment. Work towards reuse and sharing on four areas:</i> <ul style="list-style-type: none"> Provisioning of open Web-API services Sharing source code and/or downloadable software components (including required licensing) Sharing documentation Provisioning of knowledge (direct Q&A support) 		

D2. Have the digital public service’s components been procured based on standards accessible to all ICT suppliers? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer	Fully, all components have been procured based on standards	150 out of 150 points	<div></div>
	<i>Recommendation: Congratulations, you are at the 'Seamless' level</i>		

D3. To what extent is the choreography of the services which are consumed and / or provided automated? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer	Semi-automated, there is still some manual interference in the service choreography	90 out of 150 points	<div></div>
	<i>Recommendation: Currently, the service choreography of your digital public services is semi-automated and still requires some manual interference. This means manual effort and potentially quality issues. Determine the</i>		

business case for improving the automation of service choreography in terms of efficiency, quality, responsiveness and security. Proceed with automating the choreography for services that have the highest impact on the functioning of the digital public service.

D4. To what extent have the Business Processes of the digital public service been modelled? More Info
 Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer Processes are not modelled

30
out
of
150
points



Recommendation: 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.

D5. Has the digital public service considered an architecture framework in its design (EU, national level, international (open) standard)? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer Yes, one or multiple architecture frameworks are used

150
out
of
150
points



Recommendation: Congratulations, you are at the 'Seamless' level

D6. Has the digital public service established an (open) specification process in which administrations, citizens and businesses can participate? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your answer Yes, stakeholders have been invited once

135
out
of
225
points



Recommendation: Within the specification process, stakeholders have been invited once to express their concerns. There is however no periodic process in which stakeholders are invited more regularly to ensure that the continuous development of the digital public service also addresses their (future) needs. Determine a suitable frequency to interact with stakeholders based on the speed of development of your digital public service.

D7. To what extent are common/standardised concept definitions and controlled vocabularies (e.g. code lists, thesauri) used? More Info Enabler / Manifestation EIF Interoperability View: L. O. S. T

Your

150



answer Yes, the service is based on common (open) concepts, definitions and controlled vocabularies 150 out of 150 points

Recommendation: Congratulations, you are at the 'Seamless' level

D8. Is the digital public service subject to Service Level Agreements? More Info Enabler
/ Manifestation EIF Interoperability View: L. O. S. T

Your answer Yes, with monitoring compliance and triggering procedures for corrective actions when required 150 out of 150 points

Recommendation: Congratulations, you are at the 'Seamless' level

Contact ilkka.holopainen@gartner.com

Contribution ID 152f6fa1-b5c4-40da-a647-6a6ffe1a83ad

Completed at 15/05/2018 12:35:28