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 Management Part 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

Detailed description of the contents of the section

* Issues and good practices for interoperable public services
* Presentation of EU supporting material, such as
  + How the provision of reusable services to third parties affects interoperability.

How the choreography and management of public services affects interoperability.