



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 2660

Maximum Score 5000



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

Service Delivery (B)	1325	<div><div></div></div>
Service Consumption (C)	600	<div><div></div></div>
Service Management (D)	735	<div><div></div></div>

Scores by Question

Service Context (A)

Score for this Section: 0/0

Service Delivery (B)

Score for this Section: 1325/2500

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 Fully, there is detailed information on rules & processes available before, during and/or after usage of the digital public service

250
out
of
250
points



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

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 No, there is no information on data privacy available

50
out
of
250
points



Recommendation: Currently, end users are not provided with any information on data privacy. This is however essential in fostering users' trust in the digital public service. Map all information that would be beneficial to end users and communicate these via the available channels.

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 No, the digital public service does not provide for feedback possibilities

25
out
of
125
points



Recommendation: At this moment your digital public service does not provide the possibility to give feedback. This is though beneficial to capture information on areas for improvement and/or insight into the particular strengths of the digital public service. Ensure you have a physical and/or digital channel available to capture this information and/or address complaints.

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 Partly, the digital public service provides some accessibility features

75
out
of
125
points



Recommendation: Although your digital public services provides some accessibility features, it is not fully compliant with an accessibility standard such as Web Content Accessibility (WAI) Guidelines 2.0, level AA. Work towards implementing an accessibility standard to the full extent to ensure your digital public service can obtain the conformance (compliance) logo.

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 Yes, there are restrictions to use the digital public service

25
out
of
125
points



Recommendation: At this moment there are restriction for non-residents or foreigners using the digital public service. Determine how many users are potentially impacted by this and draft a plan to ensure cross border service delivery by opening up the digital public service to foreign users (requiring e.g. alternative authentication mechanisms).

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 Partly, some (open) semantic standards are used for data exchange, combined with proprietary standards

150
out
of
250
points



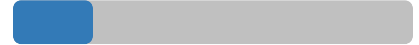
Recommendation: Your digital public service leverages some (open) semantic standards for data exchange but combines this with proprietary standards. Investigate if it will be possible for your service to move towards a situation where the data exchange is entirely based on existing (open) semantic standards and specifications. Eliminating the reliance on proprietary-defined data flows will improve the interoperability of your digital public service significantly.

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/.

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

25
out
of
125
points



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.

Service Consumption (C)

Score for this Section: 600/1000

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 Mix of manual and digital consumption

240
out
of
400
points



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.

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 A selection of consumed services are reused

180
out
of
300
points



Recommendation: You are currently not consuming all relevant services from other public administrations whilst they are available for reuse. This shows that you are not making use of existing services to increase the effectiveness and efficiency of your own digital public service. Elaborate why this is the case. Before producing your own services, always take the time to map existing ones to possibly adapt them for your own purposes. Understand how you can improve your view on which services are being provided by other organisations.

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 Partly, some updates require manual intervention from public service staff or end user(s), while others are received automatically

180
out
of
300
points



Recommendation: Currently, your digital public service still relies on some manual intervention when it receives updates. This means manual effort and potentially quality issues. Determine the business case for improving the automatic processing of updates in term of efficiency, quality, responsiveness and security. Proceed with (life) events that have the highest impact on the functioning of the digital public service.

Service Management (D)

Score for this Section: 735/1500

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 one of the above options

150
out
of
375
points



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:

- ***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

Partly, some components have been procured based on standards

90
out
of
150
points



Recommendation: Although there is a set of defined procurement criteria, not all components have been procured based on standards. Focus on strict enforcement to ensure that procurement criteria are an effective steering mechanism to foster greater interoperability.

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



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 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 modelled but mainly in an ad hoc way

90
out



Recommendation: Business processes and rules are increasingly streamlined but not yet

according to Business Process Modelling standards. Identify which standards in your domain are relevant to implement and leverage the best practices and lessons learned.

of
150
points

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

No

30
out
of
150
points



Recommendation: Consider leveraging existing frameworks in your domain for the design of your digital public service and integrate their principles in the target state architecture to ensure proper steering and guidance. Consider implementing best practices in architectural flexibility such as the European Interoperability Reference Architecture and web-service based solutions to optimise your architecture further.

References:

European Interoperability Reference Architecture:
<https://joinup.ec.europa.eu/asset/eia/home>

TOGAF
<http://pubs.opengroup.org/architecture/togaf9-doc/arch/>

NORA
<http://www.noraonline.nl/wiki/Hoofdpagina>

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

No, the specification process is closed

45
out
of
225
points



Recommendation: Currently, your digital public service does not provide the opportunity to other external organisations to participate in the specifications process. Opening up the specification process would have a series 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, etc. Thus consider opening up the specification process.

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 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, but without monitoring compliance

90
out
of
150
points



Recommendation: As part of the Service Level Management process, good practice organisations monitor the compliance monthly and provide reports to their users to indicate compliance or provide an overview of the corrective actions that were taken to restore the service.

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