

# ΑΞΙΟΛΟΓΗΣΗ ΔΙΑΛΕΙΤΟΥΡΓΙΚΟΤΗΤΑΣ ΣΤΟ ΔΗΜΟΣΙΟ ΤΟΜΕΑ

**ΜΑΡΓΑΡΙΤΗ ΒΙΚΥ**

**ΠΕ ΠΛΗΡΟΦΟΡΙΚΗΣ ,MSc, PhDc**

**ΥΠΟΥΡΓΕΙΟ ΨΗΦΙΑΚΗΣ ΔΙΑΚΥΒΕΡΝΗΣΗΣ**

# Σχέδιο Εισήγησης

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## **Ενότητα Α**

A1. 08:00 -09:00

Εισήγηση από κ. Παπαντωνίου

A2. 09:00 -11:00

Διαλειτουργικότητα -Έννοια -Ορισμοί - Ευρωπαϊκό και Εθνικό Θεσμικό Πλαίσιο - NIFO - ISA 2- Συγκριτικά Στοιχεία Διαλειτουργικότητας σε ευρωπαϊκό επίπεδο

A2. Δημόσια Υπηρεσία -Έννοια - Χαρακτηριστικά -Παράδειγμα Δημόσιας Υπηρεσίας – EIF v.3 (Βίντεο)–

Εννοιολογικό Μοντέλο Δημόσιας Υπηρεσίας σύμφωνα με το EIF – Αρχιτεκτονική

**Διάλειμμα** (30 λεπτά)

## **Ενότητα Β**

B1. 11:30 - 12:00

Αξιολόγηση Διαλειτουργικότητας -Έννοια -Αναγκαιότητα - Υφιστάμενα Μοντέλα

B2.12:00 - 13:30

Εισαγωγή στο Μοντέλο αξιολόγησης ωρίμανσης του επιπέδου διαλειτουργικότητας δημόσιων υπηρεσιών

**Διάλειμμα** (30 λεπτά)

## **Ενότητα Γ**

Γ. 14:00 -15:00

Άσκηση κατανόησης στόχων μαθήματος

# Interoperability

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## DEFINITIONS (1)

### **Interoperability**

*“Interoperability is the ability of organizations to interact towards mutually beneficial goals, involving the sharing of information and knowledge between these organizations, through the business processes they support, by means of the exchange of data between their ICT systems.”*

[https://joinup.ec.europa.eu/sites/default/files/inline-files/eif\\_brochure\\_final.pdf](https://joinup.ec.europa.eu/sites/default/files/inline-files/eif_brochure_final.pdf)

# Interoperability

## DEFINITIONS (2)

### **Legal**

*“Legal interoperability is about ensuring that organizations operating under different legal frameworks, policies and strategies are able to work together”*

### **Organizational**

*“This refers to the way in which public administrations align their business processes, responsibilities and expectations to achieve commonly agreed and mutually beneficial goals”*

# Interoperability

## DEFINITIONS (3)

### **Semantic**

*“Semantic interoperability ensures that the precise format and meaning of exchanged data and information is preserved and understood throughout exchanges between parties, in other words ‘what is sent is what is understood’. In the EIF, semantic interoperability covers both semantic and syntactic aspects”*

### **Technical**

*“This covers the applications and infrastructures linking systems and services. Aspects of technical interoperability include interface specifications, interconnection services, data integration services, data presentation and exchange, and secure communication protocols.”*

# European Public Service

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## DEFINITIONS (4)

### European Public Service

*“A European public service comprises any public sector service exposed to a cross-border dimension and supplied by public administrations, either to one another or to businesses and citizens in the Union.”*

# Interoperability

## Funding Priority of European Commission

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**EU BUDGET FOR THE FUTURE**  
#EUBudget #EURoad2Sibiu #FutureofEurope  
6 June 2018

**INVESTING IN THE FUTURE  
DIGITAL TRANSFORMATION 2021-2027**

**WHY IS THIS A PRIORITY?**  
Digital transformation holds the key to unlocking future growth in Europe. Through new funding projects, the next long-term EU budget – the European Multiannual Financial Framework – will help to bridge the EU's digital investment gap for the 2021-2027 period.

**WHAT'S NEW FOR 2021-2027?**  
The Digital Single Market strategy has put in place a robust framework, which must now be matched by an **equally robust investment programme** to make the most of many new opportunities digital transformation offers:

- Investments in digital will be much higher than before
- Focus on areas of public interest
- Reinforce several ongoing cooperation projects with the Member States

The Commission has created a **new Digital Europe programme** with an overall budget of **€9.2 billion** to shape and support the digital transformation of Europe's societies and economies. The programme will boost frontline investments in supercomputing, artificial intelligence, cybersecurity and advanced digital skills.

**FIVE FOCUS AREAS UNDER DIGITAL EUROPE PROGRAMME:**

- Supercomputing
- Artificial Intelligence
- Cybersecurity and Trust
- Advanced Digital Skills
- Ensuring the wide use of digital technologies across the economy and society

### Digital Europe Programme

- Aiming at the digital transformation of Europe's society and economy
- One fully dedicated programme in the EU budget reflecting the ever-increasing relevance of digital
- Main pillars of Digital Europe (overall budget €9.2 billion):
  - High Performance Computing (€2.7 billion)
  - Artificial intelligence (€2.5 billion)
  - Cybersecurity and **trust** (€2 billion)
  - Digital Skills (€0,7 billion)
  - **Digital Transformation and interoperability** (€1.3 billion)

# The vision of a Digital Single Market

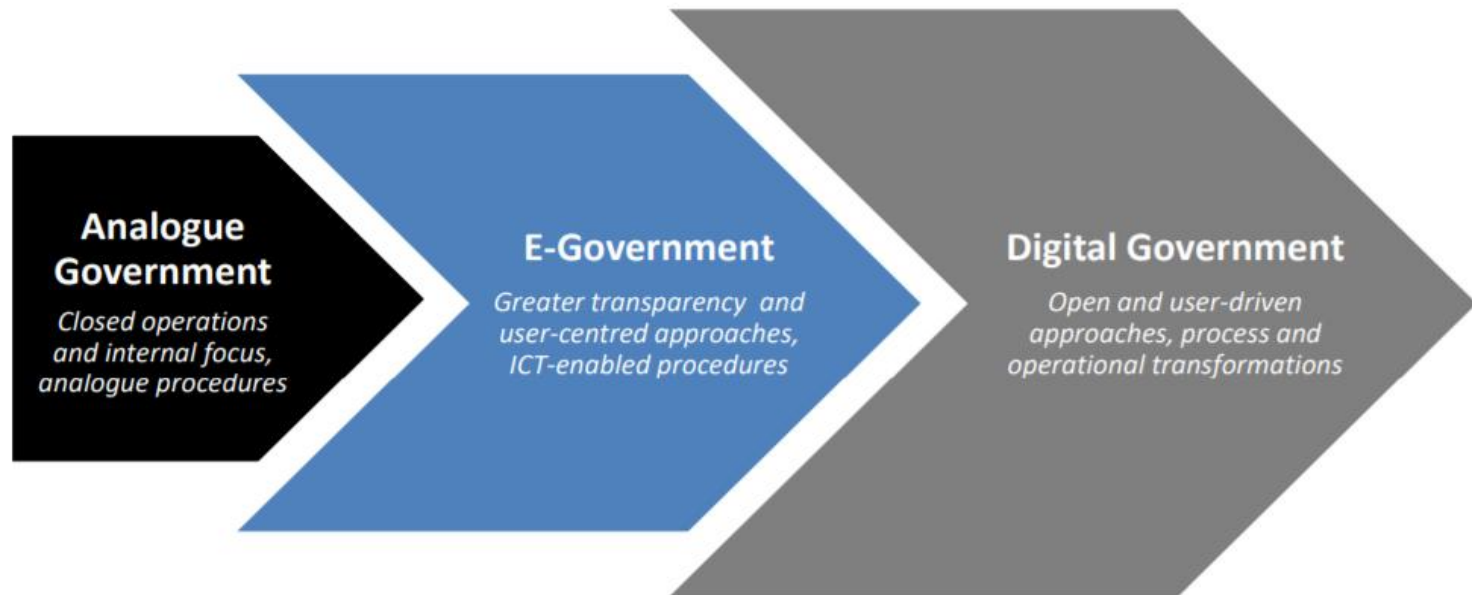
8





# Digital Government

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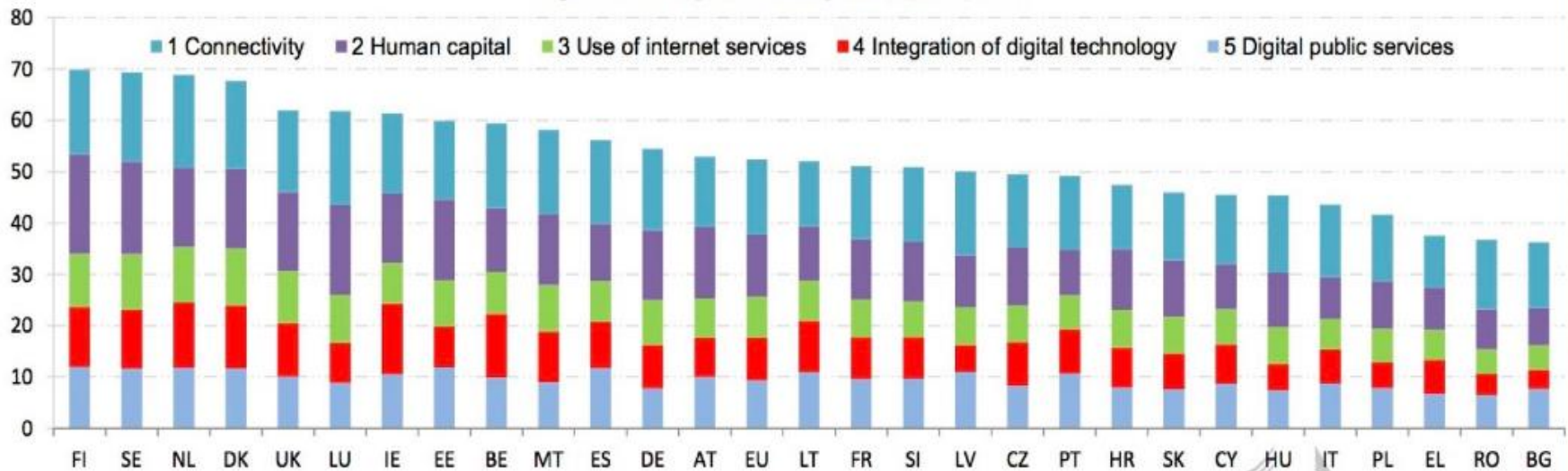


Source: Based on OECD (2014<sup>[2]</sup>), “Recommendation of the Council on Digital Government Strategies”, OECD, <http://www.oecd.org/gov/digital-government/recommendation-on-digital-government-strategies.htm>.

# Digital Transformation -DESI

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Digital Economy and Society Index (DESI) 2019



<https://ec.europa.eu/digital-single-market/en/desi>

Ελλάδα 26<sup>η</sup> θέση

# E-GOV Factsheets 2018

## GREECE vs ESTONIA

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[https://joinup.ec.europa.eu/sites/default/files/inline-files/D02.03 Greece final 1.pdf](https://joinup.ec.europa.eu/sites/default/files/inline-files/D02.03_Greece_final_1.pdf)

[https://joinup.ec.europa.eu/sites/default/files/inline-files/D02.03 Estonia final 1.pdf](https://joinup.ec.europa.eu/sites/default/files/inline-files/D02.03_Estonia_final_1.pdf)

# State of Play of Interoperability in Europe 2016

## A Roadmap for Interoperability

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### 1.1 Promoting the concept of interoperability: a bit of history

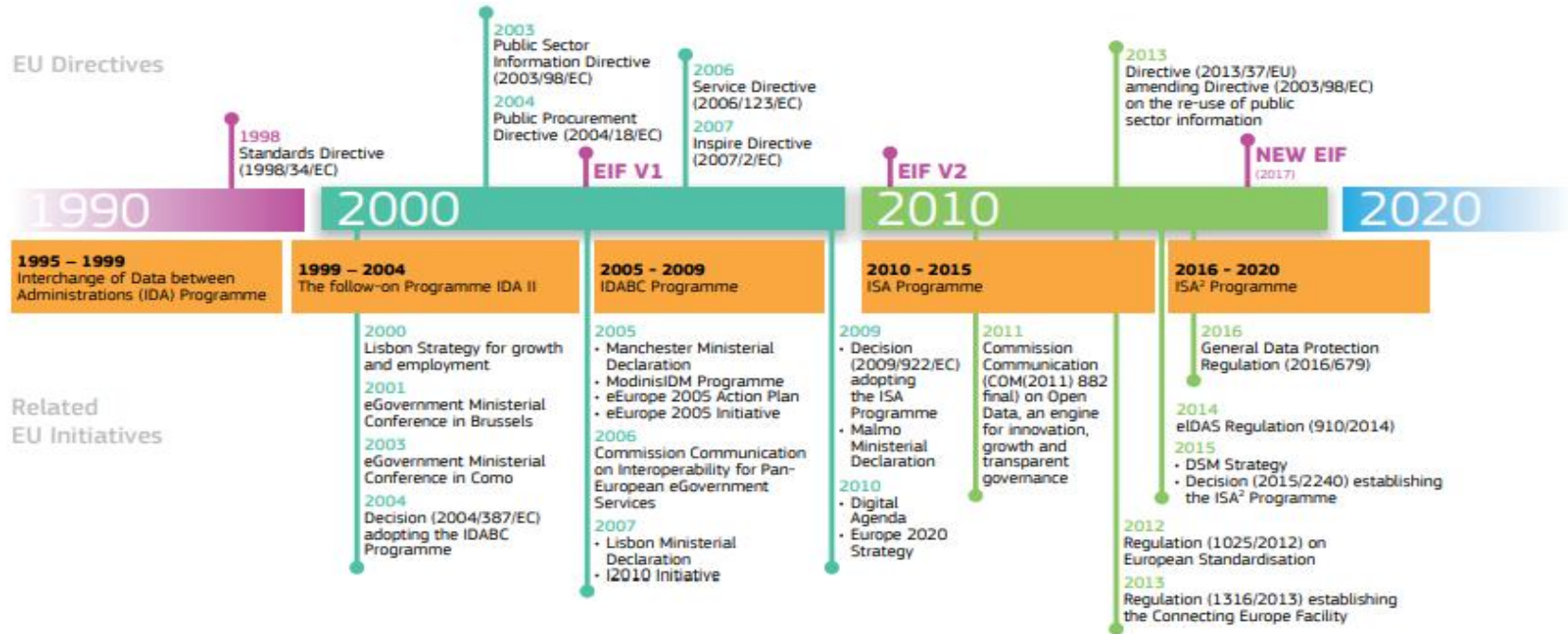


Figure 1 Timeline of EU initiatives concerning interoperability

# EU DIGITAL STRATEGY

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Brussels, 21.11.2018  
C(2018) 7118 final

**COMMUNICATION TO THE COMMISSION**

**EUROPEAN COMMISSION DIGITAL STRATEGY**  
**A digitally transformed, user-focused and data-driven Commission**

[https://ec.europa.eu/info/sites/info/files/strategy/decision-making\\_process/documents/ec\\_digitalstrategy\\_en.pdf](https://ec.europa.eu/info/sites/info/files/strategy/decision-making_process/documents/ec_digitalstrategy_en.pdf)

Μαργαρίτη Βίκυ, ΠΕ Πληροφορικής, MSc, PhDc

# Tallinn Declaration -2017

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## Tallinn Declaration on eGovernment

at the ministerial meeting during  
Estonian Presidency of the Council  
of the EU on 6 October 2017

<https://ec.europa.eu/digital-single-market/en/news/ministerial-declaration-egovernment-tallinn-declaration>

# New European Interoperability Framework (EIF)

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## New European Interoperability Framework

*Promoting seamless services and data flows  
for European public administrations*

[https://joinup.ec.europa.eu/sites/default/files/inl/ine-files/eif\\_brochure\\_final.pdf](https://joinup.ec.europa.eu/sites/default/files/inl/ine-files/eif_brochure_final.pdf)

# New European Interoperability Framework (EIF)

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<https://youtu.be/g-CzHHJ0ZTM>



# NIF –EIF Alignment for 2016

There is an overall excellent NIF-EIF alignment across countries for 2016, with slight increase if compared with previous years



The overall average of the NIF-EIF Alignment level for 2016 is 75%, with 23 countries scoring over 50% and among them 12 of these scoring over 80%.

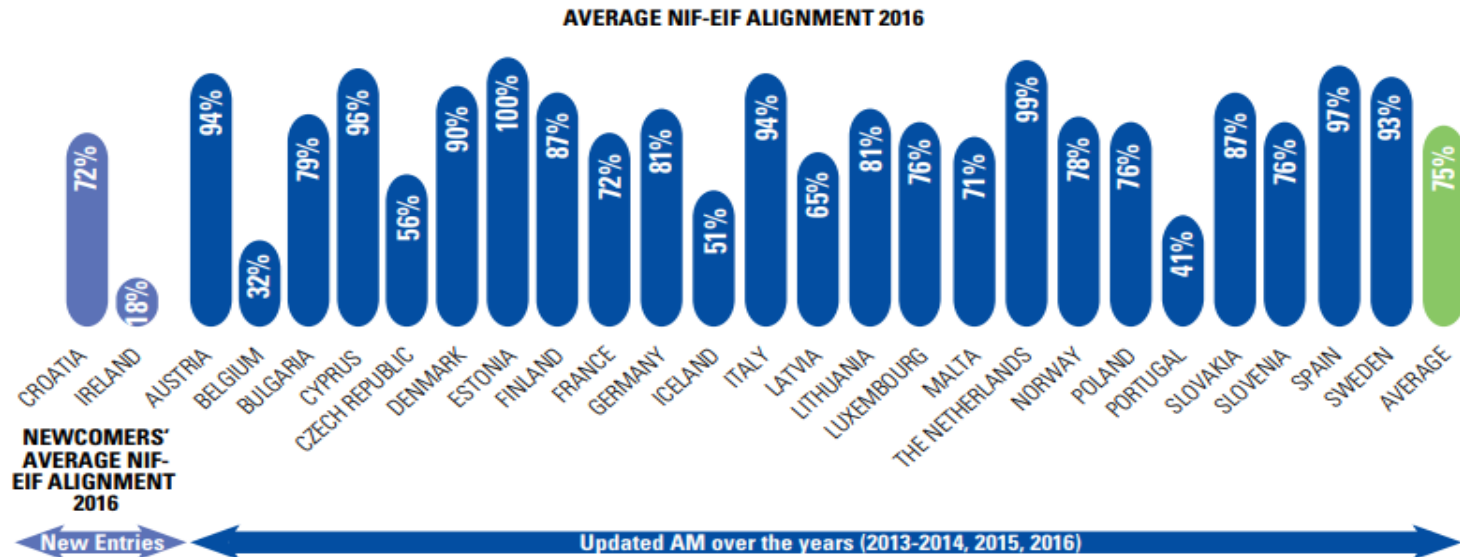


Figure 2 Average NIF-EIF Alignment 2016

[https://joinup.ec.europa.eu/sites/default/files/inline-files/Report\\_SoP\\_2016\\_rev9\\_single%20pages.pdf](https://joinup.ec.europa.eu/sites/default/files/inline-files/Report_SoP_2016_rev9_single%20pages.pdf)

# Milestones in the Greek Public Sector

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**2016**

Establishment of the Hellenic Ministry of Digital Policy, Telecommunications and Media



**December 2016**

National Digital Strategy 2016-2021



**2017**

National Strategy for the Administrative Reform 2017-2019  
Tallinn Declaration

# Milestones in the Greek Public Sector

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**2019**

Establishment of the Hellenic Ministry of Digital Governance



**August 2019**

Legislation on e-Government issues

Interoperability high priority for the accomplishment of digital transformation in the Greek public sector

# GREEK e-GIF

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<http://www.egif.gov.gr/portal/pls/portal/docs/211041.PDF>

<http://www.e-gif.gov.gr/portal/pls/portal/docs/211033.PDF>

<http://www.e-gif.gov.gr/portal/pls/portal/docs/211037.PDF>

# Interoperability Assessment

- The **achievement of interoperability** remains a **crucial factor** for the delivery of seamless citizen-centric transparent and effective cross-border /cross-sectoral digital services.
- Level of interoperability remains **far from adequate**
- **Evaluation** of the degree of interoperability between information systems is a **necessary process to diagnose the gaps and to overcome the barriers**
- An evaluation process includes **definition of metrics** to assess the maturity level of interoperability and to suggest further improvements.

# Assessment models –tools

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## MODELS

- LISI
- OIM
- EIMM
- LCIM
- IMM

## TOOLS

GIMM  
Measurement Instrument  
IMM  
IMAPS

Guédria, W., Naudet, Y., & Chen, D. (2008, November). Interoperability maturity models–survey and comparison–. In OTM Confederated International Conferences" On the Move to Meaningful Internet Systems" (pp. 273-282). Springer, Berlin, Heidelberg.

# Introduction to IMM

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- IMM Interoperability Maturity Model
- [https://ec.europa.eu/isa2/solutions/imaps\\_en](https://ec.europa.eu/isa2/solutions/imaps_en)

# Questions (1)

- Give the definition of interoperability
- Which are the basic dimensions of interoperability?
- Give an example of an interoperable public service (national or cross-border one)
- What is the main objective of EIF?



# Questions (2)

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- Is IMM compliant with EIF?
- Give an example of a service delivery channel for a public service
- Give an example of a national service that can be consumed
- Can we use IMAPS to design a public service apart from assessing it?

# Contact Details

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**Σας ευχαριστώ  
πολύ για την προσοχή σας!**

