ISA, ISA² and interoperability

A Programme for Interoperability
Solutions for European public Administrations, businesses and citizens

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Interoperability - What is it about?

Main principles

- Information Sharing
- Interconnection

Once-only
- Open services/data
- One-stop-shop
- End-to-end
- Digital-by-default

- Develop synergies among institutions
- Unlock data across sectors
- Share services and solutions
- Optimise and simplify across ministerial boundaries

Better policy making
- Improved services to citizens and businesses
- Business opportunities
- Transparency

impact on society
<table>
<thead>
<tr>
<th>Country</th>
<th>2010 GDP (USD Millions)</th>
<th>Impact</th>
<th>$ (billion)</th>
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(*) The Economic Impact of Interoperability, Microsoft research study

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<td>0.75%</td>
<td>1.00%</td>
<td>1.25%</td>
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Wasted time due to "waiting in the line" or delay produced due to "lack of interoperability" when citizens/businesses are served by a public administration results to impact on the GDP
Savings....

- **Spain:**
  3 out of 4 administrative procedures are now started on-line leading to estimated savings of 2.75 billion€

- **Nederlands:**
  Modernisation of base registers system results in annual 170M€ burden reduction

- **Denmark:**
  On-line interaction with public services is 30 times less expensive than face to face
Political Context

Modernisation of European public administrations

"The modernisation of public administrations should continue [...] Interoperability and the re-use of public sector information shall be promoted actively."

(*) Council conclusions Oct 2013
During our mandate, I would like you to focus on the following, in your role as Vice-President:

"...Supporting ways to make public administration more open and effective by championing the digital and eGovernment approaches across all Member States and within the Commission, in cooperation with the Vice-President for Budget and Human Resources. You should also look at how to improve the interaction with Member States’ administrations, for example on reporting and exchanging information on systems needed to make the EU function, and facilitating cross-border interoperability between them..."

Mission Statement letter to VP A. Ansip from Jean-Claude Juncker, President-elect of the European Commission
If the benefits are clear why are we not yet there?

Digital services

E-government indicators for one EU country (2013):
% of households with Internet access: 95%
% of individuals using the Internet for interaction with public authorities to obtain information: 65%
% of individuals using the Internet for interaction with public authorities to return filled forms: 57%
• Legal and political
  - Enforcement

• Organisational
  - Country size
  - Institutional complexity
  - Lack of interaction
  - Resources (time, financial, skills ...)

• Technical:
  - Legacy technology
  - Replacing older systems

... and more

- Lack of visibility of existing available solutions including standards and specifications
- Language
- Lack of information and documentation
- Lack of trust
- Lack of technical and semantic IOP

Findings from the National Interoperability Framework (NIF) Observatory on barriers in establishing and implementing NIFs
Collaboration

Clear Frameworks

Leveraging Instruments

Streamlining

Holistic approach

Is a driver but requires
Today: ISA

Interoperability
Solutions for European Public Administrations

Tomorrow (2016): ISA²

Interoperability
Solutions for European Public Administrations, Businesses and Citizens
The objective

The ISA² programme shall facilitate efficient and effective electronic cross-border or cross-sector interaction between European public administrations and between them and citizens and businesses.
Covered activities

Define Interoperability Strategies, Frameworks and Guidelines

Assess ICT impact of EU legislation

Identify Collect Assess

Map in a Cartography

Develop

Deploy Operate

Leverage interoperability

ESIF & European Semester
A reference architecture for delivering digital public services (across borders and sectors).

EIRA
European Interoperability Reference Architecture

EICart
European Interoperability Cartography

A mapping of IOP solutions to the Building Blocks of the EIRA.
An agreed approach on

Interoperability levels

The European Interoperability Framework

Interoperability levels

Cooperating partners with compatible visions, aligned priorities, and focused objectives

Political Context

Aligned legislation so that exchanged data is accorded proper legal weight

Legal Interoperability

Legislative Alignment

Coordinated processes in which different organisations achieve a previously agreed and mutually beneficial goal

Organisational Interoperability

Organisation and Process Alignment

Precise meaning of exchanged information which is preserved and understood by all parties

Semantic Interoperability

Semantic Alignment

Planning of technical issues involved in linking computer systems and services

Technical Interoperability

Interaction & Transport

Underlines principles & recommendations

Conceptual models

Conceptual model for public services

Security Communications Management

Secure Data Exchange/Management

Orchestration

Basic Public Services

Aggregate Public Services

Users

External Services

Base Registries

Interoperability Facilitators

The European Interoperability Framework

ELF recommendations for organisational interoperability

Recommendation 15: Public administrations should document their business processes and agree on how these processes will interact to deliver a European public service.

Recommendation 16: Public administrations should clarify their organisational relationships as part of the establishment of a European public service.

Recommendation 17: Public administrations working together to provide European public services should agree on change management processes to ensure continuous service delivery.
Organisational interoperability

“Whole of Government” approach:

- Setting up **effective governance structures**
- **Breaking down organisational silos** and **aligning business processes and related data exchange** across different public administration bodies
- Delivering IT solutions is not sufficient, but needs to come together with **process improvement and change**
- Governance structures should assure interoperability and **sustainability** (technical, operational and financial) over time when operating and delivering a European Public Service

Recommendation 15: Public administrations should **document their business processes and agree on how these processes will interact** to deliver a European public service.

Recommendation 16: Public administrations should clarify their **organisational relationships** as part of the establishment of a European public service.

Recommendation 17: Public administrations working together to provide European public services should agree on change management processes to ensure continuous service delivery.
Know what exists...

- What exists?
- What is still missing?

Alignment with the EIRA Reference Architecture
Assess the ICT implications of the Union's legislation

Identify legislation gaps that hinder interoperability
Points of Single Contact in EU Member States - challenges

- Several PSCs in 1 country;
- Different one-stop shops are not integrated;
- Different ways of describing and representing public services;
- Redundant descriptions of public services;
- Lack of user-centric approach for the PSCs;
- Align national programmes with interoperability frameworks and specifications such as the EIF
- Enhance inter-institutional capacity of public administrations
Good practices for the interconnection (and access to) base registers

More in the "Base registers" presentation….
Collaboration

Streamlining

Clear Frameworks

Holistic approach

Leveraging Instruments