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KU LEUVEN

European Commission

Towards a new monitoring of interoperability of digital public services in the Union (under the Act)

Agenda

01 MONITORING INTEROPERABILITY AND ITS MODERNISATION

02 WORLD CAFÉ: DESIGNING FUTURE INTEROPERABILITY MONITORING MECHANISM ASPECTS TOGETHER

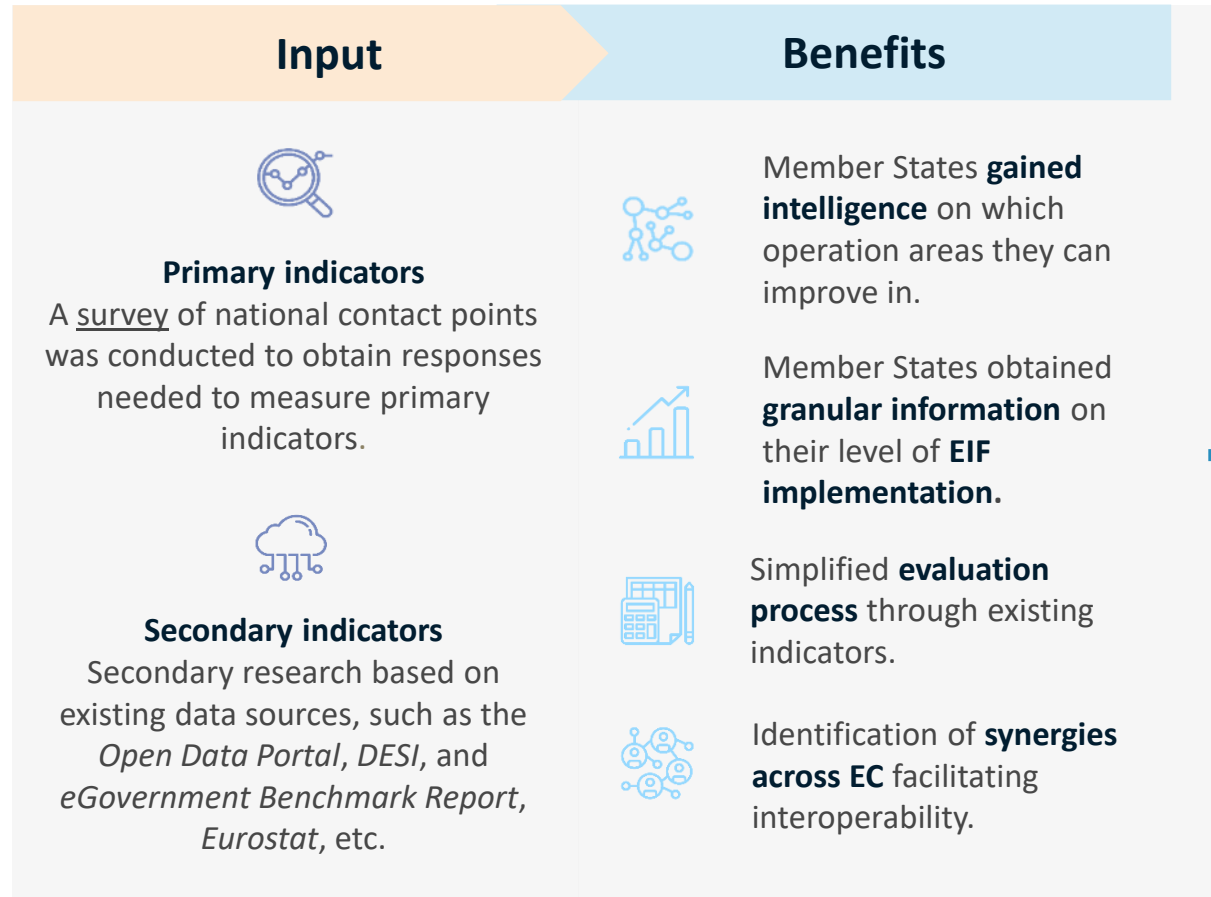**03** WRAP-UP AND CLOSING REMARKS

Learning outcomes

- Factual aspects on monitoring and reporting relevant to the Interoperable Europe Act- our destination

- Experience aspects of monitoring tied to user-centricity, co-creation, interoperability and the digital transformation of government that drive our 'transition'.

- Consider how transparency and collaboration lead to increased common understanding and identifying where gaps still lie for continuous improvement between stakeholders

- Gain an understanding of a knowledge-based approach for implementation across a broad and deep 'ecosystem' of actors, activities, solutions and services across the EU

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The European Interoperability Framework (EIF) and its monitoring mechanism

Published in 2017 and reviewed in 2021, the **European interoperability Framework (EIF)** represents a commonly agreed approach to the delivery of European public services in an interoperable manner. It defines basic interoperability guidelines in the form of common principles, models and recommendations.

THE EIF MONITORING MECHANISM (EIF MM)

Goal: to provide each EU country with its level of implementation of the EIF based on a recommendation-by-recommendation measurement (as defined by the Article 1.2 of the ISA² Decision) stating that "the Commission, through the ISA² programme, shall monitor the implementation of the EIF".

Input

Primary indicators
A survey of national contact points was conducted to obtain responses needed to measure primary indicators.

Secondary indicators
Secondary research based on existing data sources, such as the *Open Data Portal*, *DESI*, and *eGovernment Benchmark Report*, *Eurostat*, etc.

Benefits

Member States **gained intelligence** on which operation areas they can improve in.

Member States obtained **granular information** on their level of **EIF implementation.**

Simplified **evaluation process** through existing indicators.

Identification of **synergies across EC** facilitating interoperability.

Main observation

The EIF monitoring has been useful, demonstrating a high and increasing degree of maturity and adoption of interoperability efforts in EU countries over the last decade.

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Interoperable Europe Act in a nutshell

Helps EU and Member State administrations to deliver connected digital services to citizens and businesses across Europe

What? Digital public services and their systems

All services requiring interaction across Member States' borders by means of their network and information systems

Why? Better public services
By making people think about interoperability before they take decisions having impact on it

Who? Union entities and public sector bodies

All entities that provide or manage digital public services

When? Entry into force expected in April 2024
Application after 3 months, except for Article 3 and 17 where application is after 9 months

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Interoperable Europe Act : Article 20 – Monitoring and evaluation

"The Commission shall monitor the progress of the development of trans-European digital public services to support evidence-based policymaking and actions needed in the Union at national, regional and local levels. The monitoring shall give priority to the reuse of existing international, Union and national monitoring data and to automated data collection.[…]" (Article 20, paragraph 1, Interoperable Europe Act)

What is changing with Article 20 of the Interoperable Europe Act ?

01

DATA COLLECTION

Priority to **the reuse of existing** multi-level monitoring **data** and to **automate data collection**

02

SCOPE

Monitoring of :

- Progress on **cross-border interoperability**
- **EIF** Implementation
- **Interoperability Solutions** Uptake
- **Open-Source Solutions** and **GovTech Cooperation**
- **Skills**

03

REPORTING

Introduction of a new report to:

- Assess **the cross-border interoperability progress**
- Identify cross-border interoperable public services **barriers** and **drivers**
- Cover the **results** achieved over time

EIF VS the new Interoperability Monitoring Mechanism foreseen under the IEA

TARGET

SCOPE

EIF

- **National public administrations** (mainly)

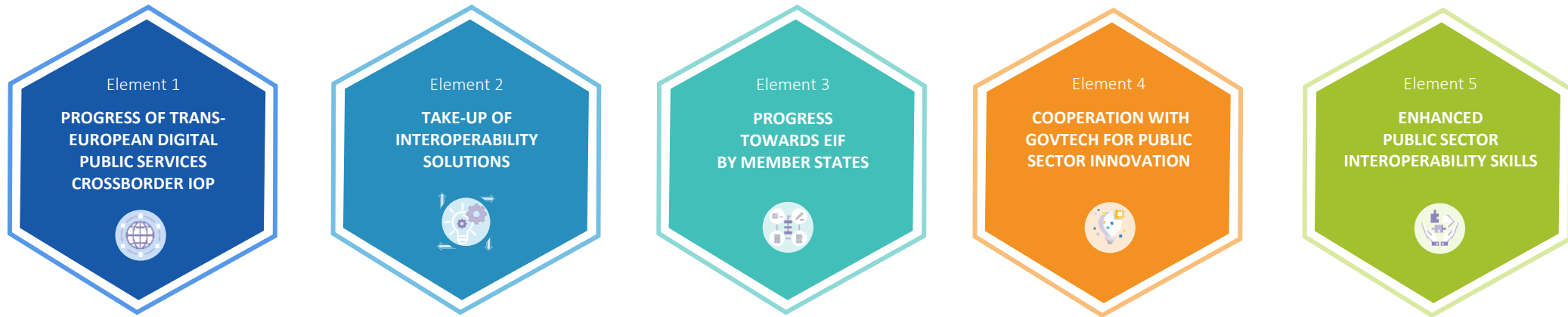- **Interoperability** and the framework's **principles**

New IoP MM

- Member States' public administrations and their public services at **different levels** of government.
- **EU Entities** that also need to apply the Act, including their TDPS and solutions

- Going **beyond the EIF,** considering topics such as **public sector innovation, GovTech and public sector skills** related to interoperability, taking into account the **private sector** and **academia.**

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Developing the new Interoperability Monitoring Mechanism (IoP MM)

In alignment with the Act, the new **IoP MM** will be divided into **five** elements:

Element 1	Element 2	Element 3	Element 4	Element 5
PROGRESS OF TRANS-EUROPEAN DIGITAL PUBLIC SERVICES CROSSBORDER IOP	**TAKE-UP OF INTEROPERABILITY SOLUTIONS**	**PROGRESS TOWARDS EIF BY MEMBER STATES**	**COOPERATION WITH GOVTECH FOR PUBLIC SECTOR INNOVATION**	**ENHANCED PUBLIC SECTOR INTEROPERABILITY SKILLS**

- In order to design this new IoP MM, the JRC has been conducting work, based on a **co-creation approach** and the organisation of **Implementation and Design workshops** with relevant stakeholders. During these events, stakeholders noted the value of monitoring and pointed to knowledge-based approaches, automation and data-reuse.
- Following these consultations, the JRC is currently discussing the indicator proposal for Article 20 with experts from the Member States.

Based on the work conducted by the JRC, a selection of indicators will be tested under NIFO, either as part of a **pilot exercise** (for the more mature indicators) or as part of a **feasibility assessment** to determine if and how these indicators could be piloted/monitored in the future.

World Café

Guidelines:

Opportunity to share your experience and ideas on the development of the new IoP MM

- You will be **divided into three groups or tables**, each focusing on one different question linked to the new IoP MM. This part will be divided into 3 rounds of 10 minutes.

- Before the start of the first round, a **host** per table should be chosen among the participants to stay at the table for the next rounds.

- During every round, do not hesitate to write your ideas on **post-its** and add them to the sheet.

Instructions:

- **First round:** The host will capture the main ideas, participants will exchange ideas on the topic.

- **Second round:** The host will summarise what has been discussed and participants will discuss any comments, clarifications and suggested changes.

- **Third round:** Participants will discuss and reflect on the most important aspects of the table by focusing on :
  - (i) where the benefits/value seems to lie,
  - (ii) the main challenges for implementation and
  - (iii) what solutions you could imagine to tackle them.

TABLES

- TABLE 1: What do you think the report should look like?

- TABLE 2: What do you see as interoperability barriers and drivers in relation to the 5 elements of Art. 20?

- TABLE 3: How can we make the monitoring more digital-ready?

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TABLE 1: What do you think the report should look like?

Article 20 §4 shows that the new IoP monitoring mechanism should also lead to a specific **annual report**.
That report shall:

1. set out **progress** with regard to the **cross-border interoperability of trans-European digital public services** in the Union;
2. identify significant **implementation barriers** to, as well as drivers of, cross-border interoperable public services in the Union;
3. set out the **results** achieved over time in terms of the implementation of the EIF, the take-up of interoperability solutions, the enhancement of interoperability skills, the development of open source interoperability solutions for public services, and the increase of public sector innovation and cooperation with GovTech actors.

TO GUIDE THE DISCUSSION

Considering that the report would mainly be used for *policy-making* (e.g. for progress monitoring and part of evaluation) by the EC and to some extent support *decision-making* by the Interoperable Europe Board:

- SUPPLY SIDE: Report delivery: STRUCTURE AND PRESENTATION:

  - What could be the format, style for this report?

  - What could be key chapter headings for this report?

  - Do you have any good practices or examples in mind for this type of report? Are there any pitfalls in reporting that you want to highlight?

- DEMAND SIDE: CONTENT EXPECTATION AND AUDIENCE UTILISATION

  - Public Sector: How can the report address policy implications, government actions, informed decision-making etc.?

  - Private sector: What business insights or opportunities can the report highlight?

  - Academia: In what ways can the report contribute to existing research or knowledge?

  - Citizens: How can the report be accessible and relevant to the general public?

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TABLE 2: What do you see as interoperability barriers and drivers?

Again, Article 20 §4 considers the **barriers and drivers of cross-border interoperable public services** in the Union? What are your understanding and expectations for details about barriers and drivers related to monitoring and reporting for interoperability?

TO GUIDE THE DISCUSSION

BARRIERS

- What are, in your opinion, the **main barriers for the interoperability of 'TDPS'**? What is your top 5?
- Where are they **already measured, monitored or classified** (method, standard, monitoring scheme etc.)?
- Who should take **responsibility** for tackling a particular barrier? (senior decision-maker, policy maker, technical expert, other)
- Who can **help** tackle such barriers? (organisations, communities, funding bodies etc.)
- What **solutions** could be used to tackle them?

DRIVERS

- What are, in your opinion, the **main drivers for the interoperability of 'TDPS'**? What is your top 5?
- Where is this driver already **measured, monitored or classified** (method, standard, monitoring, context indicators etc.)?
- Who normally **manages or has expertise** on such drivers?
- What **resources** could those with drivers offer the interoperability community?

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TABLE 3: How can we make the monitoring more digital-ready?

Public sector innovation and GovTech are key aspects related to monitoring but monitoring itself should continue to engage, evolve and improve in innovative ways. How do we make the best use of data and technology to make monitoring more digital-ready for the whole policy cycle?

TO GUIDE THE DISCUSSION

- Which specific **networks or communities** could be involved in 'digital-ready monitoring'?

- What are the **leading technologies** and **new analysis/visualisation methods** that can support 'smart monitoring' in the future?

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