

TIMAPS v1.0.0

Technical Interoperability Maturity Assessment of a Public Service

Release notes



Interoperability Maturity Assessment of Your Digital Public Service

LIMAPS Legal Interoperability

OIMAPS Organisational Interoperability

SIMAPS Semantic Interoperability

TIMAPS Technical Interoperability

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Table of Abbreviations

Table 1: Acronyms

Acronym	Description
ABB	Architectural Building Block
CAMSS	Common Assessment Method for Standards and Specifications
CarTool	Cartography Tool
DIGIT	Directorate-General for Informatics
EC	European Commission
EIF	European Interoperability Framework
EIRA© (EIRA)	European Interoperability Reference Architecture
ELAP	EIRA Library of Architecture Principles (ELAP)
ELIS	EIRA Library of Interoperability Specifications
EU	European Union
HL SAT	High Level Solution Architecture Template
IQAT	Interoperability Quick Assessment Toolkit
ISA	Interoperability Services for Public Administrations
IMAPS	Interoperability Maturity Assessment of a Public Service
MS	Member State
PA	Public Administration
TIMAPS	Technical Interoperability Maturity Assessment of a Public Service

1 INTRODUCTION

1.1 Purpose of this document

This document contains the description of the release version 1.0.0 of the Technical Interoperability Maturity Assessment of a Public Service (TIMAPS).

1.2 Release date

Version 1.0.0 of the TIMAPS Survey has been released on the 24 September 2021 on Joinup.

1.3 Description

The TIMAPS Survey is a highly user-friendly online questionnaire. Designed as a self-assessment tool, the TIMAPS survey is designed for public service owners to evaluate key technical behavioral interoperability aspects of their digital public service. On completion of the survey, the public service owners receive tailored, confidential feedback and recommendations on how to further improve their digital public service.

Details on the individual components of this release are provided in the below Chapter 2 "[Release components](#)".

2 TIMAPS v1.0.0 RELEASE COMPONENTS

The TIMAPS v1.0.0 release consists of the following release components.

2.1 [TIMAPS v1.0.0 EU Survey portal](#)

The TIMAPS survey is available at the EU Survey portal.

Table 1: Updates at the EU Survey Portal

Modification	Details
Version 1.0.0	
Updated conceptual model of TIMAPS	<p>Updates have been applied to the TIMAPS conceptual model. These updates include:</p> <ul style="list-style-type: none"> Added the ‘Service Identification’ section (A) annotating the scope of the digital public service <p>The updated conceptual model is illustrated in the ‘Introduction’ section of the online TIMAPS survey.</p>
TIMAPS URL at the EU Survey portal	<p>The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/timaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/TIMAPS v 1 0 0</p>
Added a question of future contacting purpose	<p>New Item “<i>Would you like to be contacted for evaluation purposes?</i>” has been added in the ‘Introduction’ section of the TIMAPS questionnaire.</p>
TIMAPS user journey	<p>The project team created a simple “user journey” to give more context and explanation to the user how the TIMAPS survey can be used. This visual is shown before the assessment, as part of the introduction to the survey at the EU Survey portal, it describes the structure, and the logic behind the TIMAPS survey starting from the IMAPS questionnaire and it explains the TIMAPS model and structure.</p>
Updated TIMAPS items	<p>Some TIMAPS items from version 1.0.0 beta were highly complex and according to the experts, their terminology and language needed to be simplified. As such, some items have been removed from TIMAPS and they have been added either to SIMAPS (item D3 ‘<i>Does the public service align the data, information and knowledge delivered with any core vocabularies?</i>’), or they have been deleted at all, as their scope of assessment was covered by other 1.0.0 beta items. The following items have been deleted from TIMAPS version 1.0.0 beta:</p> <ul style="list-style-type: none"> Item D3: Does the public service align the data, information and knowledge delivered with any core vocabularies? Item D10: Does your public service support multiple devices, platforms or browsers? Item D12: Please indicate if the public service is delivered to its end users based on existing reusable solutions. Item D13: Does the digital public service support the processing and exchange of certifications digitally, providing a digital outcome?

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	<ul style="list-style-type: none"> • Item C3: What are the technical means for the data, information and knowledge consumption by the public service from other services? • Item C4. Does the public service use any data exchange patterns for the data, information and knowledge consumed from other services? <p>Similarly, the following items have been added to TIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> • Item D7: To what extent does the digital public service deliver data, information and knowledge in compliance with web accessibility specifications? • Item C4: To what extent does the digital public service has access to technical documentation about the consumed services and guidelines on how to integrate the data, information and knowledge consumed? • Item C6: To what extent does the digital public service consume multilingual data, information and knowledge? <p>The project team has updated the language and the terminology of all TIMAPS items by including the terminology specificities (structure, EIRA ABBs, etc.) in the "More info" section to enhance end-user digest. This way we maintain the internal structure and the alignment with other actions, facilitating the end user (i.e. who replies the questionnaire) understanding. In this context, examples have been added in the "More info" section facilitating the end user understanding.</p>
Applicability	<p>Based on the feedback from the experts, the option 'Not applicable' should be included in all options of all TIMAPS items. As such, the project team added the 'Not applicable' option to all TIMAPS items as the first option. The "N/A" options will take the highest score (100/100) in order not to penalize the digital public service in question.</p>
Conceptual corrections	<p>Unit of analysis: the digital public service. Whatever item assessed manual vs. electronic has been removed;</p> <p>The electronic, as term, has been replaced by digital;</p> <p>Applicability across geographies and sectors, has been removed;</p> <p>In the context of TIMAPS, the CAMSS terminology, ELIS requirements and ELAP principles have been used as basis and guidance to design the items and options of the questionnaire, as well as the respective interoperability aspects, linked to each item. These interoperability aspects will serve as the basis to design the High Level Solution Architecture Template (HL SAT) of TIMAPS, a specification that extends EIRA and provides high level requirements on how to design a technically interoperable digital public service</p>
Items' level of granularity	<p>Items' options have been reworked to cover a 5-level extent of replies that reflect each one of the 5 interoperability maturity levels of IMAPS (ad-hoc, opportunistic, essential, sustainable, and seamless).</p>

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<p>Scoring model</p>	<p>The existing scoring model of TIMAPS version 1.0.0 beta is maintained meaning that the sections Data, information and knowledge delivered/consumed, Service Delivery/Consumption Enablers and Service Delivery/Consumption Manifestations have 40%, 40% and 20% respective weights in the whole questionnaire.</p> <p>However, the scoring per item has been adapted based on the 5 interoperability maturity levels of IMAPS (ad-hoc, opportunistic, essential, sustainable, and seamless), reflecting also the level of granularity mentioned above.</p> <p>The weight (percentage) of items has changed due to items being added and/or removed.</p> <p>The no-scoring questions have been removed and they will be added to IMAPS.</p>
<p>Previous contract change requests</p>	<p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the TIMAPS version 1.0.0.</p>
<p>Version 1.0.0 beta</p>	

2.2 [TIMAPS v1.0.0 User Guide](#)

A PDF document describing the user guide of TIMAPS including the TIMAPS model, the TIMAPS survey and the recommendations of each TIMAPS question.

Table 2: Updates at TIMAPS User Guide

Modification	Details
Version 1.0.0	
Updated TIMAPS user guide	The User Guide is a consolidated document that includes the previous release components “User guide”, “Questionnaire” and “Recommendations”.
Updated conceptual model of TIMAPS	<p>Updates have been applied to the TIMAPS conceptual model. These updates include:</p> <ul style="list-style-type: none"> Added the ‘Service Identification’ section (A) annotating the scope of the digital public service <p>The updated conceptual model is illustrated in the ‘Introduction’ section of the online TIMAPS survey.</p>
IMAPS to TIMAPS user journey	The project team created a simple illustration of a “user journey” to give more context and explanation to the end-user on how the TIMAPS survey can be used and to its connection to the IMAPS survey. This visual is shown before the assessment, as part of the introduction to the survey at the EU Survey portal. It describes the structure and logic behind the TIMAPS survey, starting from the IMAPS questionnaire, explaining the TIMAPS model and structure.
TIMAPS URL at the EU Survey portal	The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/timaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/TIMAPS v 1 0 0
Updated TIMAPS items	<p>Some TIMAPS items from version 1.0.0 beta were highly complex and according to the experts, their terminology and language needed to be simplified.</p> <p>As such, some items have been removed from TIMAPS and they have been added either to SIMAPS (item D3 ‘<i>Does the public service align the data, information and knowledge delivered with any core vocabularies?</i>’), or they have been deleted at all, as their scope of assessment was covered by other 1.0.0 beta items. The following items have been deleted from TIMAPS version 1.0.0 beta:</p> <ul style="list-style-type: none"> Item D3: Does the public service align the data, information and knowledge delivered with any core vocabularies? Item D10: Does your public service support multiple devices, platforms or browsers? Item D12: Please indicate if the public service is delivered to its end users based on existing reusable solutions. Item D13: Does the digital public service support the processing and exchange of certifications digitally, providing a digital outcome? Item C3: What are the technical means for the data, information and knowledge consumption by the public service from other services?

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	<ul style="list-style-type: none"> Item C4. Does the public service use any data exchange patterns for the data, information and knowledge consumed from other services? <p>Similarly, the following items have been added to TIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> Item D7: To what extent does the digital public service deliver data, information and knowledge in compliance with web accessibility specifications? Item C4: To what extent does the digital public service has access to technical documentation about the consumed services and guidelines on how to integrate the data, information and knowledge consumed? Item C6: To what extent does the digital public service consume multilingual data, information and knowledge? <p>The project team has updated the language and the terminology of all TIMAPS items by including the terminology specificities (structure, EIRA ABBs, etc.) in the "More info" section to enhance end-user digest. This way we maintain the internal structure and the alignment with other actions, facilitating the end user (i.e. who replies the questionnaire) understanding. In this context, examples have been added in the "More info" section facilitating the end user understanding.</p>
Applicability	<p>Based on the feedback from the experts, the option 'Not applicable' should be included in all options of all TIMAPS items. As such, the project team added the 'Not applicable' option to all TIMAPS items as the first option. The "N/A" options will take the highest score (100/100) in order not to penalize the digital public service in question.</p>
Conceptual corrections	<p>Unit of analysis: the digital public service. Whatever item assessed manual vs. electronic has been removed;</p> <p>The electronic, as term, has been replaced by digital;</p> <p>Applicability across geographies and sectors, has been removed;</p> <p>In the context of TIMAPS, the CAMSS terminology, ELIS requirements and ELAP principles have been used as basis and guidance to design the items and options of the questionnaire, as well as the respective interoperability aspects, linked to each item. These interoperability aspects will serve as the basis to design the High Level Solution Architecture Template (HL SAT) of TIMAPS, a specification that extends EIRA and provides high level requirements on how to design a technically interoperable digital public service.</p>
Items' level of granularity	<p>Items' options have been reworked to cover a 5-level extent of replies that reflect each one of the 5 interoperability maturity levels of IMAPS (ad-hoc, opportunistic, essential, sustainable, and seamless).</p>
Scoring model	<p>The existing scoring model of TIMAPS version 1.0.0 beta is maintained meaning that the sections Data, information and knowledge delivered/consumed, Service Delivery/Consumption Enablers and Service Delivery/Consumption Manifestations have 40%, 40% and 20% respective weights in the whole questionnaire.</p>

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	<p>However, the scoring per item has been adapted based on the 5 interoperability maturity levels of IMAPS (ad-hoc, opportunistic, essential, sustainable, and seamless), reflecting also the level of granularity mentioned above.</p> <p>The weight (percentage) of items has changed due to items being added and/or removed.</p> <p>The no-scoring questions have been removed and they will be added to IMAPS.</p>
Previous contract change requests	All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the TIMAPS version 1.0.0.
Version 1.0.0 beta	

2.3 [TIMAPS v1.0.0 Publication on Joinup](#)

The public web page (<https://joinup.ec.europa.eu/collection/imaps-interoperability-maturity-assessment-public-service/solution/timaps>) describing TIMAPS version 1.0.0.

Table 3: Changes in Joinup

Modification	Details
Version 1.0.0	
Updated conceptual model of TIMAPS	<p>Updates have been applied to the TIMAPS conceptual model. These updates include:</p> <ul style="list-style-type: none"> Added the ‘Service Identification’ section (A) annotating the scope of the digital public service <p>The updated conceptual model is illustrated in the ‘Introduction’ section of the online TIMAPS survey.</p>
TIMAPS URL at the EU Survey portal	<p>The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/timaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/TIMAPS_v_1_0_0</p>
TIMAPS Release components	<p>The version 1.0.0 includes the following release components:</p> <ul style="list-style-type: none"> TIMAPS v1.0.0 EU Survey portal TIMAPS v1.0.0 User Guide; TIMAPS v1.0.0 Publication on Joinup; TIMAPS v1.0.0 Value proposition; TIMAPS v1.0.0 Release package; ISA product license.
Version 1.0.0 beta	

2.4 [TIMAPS v1.0.0 Value Proposition](#)

A PDF document, which provides the value proposition of TIMAPS v1.0.0.

Table 4: Changes in TIMAPS value proposition

Modification	Details
Version 1.0.0	
Updated conceptual model of TIMAPS	<p>Updates have been applied to the TIMAPS conceptual model. These updates include:</p> <ul style="list-style-type: none"> Added the ‘Service Identification’ section (A) annotating the scope of the digital public service <p>The updated conceptual model is illustrated in the ‘Introduction’ section of the online TIMAPS survey.</p>
TIMAPS URL at the EU Survey portal	<p>The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/timaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/TIMAPS_v_1_0_0</p>
Updated layout	<p>The layout of the TIMAPS value proposition has been updated following the same look and feel of IMAPS “one pager”. In addition, the following sections have been added for an optimal user experience:</p> <ul style="list-style-type: none"> <i>What is TIMAPS</i>: describes the logic of the TIMAPS survey <i>What is in for you</i>: describes the benefits for the users by using TIMAPS <i>For whom is TIMAPS relevant</i>: describes the target users (profiles) of the users that should take the TIMAPS assessment <i>TIMAPS conceptual model & structure</i>: describes the TIMAPS conceptual model and its structure <i>Digital Public Service Components</i>: describes the three different service areas i.e. Service Identification, Service Delivery and Service Consumption that the TIMAPS assessment captures
Version 1.0.0 beta	

2.5 [TIMAPS v1.0.0 Release](#)

An archive containing each of the above mentioned files.

Table 5: Changes in TIMAPS release

Modification	Details
Version 1.0.0	
Release package of all release components – TIMAPS v1.0.0	The version 1.0.0 includes the following release components: <ul style="list-style-type: none"> • TIMAPS v1.0.0 EU Survey portal • TIMAPS v1.0.0 User Guide; • TIMAPS v1.0.0 Publication on Joinup; • TIMAPS v1.0.0 Value proposition; • TIMAPS v1.0.0 Release package; • ISA product license.
Version 1.0.0 beta	

2.6 ISA Product License v1.4

The license under which the TIMAPS v1.0.0 is released.

Table 6: Changes in TIMAPS release

Modification	Details
Version 1.0.0	
Version 1.0.0 beta	