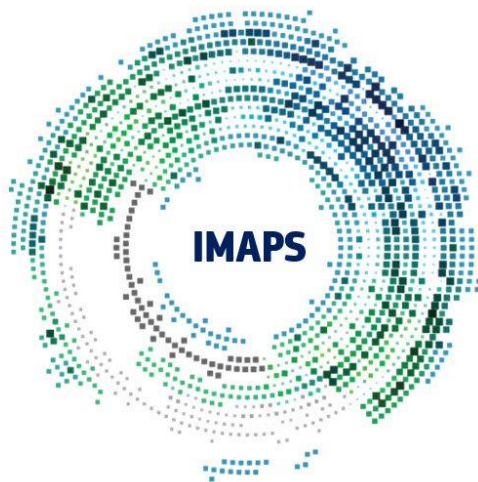


OIMAPS v1.1.0

Organisational 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

Disclaimer

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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 |
| OIMAPS | Organisational Interoperability Maturity Assessment of a Public Service |
| MS | Member State |
| PA | Public Administration |

1 INTRODUCTION

1.1 Purpose of this document

This document contains the description of the release version 1.1.0 of the Organisational Interoperability Maturity Assessment of a Public Service (OIMAPS).

1.2 Release date

Version 1.1.0 of the OIMAPS Survey has been released on the 9th of May 2022, on [Joinup](#).

1.3 Description

The OIMAPS Survey is a highly user-friendly online questionnaire. Designed as a self-assessment tool, the OIMAPS survey is designed for public service owners to evaluate key organisational 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 OIMAPS v1.1.0 RELEASE COMPONENTS

The OIMAPS v1.1.0 release consists of the following release components.

2.1 [OIMAPS v1.1.0 EU Survey portal](#)

The OIMAPS survey is available at the EU Survey portal.

Table 1: Updates at the EU Survey Portal

| Modification | Details |
|---|--|
| Version 1.1.0 | |
| OIMAPS URL at the EU Survey portal | Date: 20/12/2021 The version 1.0.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 has been replaced by the version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0 |
| Included a reference on the GitHub for feedback purposes | Date: 03/05/2022 The reference "You can share your feedback on OIMAPS survey through the dedicated GitHub platform." has been added for feedback purposes in the 'Introduction' section of the OIMAPS questionnaire. |
| Replaced the phrase "digital public service" with "service" to reduce repetition | Date: 03/05/2022 The phrase "digital public service" has been replaced with "service" on the OIMAPS questionnaire. The disclaimer " <i>The unit of assessment is the "Digital Public Service" and is referred to as "Service" in the survey that follows.</i> " has been added in the end of the Introduction page to indicate the replacement of this phrase. |
| Added a question for the applicant's traceability | Date: 29/04/2022 New Item "A1E. Please provide your role in the organisation providing the service" has been added on the 'Introduction' section of the OIMAPS questionnaire as optional. |
| Added a question for statistics reasons | Date: 29/04/2022 New Item "A1F. Please provide the address of the organisation providing the service" has been added on the 'Introduction' section of the OIMAPS questionnaire as optional. |
| Added a disclaimer on A2A question the public service catalogue name and the URI | Date: 29/04/2022 The disclaimer " <i>Please also provide the public service catalogue name and URI, if it is applicable for the digital public service.</i> " has been added on the item "A2A. A digital public service is a digital service rendered in the public interest. What is the name of the digital public service that you provide to the end users |

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| | <p>(citizens, businesses or other public administrations)?” in the ‘Service Identification’ section on the OIMAPS questionnaire.</p> |
| <p>Added a question for future contacting purposes</p> | <p>Date: 21/12/2021</p> <p>New Item “A2D. Please specify the email address of the provided digital public service” has been added in the ‘Introduction’ section of the OIMAPS questionnaire as mandatory.</p> |
| <p>Rephrased A3 question and Updated the options to illustrate better the tiers of administration</p> | <p>Date: 03/05/2022</p> <p>The item “A3. Owner: Which public administration is primarily responsible for providing the digital public service?” has been rephrased as “A3A. Service provider: Which tier of public administration is primarily responsible for providing the service?” as optional.</p> <p>The following initial options of A3 item:</p> <ul style="list-style-type: none"> • “Ministry e.g. Ministry of Public Administration, Ministry of Justice, • Public Administration e.g. Tax Administration, Directorate-General of the European Commission e.g. DG COMM, DG JUST, DGIT, • Government institution/agency/office e.g. National Agency for Information Society, National Centre for Public Administration and Local Government (EKDDA), • EU institution/agency/office e.g. EU Publications Office, • Other Legal Entity” <p>have been updated as follows:</p> <ul style="list-style-type: none"> • “International Public Administration, • Central Public Administration, • Regional Public Administration, • Local Public Administration, • Other Legal Entity” <p>In case of the “Other Legal Entity” option, a free text is available.</p> |
| <p>Added a question for the Directorate-General of the European Commission</p> | <p>Date: 03/05/2022</p> <p>The item “A3B. Please indicate the Directorate-General of the European Commission” has been added in the ‘Introduction’ section on the OIMAPS questionnaire with a drop-down menu by including a list with EU DGs.</p> |
| <p>Updated the D9 question and its options</p> | <p>Date: 03/05/2022</p> <p>The item “D9. To what extent does the service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge?” has been updated as “D9A. To what extent does the service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge?”.</p> <p>The options of the D9A item have been updated without referring examples. The following initial options:</p> |

| | |
|---|---|
| | <ul style="list-style-type: none"> • <i>“The digital public service does not provide any capabilities to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The digital public service provides only physical channels (e.g. phone, mail) to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The digital public service provides digital channels (e.g. email, contact form, chat, webpage) to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The digital public service provides digital channels (e.g. email, contact form, chat, webpage) along with a standardised reviewing system, to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The digital public service provides digital channels (e.g. email, contact form, chat, webpage) along with a standardised reviewing system to capture end-user feedback on its quality in delivering data, information and knowledge, while it makes publicly available insights from other end user feedback and reviews”</i> <p>have been updated as follows:</p> <ul style="list-style-type: none"> • <i>“The service does not provide any capabilities to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The service provides only physical channels (e.g. phone, mail) to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The service provides digital channels to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The service provides digital channels along with a standardised reviewing system, to capture end-user feedback on its quality in delivering data, information and knowledge,</i> • <i>The service provides digital channels along with a standardised reviewing system to capture end-user feedback on its quality in delivering data, information and knowledge, while it makes publicly available insights from other end user feedback and reviews,</i> • <i>Not applicable or not necessary (according to the scope of the digital public service),</i> • <i>No answer”.</i> |
| <p>Added a question for better capturing the available means</p> | <p>Date: 03/05/2022</p> <p>New Item “D9.B Which digital channels does the service provide to capture end-user feedback?” has been added above the item ““D9A. To what extent does the service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge?” as multiple-choice type without scoring.</p> <p>The options of this item are the following:</p> <ul style="list-style-type: none"> • <i>“Email,</i> |

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| | <ul style="list-style-type: none"> • <i>Contact form,</i> • <i>Chat,</i> • <i>Social media,</i> • <i>Other”</i> <p>In case of the “<i>Other</i>” option, a free text is available.</p> |
| Added a question for activation and disable the ‘Service Consumption’ section | <p>Date: 29/04/2022</p> <p>New Item “<i>Does the service consume data from other services?</i>” has been added at the beginning of the ‘Service Consumption’ of the OIMAPS questionnaire without including scoring. This item activates and disables the ‘Service Consumption’ section.</p> <p>New item “<i>I confirm that the service does not consume data from other services.</i>” has been added below the item ““<i>Does the service consume data from other services?</i>” with the option “<i>Yes, I confirm</i>”. The option will take the highest score (3000/3000) in order not to penalise the digital public service under assessment.</p> |
| Added a free text question for any comment | <p>Date: 29/04/2022</p> <p>New Item “<i>Please provide your comments and/or summarize your options, if necessary.</i>” has been added at the end of each section on the OIMAPS questionnaire.</p> |
| Added a section for rating purposes | <p>Date: 21/12/2021</p> <p>A new ‘Rating’ section has been added on the final page allowing rating in the survey by including the item “<i>How would you rate this questionnaire?</i>”.</p> |
| Included a disclaimer on results report for the responsibility from the side of the Commission on any post-processing of output produced by the solution | <p>Date: 03/05/2022</p> <p>The following disclaimer for the responsibility reference regarding the implementation of the recommendations from the digital public service owner has been included in the ‘Results Message’.</p> <p>“Disclaimer The information and views in this results report do not necessarily reflect the official opinion of the Commission. The Commission does not guarantee the accuracy of the information included in this document. Neither the Commission nor any person acting on the Commission’s behalf may be held responsible for any post-processing of the results produced in the present report.”</p> |
| Updated OIMAPS Questionnaire | <p>The following changes have been performed to the OIMAPS questionnaire:</p> <p>Date: 20/12/2021</p> <ul style="list-style-type: none"> • The ‘Service Identification’ (A) annotating the scope of the digital public service has been merged in the Introduction section of OIMAPS questionnaire. |

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- The interoperability maturity levels have been included without implement the scoring in the Introduction section of OIMAPS questionnaire.
- The item “A1D. Please indicate the country of the organisation providing the service” related to the geographical area has been updated from single choice type as a drop-down menu by keeping the list of countries and the “Other” option. In case of the “Other” option, a free text is available.
- The display of legal and license information, as well as user content inputs have been grouped.

Date: 10/01/2022

- A reference to the IQAT license has been included alongside legal notices on the OIMAPS questionnaire.
- The ‘ISA2 Programme’ has been replaced with ‘Interoperable Europe’ in the Introduction section of OIMAPS questionnaire.

Date: 12/04/2022

The keywords on the options of OIMAPS questionnaire have been highlighted in bold to facilitate the user reading experience.

Date: 13/04/2022

All ABBs are hyperlinked (PURIs) with the most common terms used throughout the questionnaires to the EIRA Glossary.

Date: 19/04/2022

The spelling of the word “*inistitution*” has been corrected as “*institution*” in the options of the item “A3A. Service provider: Which tier of public administration is primarily responsible for providing the service?” on the OIMAPS questionnaire.

Date: 29/4/2022

- The example “the service pulls data instead of pushing data” has been added on the “N/A” option at the item “D5. To what extent is the service proactive in delivering data, information and knowledge?”.
- The word ‘owner’ has been replaced with the phrase ‘service provider’ on the item “A3A. Service provider: Which tier of public administration is primarily responsible for providing the service?” and overall, on OIMAPS questionnaire.
- A reference to the IMAPS User Guide has been included alongside legal notices on the OIMAPS questionnaire.
- The following items on the “Service Identification” section have been updated as optional based on the feedback from the expert reviews:
 - The item “A1A. Please provide your name”,
 - The item “A1B. Please provide your email address”,
 - The item “A1C. Please provide your phone number”,
 - The item “A1D. Please indicate the country of the organisation providing the service”,

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| | <ul style="list-style-type: none"> ○ The item “A1F. Please provide the address of the organisation providing the service”, ○ The item “A2A. A digital public service is a digital service rendered in the public interest. What is the name of the digital public service that you provide to the end users (citizens, businesses or other public administrations)? Please also provide the public service catalogue name and URI, if it is applicable for the digital public service”, ○ The item “A2B. Use the following criteria to define a service: i) Process and underlying activities, ii) Appearance, iii) Provider (see A3). Please describe the process and underlying activities of the service. The service always has three phases (1. initiation, 2. processing and 3. delivery of an outcome). Focus on the public decision that is the outcome of the service. If there is no public decision and/or outcome, focus on the benefits the service provides to the target audience”, ○ The item “A2C. Appearance: How does the service deliver the outcome towards the end user group?”, ○ The item “A3A. Service provider: Which tier of public administration is primarily responsible for providing the service?”, ○ The item “A3B. Please indicate the Directorate-General of the European Commission”, ○ The item “A4. Please indicate in which sector is the service provided”, ○ The item “A5. What is the end user group to whom the service is delivered?”, ○ The item “A6. At what administrative level is the service provided (multiple answers are possible)?”. ● The item “Would you like to be contacted for evaluation purposes?” has been updated as bold in the ‘Introduction’ section of the OIMAPS questionnaire. ● The "More info" functionality has been added including the examples on the A2A, A2B, A2C, A3 and A5 items for the OIMAPS questionnaire. |
| <p>Accessibility by visually impaired or blind people</p> | <p>Date: 17/03/2022</p> <p>The “Accessibility Mode” has been activated on OIMAPS assessment to increase survey readability and help visually impaired readers.</p> |
| <p>Applicability</p> | <p>Date: 29/04/2022</p> <p>Based on the feedback from the expert reviews, the option ‘Not applicable’ should be included in the options of all OIMAPS items. As such, the project team added the ‘Not applicable’ option to all OIMAPS items as an option. The “N/A” options will take the highest score (100/100) in order not to penalize the digital public service under assessment.</p> |
| <p>No answer</p> | <p>Date: 29/04/2022</p> <p>Based on the feedback from the expert reviews, the option ‘No answer’ should be included in the options of all OIMAPS items. As such, the project team added</p> |

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|---|---|
| | the 'No answer' option to all OIMAPS items as the last option. The 'No answer' will take the lowest score (0/100). |
| Repetition | <p>Date: 29/04/2022</p> <p>According to the feedback received during pilot workshops, the term "Service" replaced the term "digital public service" in all OIMAPS items with a view to reduce repetition. A relevant disclaimer added in the Identification Section of the questionnaire.</p> |
| Scoring model | <p>Date: May 2022</p> <p>The existing scoring model of OIMAPS version 1.1.0 is maintained, meaning that the sections Data, information and knowledge delivered/consumed, Service Delivery/Consumption Enablers and Service Delivery/Consumption Manifestations have weights 40%, 40% and 20% respectively across 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> |
| IMAPS to OIMAPS user journey | <p>Date: 22/12/2021</p> <p>The project team created a simple illustration of a "user journey" to give more context and explanation to the end-user on how the OIMAPS 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 OIMAPS survey, starting from the IMAPS questionnaire, explaining the OIMAPS model and structure.</p> |
| Previous contract change requests | <p>Date: December 2021</p> <p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.1.0.</p> |
| Version 1.0.0 | |
| Updated conceptual model of OIMAPS | <p>Updates have been applied to the OIMAPS 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 OIMAPS survey.</p> |
| OIMAPS URL at the EU Survey portal | <p>The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/oimaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0</p> |
| Added a question of future | <p>New Item "Would you like to be contacted for evaluation purposes?" has been added in the 'Introduction' section of the OIMAPS questionnaire.</p> |

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| <p>contacting purposes</p> | |
| <p>IMAPS to OIMAPS user journey</p> | <p>The project team created a simple “user journey” to give more context and explanation to the user how the OIMAPS 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 OIMAPS survey starting from the IMAPS questionnaire and it explains the OIMAPS model and structure.</p> |
| <p>Updated OIMAPS items</p> | <p>Some OIMAPS items from version 1.0.0 beta were highly complex and according to the experts, their terminology and language needed to be simplified. The project team has updated the language and the terminology of all OIMAPS 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. As such, the following items have been deleted from OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> • Item D2: Boundaries of the organisational relationships of the public service with its end users: To what extent (internal – external) does the public service deliver data, information and knowledge to Public Administrations? • Item D3: Administrative level of organisational relationships: To what administrative level does the public service deliver data, information and knowledge to its end users and other client services? • Item D10: Which of the following specific barriers in cross-border communication prevent non-residents in a MS from using the digital public service? • Item C2: Does the digital public service consume data, information and knowledge from other client services available in other Public Administrations and/or Businesses? <p>In addition, the following items have been added to OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> • Item D1: To what extent is the digital public service formalised by organisational interoperability agreements that enable data, information and knowledge delivery? • Item D2: To what extent is the digital public service formalised by templates of organisational interoperability agreements that enable data, information and knowledge delivery? • Item D3: To what extent is the digital public service flexible to introduce changes in the delivery mode of data, information and knowledge? (e.g. maintenance and updates to address business needs, changes, etc.) • Item D5: To what extent is the digital public service proactive in delivering data, information and knowledge? • Item D9: To what extent does the digital public service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge? • Item C5: Are there any organisational agreements in place to enable the consumption of your digital public service from other client services? |

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| IMAPS items | <p>The following item has been removed from IMAPS version 1.2.0 and has been added to OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> Item D9: To what extent does the digital public service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge? |
| Applicability | <p>Based on the feedback from the experts, the option 'Not applicable' should be included in all options of all OIMAPS items. As such, the project team added the 'Not applicable' option to all OIMAPS 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 OIMAPS, 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 OIMAPS, a specification that extends EIRA and provides high level requirements on how to design a semantically 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 OIMAPS version 1.0.0 is maintained, meaning that the sections Data, information and knowledge delivered/consumed, Service Delivery/Consumption Enablers and Service Delivery/Consumption Manifestations have weights 40%, 40% and 20% respectively across 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>Any no-scoring questions have been removed and they will be added to IMAPS.</p> |
| Previous contract change requests | <p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.0.0.</p> |
| Version 1.0.0 beta | |

2.2 [OIMAPS v1.1.0 User Guide](#)

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

Table 2: Updates at OIMAPS User Guide

| Modification | Details |
|--|---|
| Version 1.1.0 | |
| Updated OIMAPS user guide | <p>Date: 5/5/2022</p> <p>The User Guide is a consolidated document that includes the previous release components “User guide”, “Questionnaire” and “Recommendations”.</p> |
| IMAPS to OIMAPS user journey | <p>Date: 22/12/2021</p> <p>The project team created a simple illustration of a “user journey” to give more context and explanation to the end-user on how the OIMAPS 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 OIMAPS survey, starting from the IMAPS questionnaire, explaining the OIMAPS model and structure.</p> |
| OIMAPS URL at the EU Survey portal | <p>Date: 20/12/2021</p> <p>The version 1.0.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 has been replaced by the version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0</p> |
| Updated OIMAPS items on Questionnaire | <p>The following items have been added to OIMAPS version 1.1.0:</p> <ul style="list-style-type: none"> • Item A1E: Please provide your role in the organisation providing the service • Item A1F: Please provide the address of the organisation providing the service • Item A2D: Please specify the email address of the provided digital public service • Item A3B: Please indicate the Directorate-General of the European Commission • Item: Does the service consume data from other services? • Item: I confirm that the service does not consume data from other services has been added below the item “Does the service consume data from other services?”. |
| Applicability | <p>Date: 29/04/2022</p> <p>Based on the feedback from the expert reviews, the option ‘Not applicable’ should be included in the options of all OIMAPS items. As such, the project team added the ‘Not applicable’ option to all OIMAPS items as an option. The “N/A” options will take the highest score (100/100) in order not to penalize the digital public service under assessment.</p> |
| No answer | <p>Date: 29/04/2022</p> |

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| | Based on the feedback from the expert reviews, the option 'No answer' should be included in the options of all OIMAPS items. As such, the project team added the 'No answer' option to all OIMAPS items as the last option. The 'No answer' will take the lowest score (0/100). |
| Scoring model | <p>Date: May 2022</p> <p>The existing scoring model of OIMAPS version 1.1.0 is maintained, meaning that the sections Data, information and knowledge delivered/consumed, Service Delivery/Consumption Enablers and Service Delivery/Consumption Manifestations have weights 40%, 40% and 20% respectively across 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> |
| Previous contract change requests | <p>Date: December 2021</p> <p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.1.0.</p> |
| Version 1.0.0 | |
| Updated OIMAPS user guide | The User Guide is a consolidated document that includes the previous release components "User guide", "Questionnaire" and "Recommendations". |
| Updated conceptual model of OIMAPS | <p>Updates have been applied to the OIMAPS conceptual model. These updates included the addition of the 'Service Identification' section (A) annotating the scope of the digital public service</p> <p>The updated conceptual model is illustrated in the 'Introduction' section of the online OIMAPS survey.</p> |
| OIMAPS URL at the EU Survey portal | The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/oimaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/OIMAPS v 1 0 0 |
| Updated OIMAPS items | <p>Some OIMAPS items from version 1.0.0 beta were highly complex and according to the experts, their terminology and language needed to be simplified. The project team has updated the language and the terminology of all OIMAPS 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. As such, the following items have been deleted from OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> • Item D2: Boundaries of the organisational relationships of the public service with its end users: To what extent (internal – external) does the public service deliver data, information and knowledge to Public Administrations? • Item D3: Administrative level of organisational relationships: To what administrative level does the public service deliver data, information and knowledge to its end users and other client services? |

OIMAPS version 1.1.0 release notes

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| | <ul style="list-style-type: none"> • Item D10: Which of the following specific barriers in cross-border communication prevent non-residents in a MS from using the digital public service? • Item C2: Does the digital public service consume data, information and knowledge from other client services available in other Public Administrations and/or Businesses? <p>In addition, the following items have been added to OIMAPS version 1.0.0:</p> <ul style="list-style-type: none"> • Item D1: To what extent is the digital public service formalised by organisational interoperability agreements that enable data, information and knowledge delivery? • Item D2: To what extent is the digital public service formalised by templates of organisational interoperability agreements that enable data, information and knowledge delivery? <ul style="list-style-type: none"> • Item D3: To what extent is the digital public service flexible to introduce changes in the delivery mode of data, information and knowledge? (e.g. maintenance and updates to address business needs, changes, etc.) • Item D5: To what extent is the digital public service proactive in delivering data, information and knowledge? • Item D9: To what extent does the digital public service provide digital capabilities to capture end-user feedback on its quality in delivering data, information and knowledge? • Item C5: Are there any organisational agreements in place to enable the consumption of your digital public service from other client services? |
| Applicability | <p>Based on the feedback from the experts, the option 'Not applicable' should be included in all options of all OIMAPS items. As such, the project team added the 'Not applicable' option to all OIMAPS 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 OIMAPS, 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 OIMAPS, a specification that extends EIRA and provides high level requirements on how to design a semantically 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> |

OIMAPS version 1.1.0 release notes

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| Scoring model | <p>The existing scoring model of OIMAPS version 1.0.0 is maintained, meaning that the sections Data, information and knowledge delivered/consumed, Service Delivery/Consumption Enablers and Service Delivery/Consumption Manifestations have weights 40%, 40% and 20% respectively across 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>Any no-scoring questions have been removed and they will be added to IMAPS.</p> |
| Previous contract change requests | <p>All Change Requests (CRs) based on JIRA tickets collected during the previous contract, have been included in the OIMAPS version 1.0.0.</p> |
| Version 1.0.0 beta | |
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2.3 [OIMAPS v1.1.0 Publication on Joinup](#)

The public web page (<https://joinup.ec.europa.eu/collection/imaps-interopability-maturity-assessment-public-service/solution/oimaps>) describing OIMAPS version 1.1.0.

Table 3: Changes in Joinup

| Modification | Details |
|------------------------------------|--|
| Version 1.1.0 | |
| OIMAPS URL at the EU Survey portal | Date: 20/12/2021 The version 1.0.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 has been replaced by the version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0 |
| OIMAPS Release components | Date: 5/5/2022 The version 1.1.0 includes the following release components: <ul style="list-style-type: none"> OIMAPS v1.1.0 EU Survey portal OIMAPS v1.1.0 User Guide; OIMAPS v1.1.0 Publication on Joinup; OIMAPS v1.1.0 Value proposition; OIMAPS v1.1.0 Release package; ISA product license. |
| Version 1.0.0 | |
| Updated conceptual model of OIMAPS | Updates have been applied to the OIMAPS conceptual model. These updates include: <ul style="list-style-type: none"> Added the ‘Service Identification’ section (A) annotating the scope of the digital public service The updated conceptual model is illustrated in the ‘Introduction’ section of the online OIMAPS survey. |
| OIMAPS URL at the EU Survey portal | The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/oimaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 |
| OIMAPS Release components | The version 1.0.0 includes the following release components: <ul style="list-style-type: none"> OIMAPS v1.0.0 EU Survey portal OIMAPS v1.0.0 User Guide; OIMAPS v1.0.0 Publication on Joinup; OIMAPS v1.0.0 Value proposition; OIMAPS v1.0.0 Release package; ISA product license. |
| Version 1.0.0 beta | |
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2.4 OIMAPS v1.1.0 Value Proposition

A PDF document, which provides the value proposition of OIMAPS v1.1.0.

Table 4: Changes in OIMAPS value proposition

| Modification | Details |
|---|--|
| Version 1.1.0 | |
| OIMAPS URL at the EU Survey portal | Date: 20/12/2021 The version 1.0.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 has been replaced by the version 1.1.0 https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_1_0 |
| Version 1.0.0 | |
| Updated conceptual model of OIMAPS | Updates have been applied to the OIMAPS conceptual model. These updates include: <ul style="list-style-type: none"> • Added the ‘Service Identification’ section (A) annotating the scope of the digital public service The updated conceptual model is illustrated in the ‘Introduction’ section of the online OIMAPS survey. |
| OIMAPS URL at the EU Survey portal | The version 1.0.0 beta https://ec.europa.eu/eusurvey/runner/oimaps-beta has been replaced by the https://ec.europa.eu/eusurvey/runner/OIMAPS_v_1_0_0 |
| Updated layout | The layout of the OIMAPS 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: <ul style="list-style-type: none"> • <i>What is OIMAPS</i>: describes the logic of the OIMAPS survey • <i>What is in for you</i>: describes the benefits for the users by using OIMAPS • <i>For whom is OIMAPS relevant</i>: describes the target users (profiles) of the users that should take the OIMAPS assessment • <i>OIMAPS conceptual model & structure</i>: describes the OIMAPS 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 OIMAPS assessment captures |
| Version 1.0.0 beta | |

2.5 [OIMAPS v1.1.0 Release](#)

An archive containing each of the above mentioned files.

Table 5: Changes in OIMAPS release

| Modification | Details |
|---|--|
| Version 1.1.0 | |
| Release package of all release components – OIMAPS v1.1.0 | Date: 5/5/2022 The version 1.1.0 includes the following release components: <ul style="list-style-type: none"> • OIMAPS v1.1.0 User Guide; • OIMAPS v1.1.0 Value proposition; • OIMAPS v1.1.0 Release notes; • ISA product license. |
| Version 1.0.0 | |
| Release package of all release components – OIMAPS v1.0.0 | The version 1.0.0 includes the following release components: <ul style="list-style-type: none"> • OIMAPS v1.0.0 User Guide; • OIMAPS v1.0.0 Value proposition; • OIMAPS v1.0.0 Release notes; • ISA product license. |
| Version 1.0.0 beta | |

2.6 [ISA Product License v1.4](#)

The license under which the OIMAPS v1.1.0 is released.

Table 6: Changes in OIMAPS release

| Modification | Details |
|--------------------|---------|
| Version 1.1.0 | |
| Version 1.0.0 | |
| Version 1.0.0 beta | |