

Factsheet The Netherlands

Main interoperability activities

The Dutch NIF is called NORA (*Nederlandse Overheid Referentie Architectuur* – Dutch Government Reference Architecture). The Latest version of NORA 3.0, builds further on NORA 1.0 (2006) and NORA 2.0 (2007). The main changes to NORA 3.0 where related to making NORA more usable for architects and project managers and make it more understandable to policy maker and managers. Currently steps are being taken to develop NORA 4.0.

Summary of the NIF

NORA 3.0 consists out of a number of separate, but linked, documents:

The **NORA Strategy Supplement**¹ is written for organizations that carry out public services. It contains ten strategic principles which outline the service quality which citizens and company's may expect from these organisations. Also it explains what NORA is, why it is important and how it should be used.

The **NORA principles for cooperation and service delivery**² presents 40 'derived principles' which are derived from and substantiate the basic principles. These can be used as a sort of quality checklist to develop interoperable public services.

The **Service Oriented Architecture file**³ is an easy to understand introduction to SOA for public organizations that offer public services.

The **NORA file for Geo-information**⁴ is a guideline on how geographical information has to be treated by public administrations.

NORA file Policy Frameworks⁵ gives an overview of all the policy instruments (e.g. rules, regulations) on which NORA is based and which the public organizations should follow.

Alignment NIF/EIF

NORA is only found to be strongly aligned with the EIF on all dimensions. Most recommendations of the EIF are embedded in the derived principles presented in the NORA principles for cooperation and service delivery.

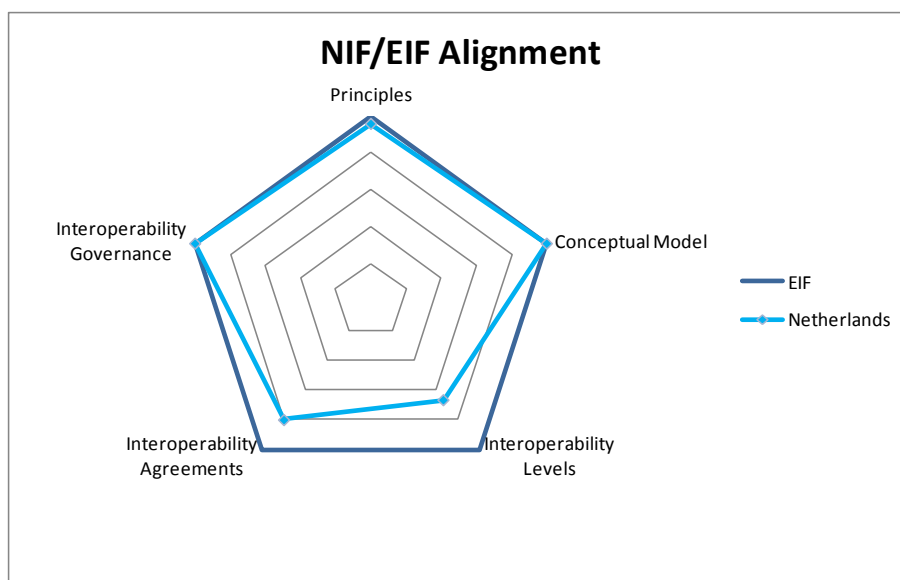
¹ http://www.e-overheid.nl/images/stories/architectuur/nora_maart%202010-eng.pdf

² <http://www.e-overheid.nl/images/NORA/nora%203%200%20principes%20voor%20samenwerking%20en%20dienstverlening%201%2000.pdf> (Dutch)

³ <http://www.e-overheid.nl/images/NORA/soa%20dossier.pdf> (Dutch)

⁴ <http://www.geonovum.nl/sites/default/files/standaarden/20101119NORAdossierGeo-informatie.pdf> (Dutch)

⁵ <http://www.e-overheid.nl/images/NORA/nora%20dossier%20beleidskaders.pdf> (Dutch)



NORA covers fully all the **principles** through their derived principles, except for the principle of multilingualism which is not fully aligned with the EIF.

SOA is presented as the **conceptual model** of NORA for the public administrations. NORA is fully aligned on all the recommendations of the EIF.

Even though the **interoperability levels** as defined by the EIF were not explicitly mentioned in NORA, all levels are at least partially covered by NORA through the derived principles.

On **interoperability agreements** NORA mentions MARIJ⁶, GEMMA⁷, PETRA⁸ and WILMA⁹, which contain a set of agreements concerning the design of e-government services for different levels of public administrations. Furthermore NORA encourages the public administrations to make use of open standards. The individual service providers themselves bear the responsibility to implement NORA in the services that they offer.

NORA stresses that public administrations should set up a **governance** process which ensures that the plans are actually implemented and that the derived principles of NORA are properly followed.

Other initiatives on interoperability

Apart from NORA no other initiatives on interoperability were observed.

NIF responsables for the Netherlands

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⁶ <http://www.e-overheid.nl/onderwerpen/e-overheid/architectuur/nora-familie/marij> (Dutch)

⁷ <http://www.e-overheid.nl/onderwerpen/e-overheid/architectuur/nora-familie/gemma> (Dutch)

⁸ <http://www.e-overheid.nl/onderwerpen/e-overheid/architectuur/nora-familie/petra> (Dutch)

⁹ <http://www.e-overheid.nl/onderwerpen/e-overheid/architectuur/nora-familie/wilma> (Dutch)