

USER JOURNEY

Interoperability Maturity Tools (IMTs)

An indicative illustration of how
Public Administration Officers can build
interoperable digital public services

who Pablo is a **Public Administration Officer** responsible for a digital public service's portal.

why Pablo is puzzled over the digital public service's interoperability. The first challenge that Pablo needs to anticipate is the **format of the data exchanged** with other services (behavioural aspect). Pablo also wonders about any further **documentation** that could be produced for the best **support software reuse** (structural aspect), as well as the **conditions required to regulate peer-to-peer interactions** for information exchange (governance aspect).

how Pablo discovers through a LinkedIn post the **INTEROPERABILITY MATURITY TOOLS** which are in line with the **European Interoperability Framework (EIF)**.

The Interoperability Maturity Tools

Start the assessment for the:

- **Behavioural** interoperability with **IMAPS** (*Interoperability Maturity Assessment of a Public Service*)
- **Structural** interoperability with **SIQAT** (*Structural Interoperability Quick Assessment Toolkit*)
- **Governance** interoperability with **GIQAT** (*Governance Interoperability Quick Assessment Toolkit*)



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Pablo realised that the **Interoperability Maturity Tools** are:

- **applicable to any digital public services at all levels of government;**
- user-friendly online **questionnaires;**
- **time saving and cost-efficient** in interoperability tests;
- **compatible with the EIF principles.**

Pablo implements the recommendations to the digital public service to **bring its interoperability maturity to the next level.**

He regularly checked with the IMTs team for advice during the implementation of updates.



STEP 01: THE BEGINNING OF THE JOURNEY FAMILIARISATION WITH THE CONCEPT

Pablo decides to **assess the behavioural, structural and governance interoperability maturity** of the digital public service across all interoperability levels (**legal, organisational, semantic, technical**) to:

- identify any *interoperability gaps* that are not yet considered; and
- receive useful *recommendations* for improvement.

STEP 02: HOW TO START? THE INTEROPERABILITY MATURITY TOOLS

Pablo realised that the **Interoperability Maturity Tools** are:

- **applicable to any digital public services at all levels of government;**
- user-friendly online **questionnaires;**
- **time saving and cost-efficient** in interoperability tests;
- **compatible with the EIF principles.**

STEP 03: THE IMTs TEAM HANDS-ON SUPPORT

The IMTs team provides Pablo with **continuous support of his choice**, at all stages of the assessments process through:

- **Knowledge transfer sessions;**
- **User guides;**
- **E-learning.**

STEP 04: REPORTS & RECOMMENDATIONS STRUCTURE & REPORT

Pablo receives a report that includes an **interoperability maturity score** and a **set of recommendations**, at the end of each survey, for all questions.

These recommendations propose **good practices, guidelines and specific examples.**

*Some recommendations can trigger the need for further assessment in terms of the **legal, organisational, semantic and technical** behavioural interoperability.*

STEP 05: RECOMMENDATIONS THE IMPLEMENTATION

Pablo implements the recommendations to the digital public service to **bring its interoperability maturity to the next level.**

He regularly checked with the IMTs team for advice during the implementation of updates.

STEP 06: HOW WAS THE JOURNEY? SHARE YOUR EXPERIENCE

Pablo shared with his network the news about the **IMTs experience**, and the earned value brought to the organisation!

A **success story** was published with the IMTs team support via the channels of the **Digital Europe Programme (DEP) community.**