

NIFO Implementation Examples

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EIF element: Interoperability Levels

Interoperability levels

Example: Spain

The Portal for Electronic Administration provides the relevant materials for:

- Technical interoperability:

http://administracionelectronica.gob.es/pae/Home/pae/Estrategias/pae/Interoperabilidad/Inicio/pae/Normas_tecnicas_de_interoperabilidad.html?idioma=en

- Semantic interoperability:

http://administracionelectronica.gob.es/pae/Home/pae/Estrategias/pae/Interoperabilidad/Inicio/pae/Centro_Interoperabilidad_semantica.html?idioma=en

- Cooperation between public administrations (organisational interoperability):

http://administracionelectronica.gob.es/pae/Home/pae/Estrategias/pae/lineas_ccoperacion.html?idioma=en#.U3YoAfmSxio

EIF element: Interoperability Levels

Legal interoperability: Public administrations should carefully consider all relevant legislation relating to data exchange, including data protection legislation, when seeking to establish a European public service.

Example: Denmark

The Danish strategy to make the law more ready for digitisation is basically about three things. First, to adapt legislation to best support the digitisation of the public sector. Second, to think the possibilities of digitisation from the start when creating new legislation in a field. Third, the acquisition of new IT solutions must be as simple and flexible as possible within the existing EU rules.

Personal Data Act sets out a series of rules for the processing of personal information so that citizens and companies are assured that sensitive personal information released to the public administration is treated correctly and with the appropriate confidentiality. The NIF (OIO EA framework) recommends the activities called Business Rules and Legal Bindings with the purpose to secure these issues.

The Act on Processing of Personal Data is under the authority of the Danish Data Protection Agency; therefore, it is the agency's duty to ensure that the law is abided by. This duty is performed in part by providing guidance to and advising authorities, companies and citizens. Through notifications and authorisations, the Danish Data Protection Agency can control some of the more sensitive processing of personal data that is performed by authorities and companies. In case of citizen complaints, the Danish Data Protection Agency can make decisions on whether certain processing is in accordance with the regulations of the Act on Processing of Personal Data. The Danish Data Protection Agency can also take up cases of its own initiative – own-initiative cases – if, e.g. due to a citizen enquiry or newspaper article, the agency suspects a violation of the regulations of the Act on Processing of Personal Data.

The Danish Data Protection Agency issues criticism in its decisions if the controller has violated the regulations of the Act on Processing of Personal Data. The Danish Data Protection Agency conducts an annual series of inspections of public authorities and private companies that have received the agency's authorisation to process personal data. The Danish Data Protection Agency inspects whether the processing of data is carried out in accordance with the Act on Processing of Personal Data. If the Danish Data Protection Agency discovers punishable violations of the Act on Processing of Personal Data in connection with handling a complaint or an inspection, the Danish Data Protection Agency is authorised to issue a ban or enforcement notice or report the violation to the police. Persons domiciled abroad may also obtain assistance from The Danish Data Protection Agency (requests should preferably be made in Danish or English).

See: <http://www.datatilsynet.dk/english/>

A set of guidelines on how to make laws that are ready for digitization. See: <http://www.digst.dk/ServiceMenu/Nyheder/Nyhedsarkiv/Digitaliseringsstrategien/Ny-offentliggorelse-af-vejledning-om-digitaliseringsklar-lovgivning.aspx>

EIF element: Interoperability Levels

Organisational interoperability - business process alignment.

Public administrations should document their business processes and agree on how these processes will interact to deliver a (European) public service.

Example: Poland

At the end of 2014 the Committee of the Council of Ministers for Digitization accepted the document “Principles of Enterprise Architecture of Public Entities” and recommended the use of principles in government entities. The enterprise architecture principles – describing the way electronic government services should be designed, built and provided – refer to four domains: business, data, application and general domain. They were already implemented in a broader set of criteria for the projects that aim to be co-financed the action “E-government and Open-government” of the Operational Program Digital Poland.” A shortened version of the aforementioned enterprise architecture principles in English can be accessed at: <https://mac.gov.pl/aktualnosci/pryncypia-architektury-korporacyjnej-podmiotow-publicznych-skrocone-opisy-plen#A Summary of Principles>.

Principle BIZ1 Process approach to the provision of services

1. A map of business processes and models of business processes describing the as-is state and to-be state of the service were created. Models of business processes are created using commonly known standards (e.g. Business Process Model and Notation, BPMN).
2. The model of business processes includes also the elements which are outside of the service – in particular human actors and ICT systems providing data to the service or receiving data from the service.
3. For each key process: an owner, a measurable objective, measurable benefits, as well as the time and cost of implementation of the process were indicated.
4. Changes required to provide the service – organizational, legal and technical – were planned on the basis of the differences between the as-is and the to-be state. The elements of the processes which will be supported by the ICT systems that were pointed out.
5. Mechanisms for measuring and optimizing processes were designed.

EIF element: Interoperability Levels

Inter-governmental coordination

Example: Spain

In Spain, inter-governmental coordination is implemented by the system of administrative information (SIA), that foresees the relationship between procedures and services of the General State Administration and all the administrations involved (regional governments and CCAA), according to article 9 of the national scheme of interoperability. SIA is designed to distribute updating by all the involved participating administrations, through:

- a Web application, with an improved interface and easy navigation
- a catalogue of web services, and a list of useful information

The system is accessible only through SARA, network in the following URL:
<https://administracionelectronica.gob.es/ctt/sia?idioma=en>

See <http://administracionelectronica.gob.es/ctt/verPestanaGeneral.htm?idIniciativa=sia#.U3YqaPmSxio> also:

SIA has incorporated semantic capabilities in order to provide the citizen with an easier to use search system. These searches will be possible through the Punto de Acceso General (General Point of Access). See [http://administracion.gob.es/.](http://administracion.gob.es/)

EIF element: Interoperability Levels

Organisational interoperability - organisational relationships.

Public administrations should clarify their organisational relationships as part of the establishment of a (European) public service.

Example: Spain

The Portal for Electronic Administration provides a number of initiatives with a focus on international cooperation. International cooperation focuses on issues such as the strategies of Electronic Administration, cross-border European Services Directive, re-use of information, interoperability, security, pilots CIP-LSPs.

http://administracionelectronica.gob.es/pae_Home/pae_Estrategias/pae_lineas_ccoperacion/pae_Cooperacion_Internacional.html?idioma=en#.U3Ys6_mSxio

The Directorate General of Administrative modernisation, procedures and promotion of e-government acts as facilitator relations. [Dgmapiae](#) is the promoter of rationalization at a global stage in pooling the needs and interests of all of them between the various responsible electronic administration, in accordance with Article 16 Royal Decree 256 / 2012.

In international cooperation the Dgmapiae has developed extensive activities, such as:

- In the Area of the European Union : committees, working groups and forums of the European Commission (action plan for 2011-15, ISA programme, services directive and internal market, projects CIP-LSP as STORK2.0 and GEN6) and the Council of the EU (working group of telecommunications and the information society;
- In the European Union area : OECD, Latin America (RIMPE, CLAD, ECLAC), UNESCO, settlement of mutual recognition of certificates of security of information technologies, international standardization, etc.

In order to clarify the responsibilities of each public authority, the Article 9.1 of the NIF is the following: "Public Administrations will maintain the Inventory of Administrative Information updated. That will include the administrative procedures and services provided in a classified way and structured in families, with indication of the level of the computerization Also they keep an updated administrative bodies and citizen service offices inventory, and relations between them. These bodies and offices will be coded uniquely and this codification will be disseminated to public authorities." DIR 3 is a shared service that provides the means to maintain the catalog of public administrative organisms and their auxiliary offices (public attention, economic control). Each organism is responsible to maintain their own data. Agreements with Regional governments:

http://administracionelectronica.gob.es/pae_Home/pae_Documentacion/pae_LegNacional/pae_CONVENIOS_de_colaboracion_con_CCAA_ambito_Administracion_Electronica.html

Agreement indicators in OBSAE:

<http://dataobsae.administracionelectronica.gob.es/cmobsae3/dashboard/Dashboard.action?selectedScope=A13>

EIF element: Interoperability Levels

Organisational interoperability - change management

Public administrations working together to provide (European) public services should agree on change management processes to ensure continuous service delivery.

Example: Malta

This NIF element is applied:

The Information Systems Framework defines a Government strategic model that specifies the building blocks that are governed by MITA (see chapter 4). More specifically in section 4.1, For Government Shared Services and Corporate Shared Services "Business change control process determined by MITA"; for Core Information Systems, "Business change control process determined by the respective CIO".

The ICT Change Management within MITA controls the lifecycle of all Request For Changes (RFCs), with the main objective being that to facilitate the whole implementation process whilst ensuring minimum disruption to IT Services.

MITA manages changes through a centralised ICT service, offering interfaces (such as the use of the MITA Call Centre), so CIOs and other stakeholders can raise and monitor calls.

See https://www.mita.gov.mt/MediaCenter/PDFs/1_ISF_framework.pdf

EIF element: Interoperability Levels

Semantic interoperability

Public administrations, when working together to establish (European) public services, should use a common taxonomy of basic public services.

Example : Italy

In the context of SPCData a number of common ontologies are used in order to describe open data produced in the context of SPC (<http://spcdata.digitpa.gov.it>). In addition, the technical guidelines published by AgID list a number of ontologies to be used and where they can be applied (see:

http://www.agid.gov.it/sites/default/files/linee_guida/linee_guida_convenzioni_fruibilita_dati_delle_pa_art_58_cad_0.pdf).

Currently, AgID is defining the national profile of metadata and the national profile of public services; that are, common schemas for defining metadata of datasets and public services

EIF element: Interoperability Levels

Public administrations should support the establishment of sector-specific and cross-sectoral communities that aim to facilitate semantic interoperability and should encourage the communities to share results on national and European platforms.

Example : Belgium

In Belgium, OSLO, started in February 2012, is a project facilitating a working group with ICT experts from local, regional and federal public administrations and ICT service providers to build a consensus on standards for information exchange, and to offer Public Administrations with a guarantee to attain cross-border and cross-sector interoperability.

See <https://joinup.ec.europa.eu/community/semic/news/flemish-oslo-standard-become-local-extension-isa-core-vocabularies>

This type of initiative is also established at the Social Security sector level. The Crossroad Bank Social Security has published technical and semantic documentation in French and Dutch.

See <https://www.ksz.fgov.be/fr/bcss/docutheque/content/websites/belgium/services/docutheque.html>.

EIF element: Interoperability Levels

Technical interoperability

Public administrations should agree on the formalised specifications to ensure technical interoperability when establishing European public services.

Example: Italy

The Agency for Digital Italy (AgID) publishes a series of documents that describe the technical requirements for interoperability and application cooperation, qualification of the components of the Public Service Cooperation System (SPCoop) Infrastructure Services (SICA). The documents also specify the use of services on the basis of the Specification and Functional Requirements of SPCoop in compliance with these technical regulations.

The register of services: <http://sica.spcoop.gov.it/> AgID and the central procurement body Consip monitor the SPC contracts and both are responsible of the testing phase of the services. In addition, in October 2013 the Board of Smart Communities has been established

(http://www.agid.gov.it/sites/default/files/leggi_decreti_direttive/dt_cs_n.148_-_2013_nomina_comitato_comunita_intelligenti_0.pdf)