

NIFO – Monitoring Examples

Principles

<u>Subsidiarity and proportionality</u> p.2	<u>User Centricity</u> p.2	<u>Inclusion and accessibility</u> p.3	<u>Security and privacy</u> p.3
<u>Multilingualism</u> p.3	<u>Administrative simplification</u> p.4	<u>Transparency</u> p.4	<u>Preservation of information</u> p.5
<u>Openness</u> p.5	<u>Reusability</u> p.5	<u>Technological neutrality and adaptability</u> p.6	<u>Effectiveness and efficiency</u> p.6

EIF element: Principle

Subsidiarity and proportionality

Example: Malta

To ensure that each application is treated in its own merit while embedding the local and European principles, [MITA](#) (Malta Information Technology Agency) uses both road mapping and architecture assessments.

MITA uses an architecture assessment process to establish and influence the technology strategy aspects based on the Government's vision and drive through governance, the relevant implementations. These aspects include, amongst others, strategy, operational alignment, governance and architecture.

See NIF section 2.6.2 Governance.

(http://mita.gov.mt/en/Technology/Initiatives/Interoperability/Documents/NIF_framework.pdf)

See ICT Solutions Policy

(https://mita.gov.mt/en/GMICT/GMICT%20Policies/GMICT_P_0117_ICTSolutions_v1.0.pdf)

See Interoperability and Open Specifications Policy

(https://mita.gov.mt/en/GMICT/GMICT%20Policies/GMICT_P_0115_Interoperability_v1.0.pdf)

See Enterprise Architecture Policy

(https://mita.gov.mt/en/GMICT/GMICT%20Policies/GMICT_P_0067_EnterpriseArchitecture_v2.0.pdf)

EIF element: Principle

User Centricity

Example: Cyprus

The Citizen Service Centres ([KEP](#)) keeps statistical information and have a customer satisfaction mechanism. As a result, due to the response this kind of service has received by the public, the initiative has been expanded, and a number of Cyprus Postal Offices have also become KEP (in addition to providing traditional postal services). Currently a number of KEP services are provided, whereas in the future more services are expected to be provided through Postal Services, in more geographic areas.

EIF element: Principle

Inclusion and accessibility

Example: Norway

The Norwegian Agency for Public Management and eGovernment ([Difi](#)) is responsible for monitoring whether relevant interoperability related regulations on inclusion and accessibility are met. Difi will supervise and monitor these regulations. Information and guidance work will be the main tasks for the supervisory authority.

(<https://uu.difi.no/om-oss/english>)

EIF element: Principle

Security and privacy

Example: Iceland

The security measures of [Island.is portal](#) authentication service are audited by [ICEPRO](#) (Icelandic Committee on Trade Procedures and e-Commerce) as an auditor.

EIF element: Principle

Multilingualism

Example: Belgium

Federal public websites are not launched unless they are at least available in Dutch and French. It is the duty of the administration to ensure the synchronisation of the translations of the websites content. The same approach applies for custom software components, like [eID](#).

EIF element: Principle

Administrative simplification

Example: Sweden

Rule Council is committed to providing Swedish entrepreneurs a simpler life. The Council's task is to examine proposals for new and amended regulations from ministries or agencies and that may have a financial impact on business stakeholders. New or amended rules should not need to put unnecessary administrative costs for companies. Monitoring activity is carried out on annual basis.

<http://www.regelradet.se/wp-content/uploads/2016/02/Arsrapport- regelradet 2015.pdf>

EIF element: Principle

Transparency

Example : Germany

A cooperation group "Strategy" was launched by the IT Planning Council to coordinate, control and monitor the measures implementing the NEGS (Nationalen E-Government-Strategie).

See http://www.it-planungsrat.de/DE/Organisation/Kooperationsgruppen/Strategie/KoopGr_Strategie.html?nn=1461700

The E-Government strategy ensures data protection as well as transparency with regard to data and administrative action

See National E-Government strategy, http://www.it-planungsrat.de/SharedDocs/Downloads/DE/Strategie/National_E-Government_Strategy.pdf;jsessionid=87F5B5ABE7888A05AEBF933EB441758B.2_cid094?_blob=publicationFile

EIF element: Principle

Preservation of information

Example: Luxembourg

ILNAS (Institut Luxembourgeois de la Normalisation, de l'Accréditation, de la Sécurité et qualité des produits et services: see [link](#)) is responsible for the certification, the supervision and the monitoring of the companies offering preservation services compliant with the new legislation. Clear quality and compliance criteria are defined: <https://portail-qualite.public.lu/fr/confiance-numerique/archivage-electronique>

EIF element: Principle

Openness

Example: Italy

An annual report is released by [AglD](#) in order to monitor the implementation of the guidelines on openness. In addition AgID maintains the national catalogue of open data through the [Dati](#) portal.

Here is an example of annual report: [link](#).

EIF element: Principle

Reusability

Example: France

France publishes each year the [Socle Interministériel de Logiciels Libres](#) (SILL, the inter-ministerial free software base). This is a reference guide and DVD distribution of free and open source software solutions that are certified for use by France's ministries and other public administrations. MIMO (Mutualisation Interministérielle pour une Bureautique Ouverte), the France's inter-ministerial working group on free software, has the responsibility of the selection and certification of solutions that allow large-scale desktop management.

EIF element: Principle

Technological neutrality and adaptability

Example: Luxembourg

Monitoring takes place through the defined Renow Quality Assurance procedures. Renow is the officially adopted framework for web development. Monitoring is executed through development QA procedures, project management and portfolio management procedures. See <http://www.renow.public.lu/fr.html>.

EIF element: Principle

Effectiveness and efficiency

Example: Poland

At the end of 2014 the Polish Committee of the Council of Ministers for Digitisation 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 by the action “E-government and Open-government” of the Operational Program Digital Poland.”

A shortened version of the aforementioned enterprise architecture principles in Polish is accessible at: https://mac.gov.pl/files/pryncypia_architektury_korporacyjnej_podmiotow_publicznych_na_rzecz_po_pc.pdf

The monitoring system adopted the GEN2 Service measurability, which main principles are described here below

1. Meters and their values were defined in order to be able to determine the benefits provided by the service (e.g. shortening the time and simplifying settlement of matters). The way of collecting data for the meters was established.
2. Information about the meters and their values was made available to the public and in the business activity plan of the service owner.