



European Commission  
Directorate - General Informatics  
Directorate D – Digital Services  
DIGIT D2 - Interoperability

# **ABR Interview Guide.**

## **Nordic Institute for Interoperability Solutions (NIIS). Finland.**

*ISA<sup>2</sup> Action 2016.28: Access to Base Registries*

*Specific Contract n° 380 under Framework Contract n° DI/07624 - ABCIV Lot 3*

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## Introduction

This document has been created under the specific contract n°380 under ABCIV-Lot 3 of the project running under the ISA<sup>2</sup> Programme Action 2016.28, namely Access to Base Registries (ABR).

The project previews an update to the existing Guidelines, aiming to serve as good practice examples that Member States (MS) can share with each other and reuse in the scope of work on base registries and creation of their registry of registries.

Therefore, the interviews with several MS will be assessed in order to discover practical aspects on the data governance and processes, with the aim to use the outputs in the following material:

- Framework for Base Registries Access and Interconnection;
- Guidelines document;
- Publication of interview highlights in the [ABR Collection](#) on Joinup.

The outcomes of the interviews should serve MS with recommendations and reusable solutions for the effective cross-border and cross-sector interoperability of base registries which, on the long-term, aim to fulfil one of the goals of a European Registry of Base Registries (ERBR), namely to provide a full interconnection of base registries at the European level.

The interviews will be conducted in a user-friendly way consisting of a video conference in which the participants will be members of the ABR project team and the invited MS representatives.

# 1. Interview questions

## Interoperability: Simplification of processes

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Estonia and Finland achieved a cross-border collaboration with the use of X-Road.

**Q1.** Which roles have been involved and what activities have been performed, e.g. to analyse all existing processes on data exchange in both countries and arrive to simplified ones?

**Q2.** What have been the challenges and how have those been overcome?

**Q3.** Did you proceed to set up data flows based on master data management?

For example, often same data are found in different base registries across public administrations, and to resolve data duplication usually the processes need to be changed to ensure that different services and public administrations use data from a single authoritative source of master data.

**Q4.** Do you consider that the process of data exchange is now simpler and more user-friendly for members of X-Road compared to the start of the collaboration?

## Data Governance

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There is a current state of affairs on how data are being governed by a certain role of your organisation.

**Q5.** What would be an ideal state of affairs on data governance?

**Q6.** What are the organisations and roles involved in establishing that state of affairs?

**Q7.** What are the challenges that your organisation faces in achieving that state of affairs?

What are the barriers blocking its achievement? Are these legal, technical, etc.?

**Q8.** What steps have been taken / are planned to achieve that state of affairs?

**Q9.** How do you plan to maintain / improve data quality transition to a new state of affairs?

## Change Management

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**Q10.** How do you stay up-to-date with recurring business and IT requirements changes, and are these hindered by national limitations?

## What's next

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**Q11.** What are the planned activities with regard to the improvements on internal data governance?

**Q12.** What are the activities that you preview for further cross-border collaboration with other Member States?