# IMAPS User journey

AN INDICATIVE ILLUSTRATION OF HOW PUBLIC ADMINISTRATION OFFICERS CAN ASSESS INTEROPERABILITY IN DIGITAL PUBLIC SERVICES

A typical IMAPS end user is a Public Administration officer responsible for designing, developing, implementing, evaluating or improving a digital public service.

## 1. IMAPS ASSESSMENT

- The Public Administration officer performs the IMAPS assessment, via a user-friendly **online survey** which can be **easily completed** in 45 minutes. A user guide and relevant information support the user in this process.
- IMAPS assesses the digital public service by capturing three different **service areas**: i) Service Management, ii) Service Delivery and iii) Service Consumption.

## 2. REPORT & RECOMMENDATIONS

- Upon completion of the survey, the respondent receives a report that includes **an interoperability maturity score and a set of recommendations** for all questions, across all three service areas.
- The **recommendations** propose good practices, guidelines and specific examples to bring the behavioral interoperability maturity of the digital public service to the next level.

## 0. HOW CAN PUBLIC ADMINISTRATION OFFICERS IMPROVE THEIR DIGITAL PUBLIC SERVICES?

- A Public Administration officer can use **IMAPS**, as a self-assessment tool, to **evaluate** all key behavioral interoperability aspects of a digital public service, as well as their level of **conformance** with the European Interoperability Framework (EIF).

## 3. RECOMMENDATIONS THAT TRIGGER FURTHER ASSESSMENT

- Some **recommendations** can trigger the need for further assessment of the digital public service in terms of the **legal**, **organisational**, **semantic** and **technical** point of view of their behavioral interoperability.
- These can be executed via the **IMAPS Specialisations** by the Public Administration officer or any other delegated respondent with **the required expertise** in the specific domain.

## 6. SHARE YOUR EXPERIENCE

*Have you enjoyed the journey so far?*

- The respondent can share their **experience** and the **earned value that IMAPS brought to their organisation** through an **IMAPS user story** that will be published via the channels of the Digital Europe community.

IMAPS SPECIALISATIONS

## 4. IMAPS SPECIALISATIONS

- **Four specialisations** are available. To take the assessment, the following expertise is required:

  *LIMAPS* (Legal behavioral interoperability): *lawmaking, policymaking & decision-making.*
  *OIMAPS* (Organisational behavioral interoperability): *business process modeling & organisational aspects of the digital public service.*
  *SIMAPS* (Semantic behavioral interoperability): *data models, semantic standards & specifications.*
  *TIMAPS* (Technical behavioral interoperability): *information business, APIs & machine to machine interfacing.*

  *\*Each of the IMAPS Specialisations is an* **online survey** *structured with the same user experience as in IMAPS.*

*Legal, Organisational, Semantic, Technical*

THE END

## 5. IMAPS SPECIALISATIONS STRUCTURE & REPORT

- Each of the IMAPS Specialisations is split in two service areas:
  - i) **Service Delivery** and ii) **Service Consumption.**

- Each service are is divided into the following sections:
  - i) **Data, information & knowledge specifications;**
  - ii) **Service enablers;**
  - iii) **Service manifestations.**

* After each assessment the respondent receives a report similar to the one for IMAPS (score & recommendations)

IMAPS
Interoperability Maturity Assessment of Your Digital Public Service