18 May 2022

National Interoperability Framework Observatory – Second coffee talk

How the European Interoperability Framework (EIF) has helped European countries reach a higher level of interoperability

NIFO team members

Miguel Alvarez Rodriguez

NIFO Project Manager, ISA²
Programme, European Commission

Federico Chiarelli

Consultant, Wavestone

Solène Vossot

Consultant, Wavestone

Ghita Ennadif

Consultant, Wavestone

Esther Bleys

Consultant, Wavestone

Allegra Crahay

Consultant, Wavestone

Agenda of the coffee talk

1. Introduction and recent updates of NIFO

2. Presentations from our three guest speakers and dedicated Q&A sessions

3. Discussion around the topic with the audience
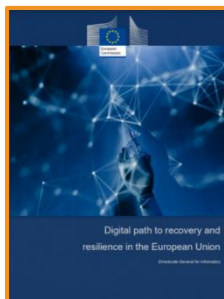
4. Closing remarks and collection of feedback

What was done under NIFO this year?

Recent updates and upcoming publications of NIFO

Publication of the report **"Digital path to recovery and resilience in the EU"**

Publication of the first **progress report on the Berlin Declaration**

Publication of the **2022 edition of the Digital Public Administration factsheets**

February   April   June   Stay tuned!

EIF Implementation webinar on the 2021 EIF monitoring mechanism results and good practices around interoperability governance

NIFO coffee talk #2 on how the EIF helped European public administrations reach higher levels of interoperability

Publication of the **2022 edition of the State-of-play report**

Today's speakers

Carla Marques Pereira

Director of Strategies and Digital Government at Portugal's Administrative Modernisation Agency (AMA)
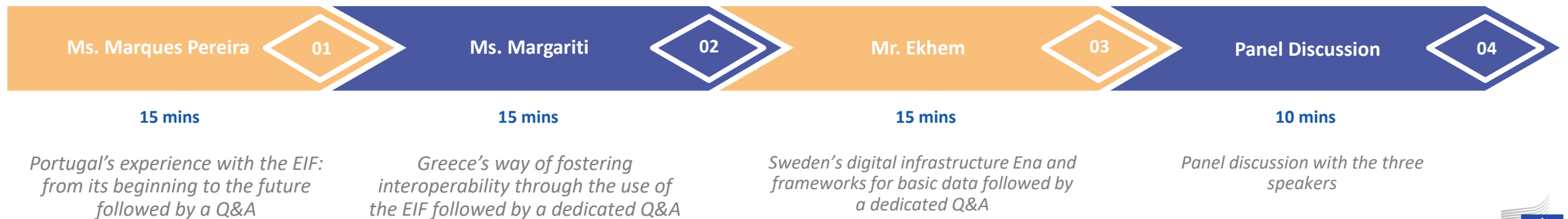
Vasiliki (Vicky) Margariti

Head of eGovernment and Interoperability Unit at the Hellenic Ministry of Digital Governance

Mattias Ekhem

Information Architect at Sweden's Agency for Digitalisation (DIGG)

Ms. Marques Pereira	01	Ms. Margariti	02	Mr. Ekhem	03	Panel Discussion	04

15 mins

Portugal's experience with the EIF: from its beginning to the future followed by a Q&A

15 mins

Greece's way of fostering interoperability through the use of the EIF followed by a dedicated Q&A

15 mins

Sweden's digital infrastructure Ena and frameworks for basic data followed by a dedicated Q&A

10 mins

Panel discussion with the three speakers

Portugal's EIF experience: from the beginning to the future

EIF: PORTUGUESE EXPERIENCE

INDEX

INTEROPERABILITY: HOW IT WAS AND HOW IT IS

EIF MONITORING MECHANISM

INTEROPERABILITY: HOW WILL IT BE?
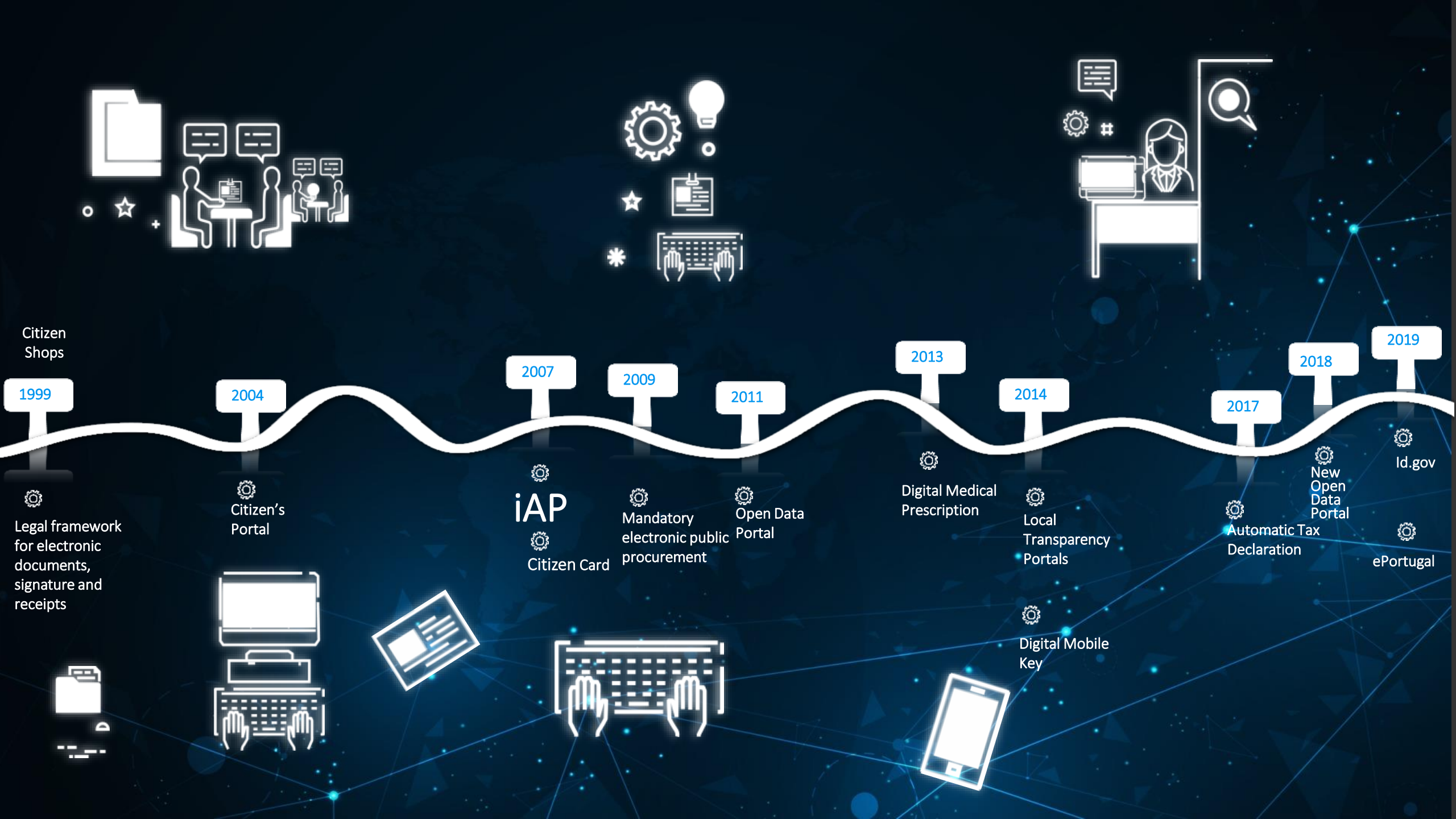
ama
AGÊNCIA PARA A
MODERNIZAÇÃO
ADMINISTRATIVA

"

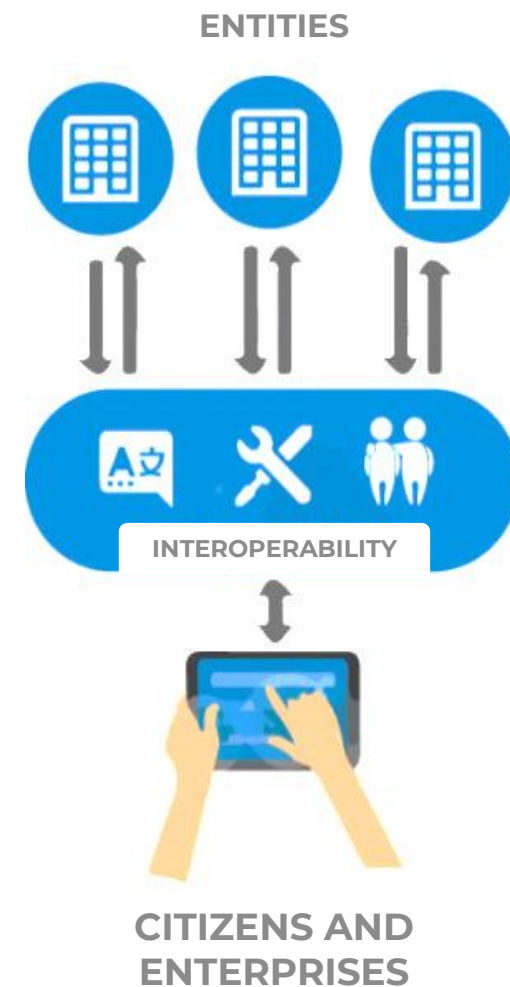# INTEROPERABILITY: HOW IT WAS AND HOW IT IS

INTEROPERABILITY: HOW IT WAS AND HOW IT IS

iAP - Interoperability in Public Administration

The vision behind was to place Citizens and companies in the center of a modern and innovative Public Administration.

iAP is a central, services-oriented platform, providing the Portuguese Public Administration shared tools that enable, in an agile and cost-effective way, automated electronic services.

· INTEGRATION PLATFORM (PI)

· AUTENTICATION PROVIDER (FA)

· PAYMENTS PLATFORM (PPAP)

· SMS GATEWAY (GAP)

INTEROPERABILITY: HOW IT WAS AND HOW IT IS

iAP - Concept

Can be decomposed in four levels:

- **Legal** (Why) –regulatory and legislative adaptation and simplification;
- **Organizational** (What for) – Process compatibilization and cooperation between organizations;
- **Semantic** (What) – Information meaning, taxonomies and data models;
- **Technical** (How) – reliable data exchange between systems and devices without great expense.

iap.gov.pt

iAP concept reflects the National Interoperability Framework and promotes alignment with the European Interoperability Framework (EIF)
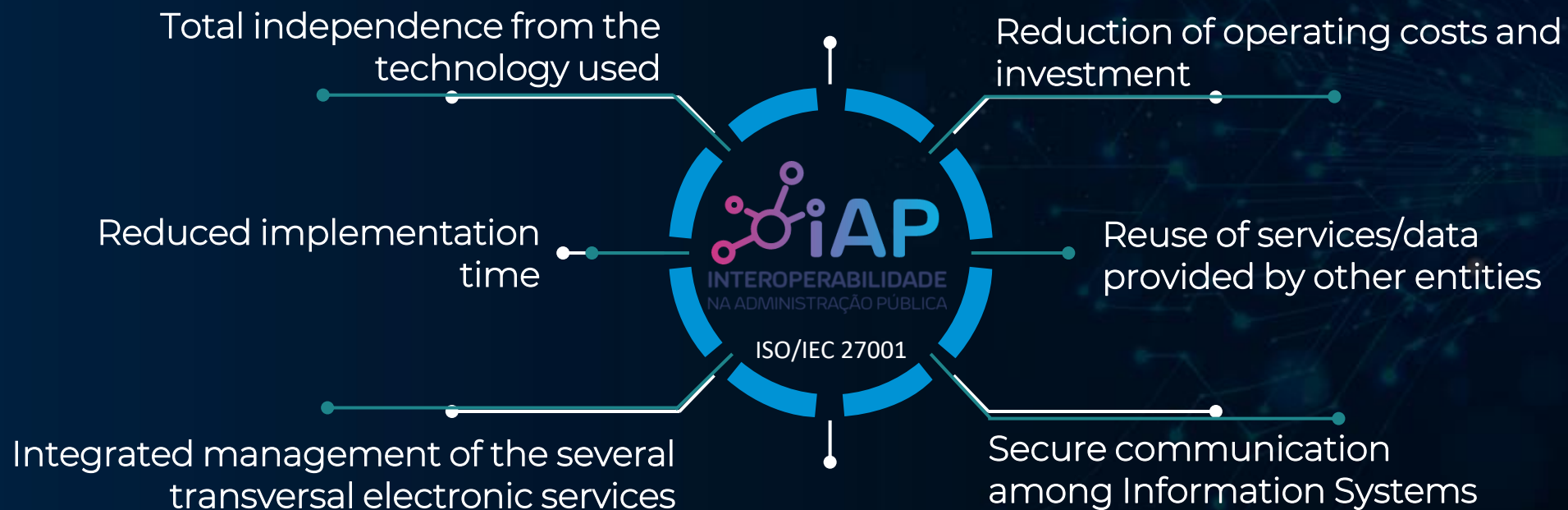
APPROACHES:

- Legal Interoperability

- Organizational Interoperability

Publishes and implements:

- Informational Architecture

- Technological Platform

INTEROPERABILITY: HOW IT WAS AND HOW IT IS

iAP – Main Benefits

INTEROPERABILITY: HOW IT WAS AND HOW IT IS

iAP Big Numbers

35_M
Transactions\Messages
Per MONTH

+20_M
SMS
Per MONTH

iAP

+30_{M €}
Payments
Per MONTH

+4.886
Datasets
from 127 organizations

ama | AGÊNCIA PARA A MODERNIZAÇÃO ADMINISTRATIVA

apcer | Qualidade ISO 9001   IQNet | CERTIFIED MANAGEMENT SYSTEM   CERTIFICAÇÃO

ama | AGÊNCIA PARA A MODERNIZAÇÃO ADMINISTRATIVA

INTEROPERABILITY: HOW IT WAS AND HOW IT IS

iAP impact since 2007

SAVINGS

7.905,37 M€

··

TIME SAVED

524.373.749 h
Citizens

90.075.422 h
Public Sector

··

ENVIRONMENTAL IMPACT

602,23
**Neutralized Carbon
Emissions (tons)**

38.604,33
**Trees
Spared**

96.356,44
**CO2 Emissions saved per
km not traveled (tons)**

AGÊNCIA PARA A
MODERNIZAÇÃO
ADMINISTRATIVA

Automated Social Energy Tariff: A Success Story

- Since 2010 the Portuguese government has operated a 'Social Energy Tariff' programme which aims to ease the burden of energy bills for low-income families by allowing for reduced fees for the most in need. However, uptake of the programme remained low with consumers either unaware of the entitlement or deterred by the administrative burden that came with putting in a request for tariff reductions.

- Through the service, the Government proactively checks for eligibility and automatically attributes a social tariff allowed to bridge the gap and ensure all families in need now have financial support for their energy services.
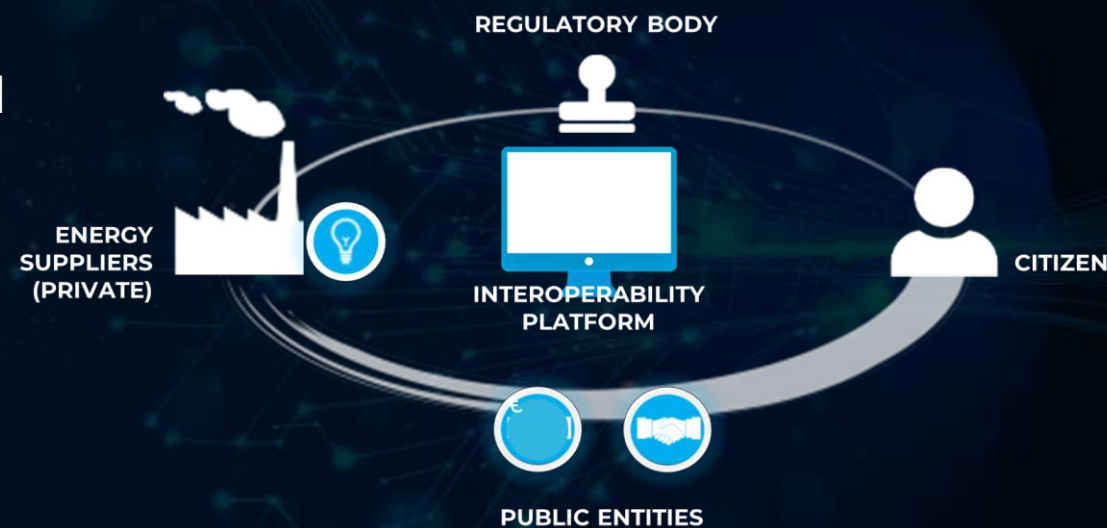
https://publicadministration.un.org/unpsa/da tabase/Winners/2020-winners/ASET

Automated Social Energy Tariff: A Success Story

Increase the adoption of the Social Energy Tariff among the families that have lower income and have a special social condition
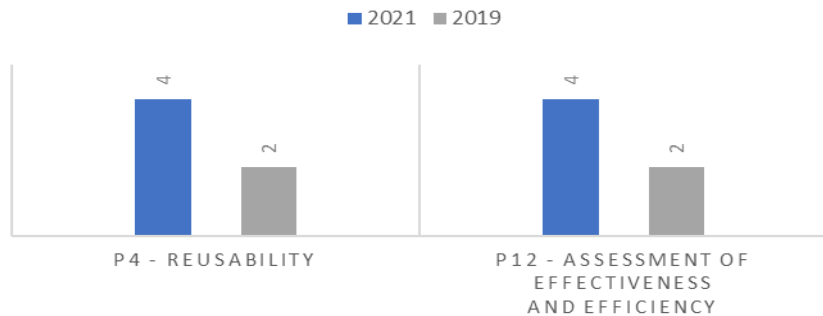
- Share and racionalization of transversal e-services;

- Availability of Webservices that are supported in very different information systems;

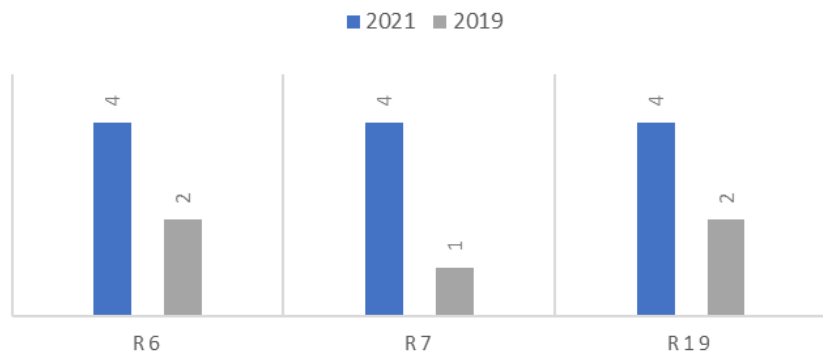- Assure that information is always up to date;

- Semantic normalization;

- Compliance with data protection legislation.

" EIF MONITORING MECHANISM

EIF MONITORING MECHANISM

EIF MONITORING MECHANISM

What have we done?

RECOMENDATIONS

■ 2021 ■ 2019

R 6 — 4 (2021), 2 (2019)
R 7 — 4 (2021), 1 (2019)
R 19 — 4 (2021), 2 (2019)

R6 - Reuse and share solutions, and cooperate in the development of joint solutions when implementing European public services.

R7 - Reuse and share information and data when implementing European public services, unless certain privacy or confidentiality restrictions apply.

- The strategies that are in place consider all principles and most of the 47 EIF recommendations, for instance,
  - the new Strategy for the Digital Transformation of Public Administration 2021-26, published in September 2021, strengthens the Portuguese commitment to the provision of integrated, proactive and seamless digital public services oriented at life events (for citizens and businesses), highlighting interoperability (and the reuse of data) as fundamental for the public sector's digital transformation
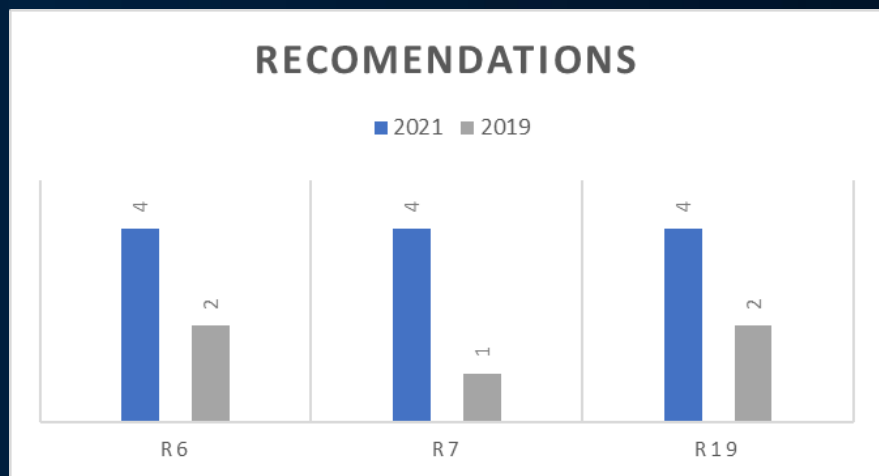
EIF MONITORING MECHANISM
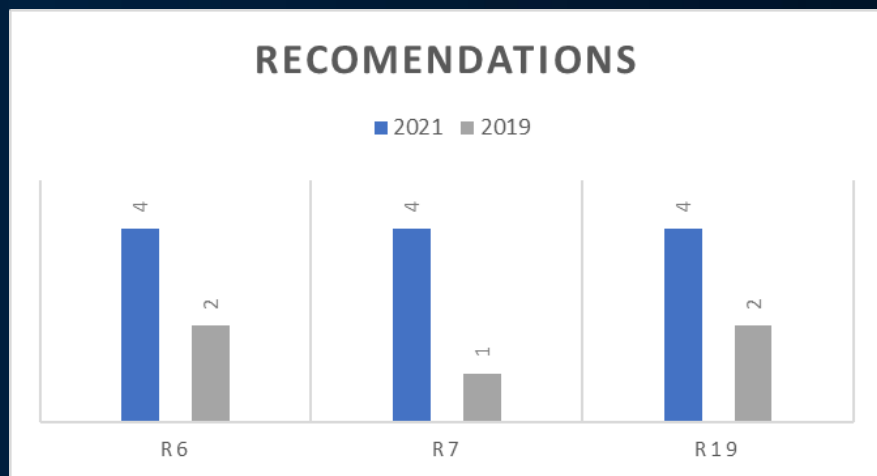
What have we done?

R6 - Reuse and share solutions, and cooperate in the development of joint solutions when implementing European public services.

R7 - Reuse and share information and data when implementing European public services, unless certain privacy or confidentiality restrictions apply.

- In Portugal, public administrations are encouraged to reuse IT solutions by using an Application Programming Interface (API)
- Through the national interoperability platform for the public administration (iAP) it is possible to share data and make available electronic services;
- The Dados.gov portal aggregates, references and hosts open data from different bodies and sectors of the public administration, thus serving as the open data central catalogue in Portugal

EIF MONITORING MECHANISM

What have we done?

RECOMENDATIONS
2021 2019
R 6 — 4 / 2
R 7 — 4 / 1
R 19 — 4 / 2
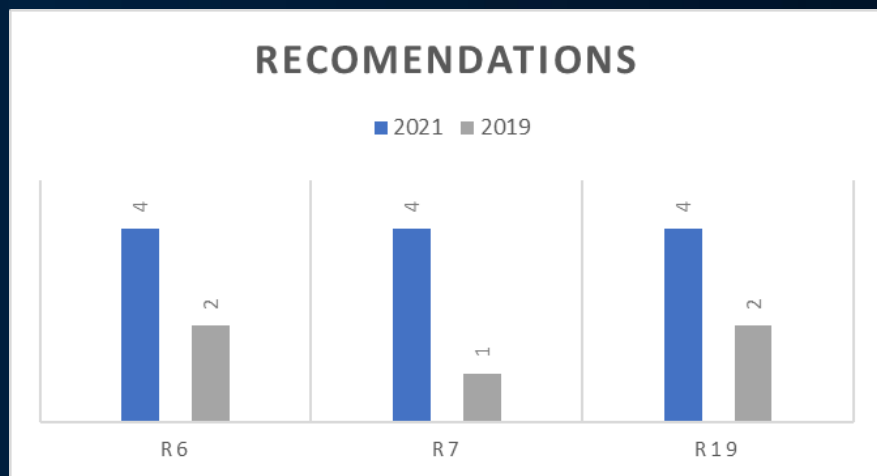
R19 - Evaluate the effectiveness and efficiency of different interoperability solutions and technological options considering user needs, proportionality and balance between costs and benefits.

- In Portugal, we are using the following elements to evaluate the efficiency and effectiveness of interoperability solutions,
    - Return on investments, total cost of ownership
    - Reusability
    - Risks
    - Administrative burden, simplification of administrative processes
    - User satisfaction, user-centricity

INTEROPERABILITY:
HOW WILL IT BE?

INTEROPERABILITY: HOW WILL IT BE?

Challenges

- A **holistic governance of interoperability** across all administrative levels (local, regional, national, European, worldwide) for instance, at legal and semantic level.

    – How to accommodate the needs of different stakeholders on a national platform?

- Portugal has an active role in the discussion of the new EU Regulation proposal for implementing a European Digital Identity, which specifically focuses on the mobile channel through the creation of **European Digital Identity Wallets**.

    – How to manage the ethical issues associated, for example, with the use of biometric data?

- Gartner Survey Reveals **Talent Shortages as Biggest Barrier** to Emerging Technologies Adoption (*)

    – How to deal with the shortage of IT resources?

(*) https://www.gartner.com/en/newsroom/press-releases/2021-09-13-gartner-survey-reveals-talent-shortages-as-biggest-barrier-to-emerging-technologies-adoption

ama AGÊNCIA PARA A MODERNIZAÇÃO ADMINISTRATIVA

Q&A

Question from the audience: Carla, you were presented (among others) as a lecturer in enterprise architecture (EA). Do you utilize EA approach in the development of interoperable electronic administration? If yes, on which way? Other topic: Is iAP obligatory for public administration entities?

Answer: There is a programme that implements enterprise architecture to the public sector, which offers enterprise architecture tools that enables AMA to have a holistic view which is necessary from the perspective of the businesses to information application.
For the notation, ArchiMate is provided by the open groups, so AMA is conscious of the importance of enterprise architecture.
In Portugal there is a strong desire to use enterprise architecture at public sector level.

European Commission

Greece's way of fostering interoperability with the help of the EIF

EIF and National Digital Strategy (1)
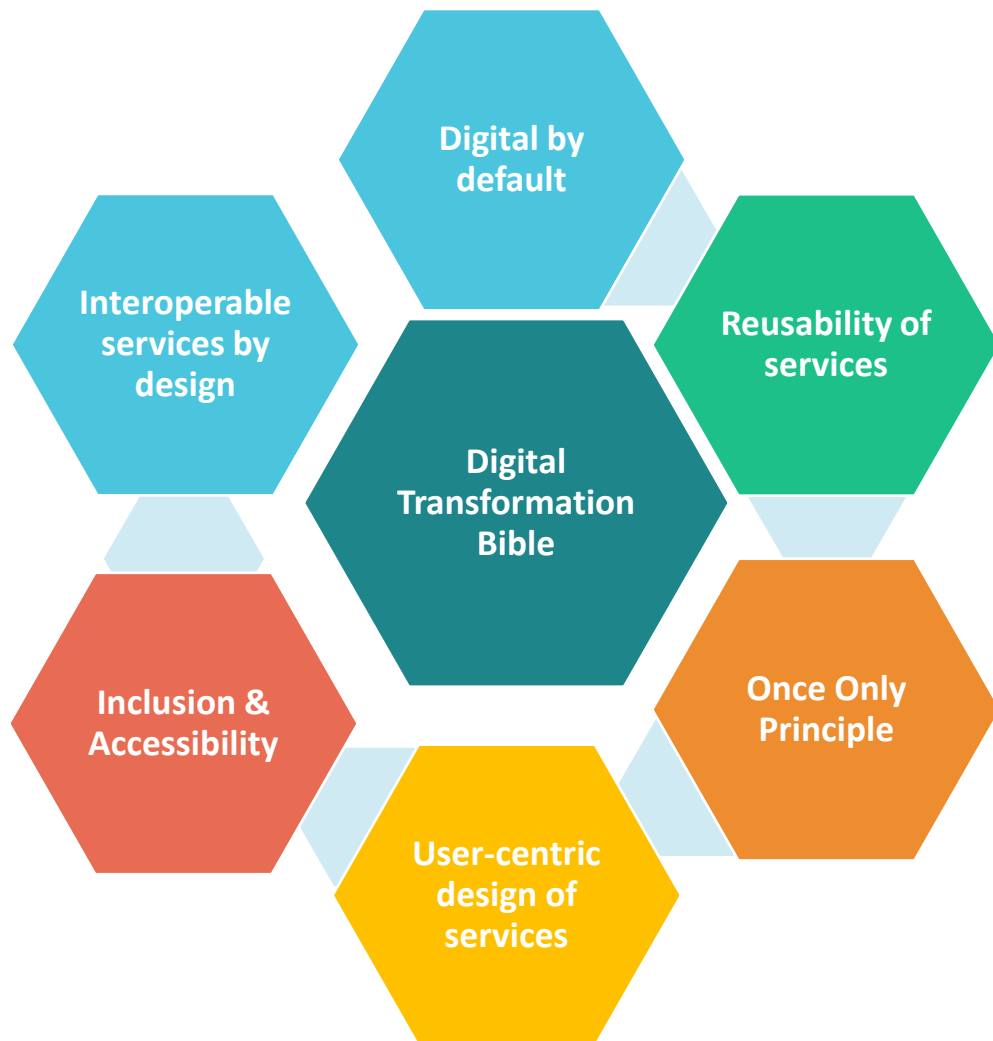
National Digital Strategy encompassed the vision of EIF in terms of Principles and Recommendations to foster digital transformation

EIF and National Digital Strategy (2)
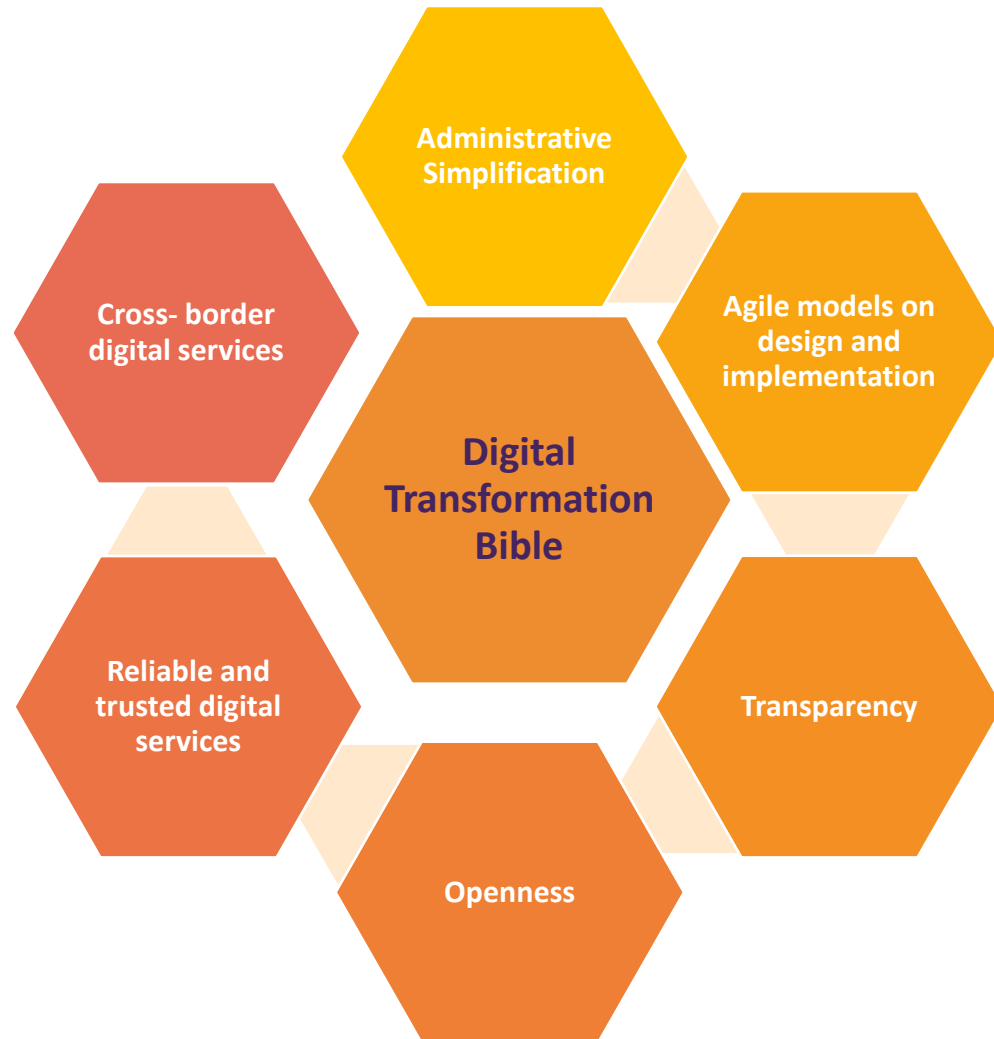
- Administrative Simplification
- Cross-border digital services
- Agile models on design and implementation
- Digital Transformation Bible
- Reliable and trusted digital services
- Transparency
- Openness

National Digital Strategy encompassed the vision of EIF in terms of Principles and Recommendations

Interoperability as a Key Factor for Digital Transformation in Greece in EIF
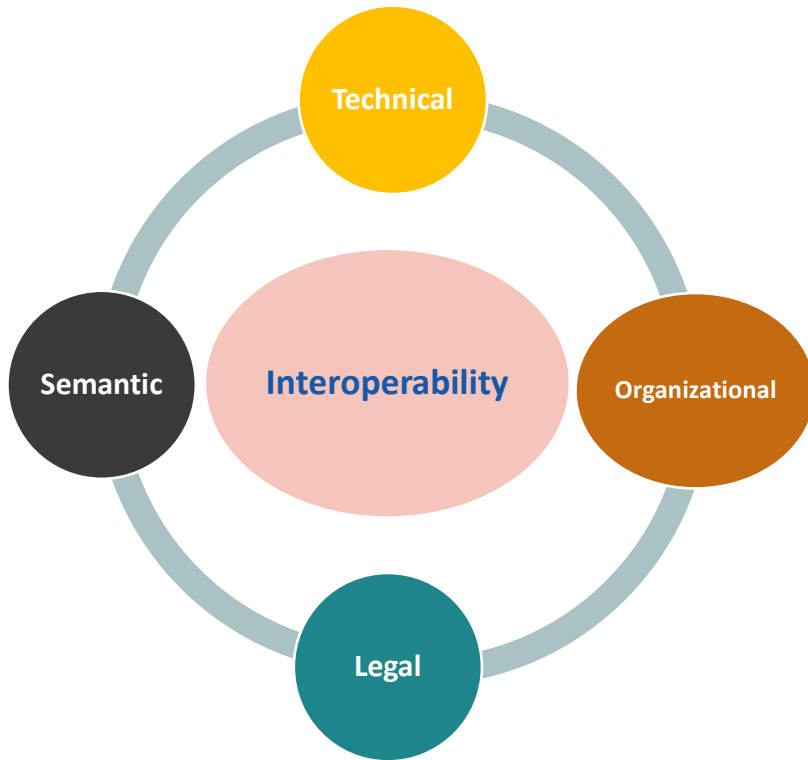
Primary goal of achieving interoperability at all levels, technical, semantic, organisational and legal for a successful digital transformation in Greece

Interoperability as a Key Factor for
Digital Transformation in Greece - NIF

Next steps …

➢ NIF currently being updated

➢ Accompanied by the Governance Model and Implementation Guide

➢ Expected to pave the way for alignment at all dimensions

➢ Expected to foster interoperability at sectorial level

➢ Expected to contribute significantly to ICT project procurement and evaluation

A roadmap to foster interoperability layers in Greece

Establishment of new
structures -> pillars
of digital governance

New legislation
encompassing all
aspects of digital
governance

Flagship projects towards
integrated digital services
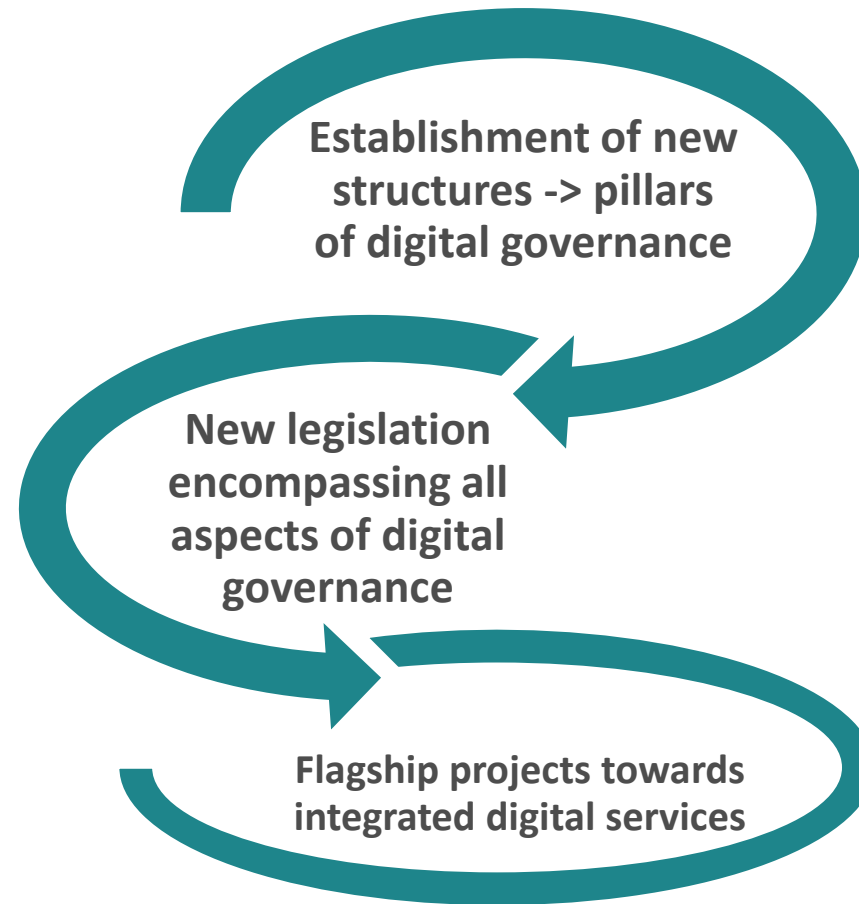
Scoreboard 2 – Interoperability Layers

Interoperability Governance

KPI40	Interoperability Centre / Digital Transformation Bible
KPI41	National Interoperability Framework + Interoperability Governance Model + Implementation Guide

Integrated Public Service Governance

KPI46	Ministry of Digital Governance / Coordination Unit for GOV.gr
KPI47	Interoperability agreements between MoDG and sectorial Ministries

Organizational Interoperability

KPI49	National Program for Process Simplification + Modelling of Digital Services
KPI50	National Registry for Administrative Procedures

A roadmap to foster organisational interoperability in Greece

July 2019 – **Establishment of Hellenic Ministry of Digital Governance (MoDG)**

Law 4623/2019 (Government Gazette 134/A/9-8-2019)

The establishment of the new entity named Ministry of Digital Governance brought together **for the first time**, **under a unique centralized infrastructure**, all the Information Technology and Telecommunications authorities and bodies related to the provision of digital services for citizens and businesses.

A common and effective framework for citizens and businesses to benefit from an inclusive Digital Single Market.
Alignment of processes and roles between government bodies and relevant stakeholders to accelerate digital transformation

Mission of the Hellenic Ministry of Digital Governance (MoDG)

- ➤ MoDG **acts** as the main government body of Greece responsible for the digital transformation

- ➤ MoDG **supports** all relative authorities and government bodies in their **digital journey**.

- ➤ The MoDG is the driving force behind the **reshaping** of the government's digital landscape of **public services**.

A roadmap to foster interoperability in Greece
Legislation on interoperability

National Programme for Process Simplification

The National Programme for Process Simplifications (EPAD) was established by Law 4635/2019. Under the supervision of the Prime Minister, the EPAD is the central intergovernmental framework aiming at the reduction of administrative burdens.

Central government framework

➢ for inter-ministerial coordination

➢ design and implementation of procedure reengineering and simplification for the public sector aiming at reducing administrative burden and bureaucracy

Basic Pillars

- Qualitative and friendly legislation
- Simple and comprehensive procedures
- Citizen engagement

European Commission
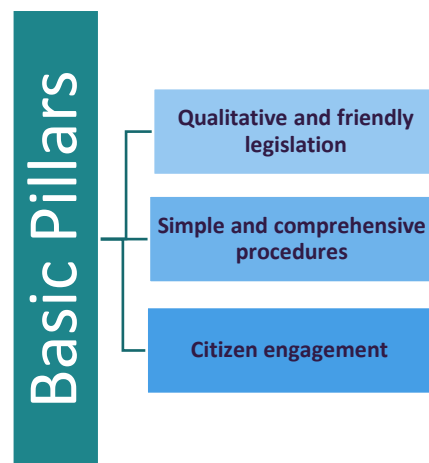
A roadmap to foster organizational interoperability in Greece - Implementation of flagship projects

Single Digital Gateway – GOV.gr

GOV.GR is the new single digital portal of Greek public administration for citizens and businesses first publicly launched in March 2020 with more than 500 already developed digital services gathered in a unique point of single contact.

➤ **Government's digital home, hosting over 1400 user-centric trusted digital services**
➤ **Agile and user-centric design approach**
➤ **Single Digital Gateway Coordination Service a new structure for the effective coordination of GOV.gr Law 4704/2020 (Article 16)**

19 Ministries
72 Public Authorities and
        Governmental Bodies
 9 Independent Authorities
13 Perfectures

A roadmap to foster interoperability in Greece - Implementation of flagship projects

Interoperability Centre

Based on Article 48 of Law 4623/2019 (Government Gazette 134/A/9-8-2019) as well as on (Government Gazette 3990/B/1-11-2019), the Interoperability Centre **became the only electronic platform for interoperability and data exchange between governmental entities** and acts as solution provider regarding interoperability for the Greek public sector.

➢ **Interconnection of base registries, at local, national and international level**

➢ **Joint databases**

➢ **Improvement on public sector productivity**

➢ **Effective eGovernment services to citizens**

1st quarter of 2022
81.222.778 calls
1st quarter of 2021
13.095.788

A roadmap to foster interoperability in Greece -

Implementation of flagship projects

National Register of Procedures 'MITOS'

The National Register of Procedures, recently renamed as "Mitos" (previously named "Diavlos"), has been established by **article 90 of Law 4727/2020**. It is also part of the Single Digital Portal of Public Administration (gov.gr), with which it interoperates with respect to the processes carried out through it.

The N.R.P aims at

➢ **Recording,**

➢ **Mapping,**

➢ **Modelling and**

➢ **Standardizing all administrative procedures**.

1242   Procedures
4786   Government Bodies
730   Registries

Lessons learned...(Recommendations 20, 21, 25, 26, 28, 29)

The use of **single points of reference** across public administration:

➢ all legal provisions concerning Digital Transformation under one Law (4727/2020)
➢ all public administrative procedures under one portal (MITOS)
➢ all web services for accessing public Registries and composing integrated digital services under a unified infrastructure - Interoperability Centre
➢ all digital public services to citizens and companies in one portal (gov.gr)

Formalization of agreements:

❖ Formalization of relationship between public organisations and governmental bodies regarding projects of digital transformation (MoUs, Program Agreements etc)
❖ Interoperability agreements (Interoperability Center)

Q&A

Question from the audience: The programme for administrative process simplification was presented. How can the Greek Ministry of Digital Affairs enforce process simplification in other ministries and public administration bodies?

Answer: The programme for administrative process simplification is covered by a specific and horizontal Law that does not only concern the Hellenic Ministry of Digital Governance. This specific law has enforced the simplification and the modelling of processes in order to be hosted in the National Registry of Procedures (Mitos).
All administrative bodies offering public services in Greece have to refer to the portal Mitos to register their procedures, review and update them. However, the project of simplifying the procedures lasted two years.

Question from the audience: Could you describe a little about how the agile work is coordinated between state agencies in Greece?

Answer: The agile approach was more in the implementation phase rather than the processing one. In fact, the Hellenic Ministry of Digital Governance has incorporated and taken under its umbrella other agencies and authorities which have experience with agile methodologies, and thus helped them receive such high scores on the EIF.

European Commission

Sweden's digital infrastructure – Ena

About me & agenda

- Mattias Ekhem
- Information Architect

1. Short intro to DIGG
2. The conceptual model
3. Basic data

"A sustainable welfare society that meets people's future needs"

DIGG's vision

Our mission

We follow up and analyse the digitalisation of society.

We help the government make well-informed decisions.
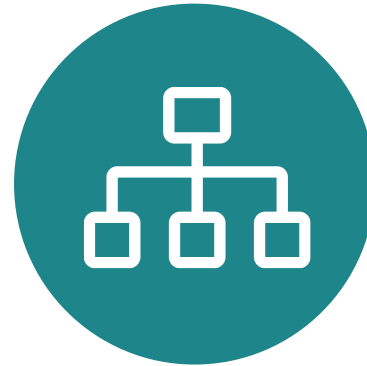
We are responsible for Sweden's digital infrastructure.

Integrated Public Service Governance

Integrated Public Services

Catalogues

Coordination for Integrated Service Delivery

External Information sources and Services

Internal Information Sources and Services

Information Sources

Base Registries

Other Authentic Sources

Open Data

Services

- Shared Services
- Basic Services

Security and Privacy

European Commission
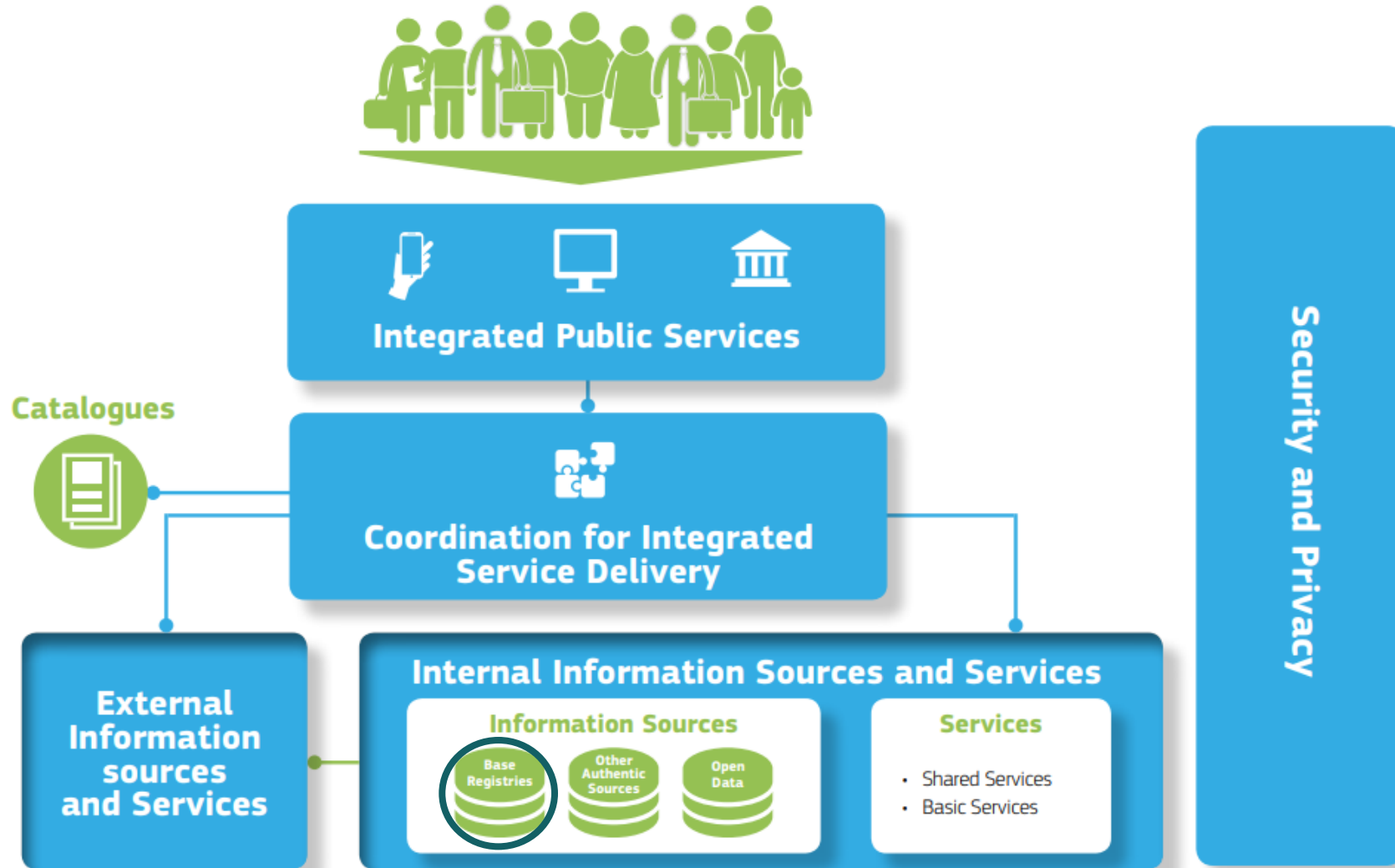
Example

Management and coordination
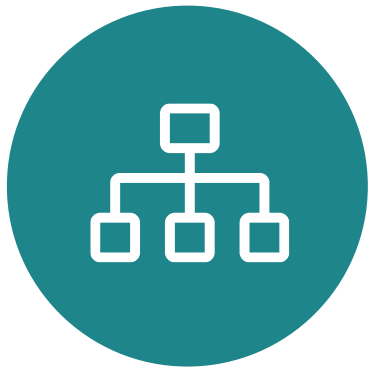
Ena – Sweden's digital infrastructure.

A digital arena for collaboration regarding data and innovation.

Coordination within the EU and internationally.

Coordination of the work with e-identification and e-signatures.

Ena – Sweden's digital infrastructure

- DIGG is leading the work of establishing a joint digital infrastructure for information exchange.

- Basic data domains ensure that the data exchanged within the infrastructure is correct and accessible.

- Reusable building blocks make services more uniform and enable faster and more efficient development.

5
basic data domains

14
building blocks

12
responsible authorities

DIGG

Ena – Sweden's digital infrastructure

- DIGG is leading the work of establishing a joint di... informat...

- Basic dat... exchanged within the infrastructure is correct and accessible.

- Reusable building blocks make services more uniform and enables faster and more efficient development.

5

basic data domains

12

responsible authorities

Recommendation 36:

Develop a shared infrastructure of reusable services and information sources that can be used by all public administrations.

Framework for basic data

- Aims to ensure that the data exchanged in public administration is accurate and accessible.
- Version 2.0 planned for early autumn 2022.
- https://www.digg.se/utveckling-av-digital-forvaltning/digital-infrastruktur/nationella-grunddata

Ramverk för nationella grunddata inom den offentliga förvaltningen
Version 1.0 2021-01-29

Framework for basic data

- Aims to e... ...but the data exchange... administr... and acces...

- Version 2... autumn 2022.

- https://www.digg.se/utveckling-av-digital-forvaltning/digital-infrastruktur/nationella-grunddata

Recommendation 37:

Make authoritative sources of information available to others while implementing access and control mechanisms to ensure security and privacy in accordance with the relevant legislation.

offentliga förvaltningen
Version 1.0 2021-01-29

Framework for basic data

Ramverk för nationella grunddata inom den offentliga förvaltningen
Version 1.0 2021-01-29

Ramverk för nationella grunddata inom den offentliga förvaltningen – bilaga informationsarkitektur
Version 1.0 2021-01-29

Ramverk för nationella grunddata inom den offentliga förvaltningen – bilaga processer
Version 1.0 2021-01-29

Rollbeskrivningar inom den förvaltningsgemensamma digitala infrastrukturen för informationsutbyte
Version 0.2

Framework for basic data

Ramverk för nation[...]
grunddata inom der[...]
offentliga
förvaltningen
Version 1.0 2021-01-29

[...]eskrivningar inom den
[...]tningsgemensamma
[...]la infrastrukturen för
[...]nationsutbyte

Recommendation 38:

Develop interfaces with base registries and authoritative sources of information, publish the semantic and technical means and documentation needed for others to connect and reuse available information.

Recommendation 40:

Create and follow data quality assurance plans for base registries and related master data.

Basic data domains

- National basic data that are connected within an area and that follow the framework for national basic data.

- The following basic data domains are currently managed within Ena:

| PERSON | COMPANIES | CADASTRAL AND GEOGRAPHICAL INFORMATION | HEALTH AND SOCIAL CARE | TRANSPORT SYSTEM |

Basic data domains

- National
  the fram

- The follo

Recommendation 39:

Match each base registry with appropriate metadata including the description of its content, service assurance and responsibilities, the type of master data it keeps, conditions of access and the relevant licences, terminology, a glossary, and information about any master data it uses from other base registries.

| PERSON | COMPANY | PROPERTY- AND GEOGRAPHICAL INFORMATION | HEALTH AND SOCIAL CARE | TRANSPORT SYSTEM |

DIGG

Contact us

Telephone: +46 (0)771-11 44 00, weekdays 9 a.m.–4 p.m.

Email: info@digg.se

www.digg.se

Mynewsdesk

LinkedIn

Twitter

Q&A

Question from the audience: How does Ena ensure coordination and governance among the twelve responsible authorities mentioned in Slide 48? What were the main challenges?

Answer: The infrastructure is fostered by a strong governance with a steering committee (Ena) which brings all the relevant parties, on operational, tactical and strategic levels, together.

European Commission

Q&A between the speakers and the audience

Closing remarks and feedback collection

The next NIFO coffee talks

Did you think this coffee talk was useful?

Do you have any recommendations for the next editions of the coffee talks?

What other topic do you wish to discuss during the next NIFO coffee talk?

interoperable europe

innovation ∞ govtech ∞ community

Stay in touch

@ IoP_EU

Interoperable Europe

Interoperable Europe

ec.europa.eu/InteroperableEurope

IoP_Europe_COMM@ec.europa.eu