

ISA² Action 2016.37: Interoperability Maturity Model

IMAPS-AS Service Level Agreement

9th May 2018

Engagement: 330044603

Specific contract SC 506 under framework contract No DI/07170

Change Control

Modification	Details
Version 1.0.0	
Initial version	

TABLE OF CONTENTS

1. Introduction	4
1.1. The IMAPS-AS Method.....	4
1.2. IMAPS-AS Service description.....	4
1.2.1. Objective	5
1.2.2. Scope.....	5
1.3. Organization of the Service Level Agreement	5
1.4. Contact details	6
2. Responsibilities	6
2.1. User responsibilities.....	6
2.2. IMAPS-AS Team responsibilities	6
3. Service disclaimer	6
4. Service request.....	6
4.1. Request submission.....	6
4.2. Request acceptance	7
5. Service delivery	7
5.1. Timing.....	8
5.2. Capacity.....	8
5.2.1. Availability	8
5.2.2. Resources.....	8
5.3. Service charges	9
5.4. Reporting and continuous improvement.....	9
5.4.1. Service performance metrics	9
5.4.2. Service satisfaction metrics	10
5.4.3. Service reports	10
6. Service acceptance	11
6.1. Glossary	12
6.2. Acronyms.....	12

TABLE OF TABLES

Table 1: Timing	8
Table 2: Service reporting, reviewing and continuous improvement metrics ...	9
Table 3: Service satisfaction metrics	10
Table 4: Glossary	12
Table 5: Acronyms	12

1. Introduction

1.1. The IMAPS-AS Method

IMAPS (Interoperability Maturity Assessment of a Public Service – Assessment Service) provides the users with an easy-to-use assessment tool that will evaluate and ultimately improve European public service interoperability maturity.

The IMAPS is designed to help public service owners (i.e. those in charge of key services such as online tax filing, online business registration, online change of address, etc. – no matter at what government level: national, regional, local, international) evaluate, improve and consider all key interoperability aspects of their public service

The different assessment scenarios of the IMAPS-AS methodology are in full compliance with Annex II criteria set out in the Regulation 1025/2012 and they build on it to develop more complete assessment scenarios. The latest IMAPS release can be found from Joinup¹.

The IMAPS-AS action is funded by the ISA2 programme and falls under the category of Assessing progress being made towards interoperability of public services. Funding is revised annually, taking into account the opinion of the ISA Committee (composed of Member States). The ISA2 Programme runs from 2016 to 2020. The project is managed by DIGIT.

1.2. IMAPS-AS Service description

The Digital Agenda for Europe has identified the lack of interoperability as a major obstacle for growth. More recently the Digital Single Market strategy has promoted interoperability and standards as important enablers for the Digital Single Market. Although EU Member States have accomplished significant work in this domain, it has proven difficult to assess the progress made so far by the different public administrations to reach higher levels of interoperability.

This action has developed the IMAPS to provide public administrations insight into two key aspects of their interoperability performance:

- The current interoperability maturity level of a Digital Public Service;
- Improvement priorities to reach the next level of interoperability maturity.

The IMAPS is a maturity model coupled with a self-assessment tool. It can be used for gap analysis and to highlight the dos and don'ts when creating or maintaining a public service. The IMAPS helps owners and managers of a public service to enhance the quality of service delivery, reduce costs and overcome integration issues by reusing available services and orchestrate services in an effective manner to maximize service outcome and benefits for citizens and public administrations. The predecessor of the IMAPS is the Interoperability Maturity Model (IMM).

IMAPS currently consists of:

¹ <https://joinup.ec.europa.eu/solution/imaps>

² https://ec.europa.eu/isa2/actions/imaps_en

- **A compact and user-friendly self-assessment through the IMAPS online survey.** This 30-minute questionnaire looks at the context of the public service, how the service is delivered, how it consumes existing services and how it is managed.
- On completion of the IMAPS, the **Results Output offers tailored recommendations and confidential improvement guidance.**

1.2.1. Objective

IMAPS-AS Objectives are as follows:

- Devising a self-assessment model to measure the interoperability maturity level of European public services that can be consistently applied throughout the different European public administrations;
- Enabling Member States and EU institutions to assess the interoperability readiness of their digital public services, get recommendations on how to improve their interoperability and compare historically how interoperability of their services progress;
- Analyzing results, drafting conclusions for the best practices, bottlenecks, and challenges in achieving high levels of interoperability maturity and identifying common patterns of recurring interoperability-related problems.

1.2.2. Scope

The following list of actions and elements defines the scope of IMAPS-AS:

- Allow the Users to use the service;
- Provide the User with an interpretation of the results of the assessment;
- Provide immediate insight into a public service's interoperability and tailored recommendations on how to improve its interoperability where necessary
- Give the User the chance of providing feedback on the Assessment Summary;
- Give the User the chance of showing its level of satisfaction with the service;

1.3. Organization of the Service Level Agreement

This Service Level Agreement¹ will be divided into the following sections:

- **Responsibilities** (see [Section 2](#)): this section identifies and describes responsibilities for IMAPS-AS as the service provider and responsibilities located on the User side. As an agreement, both parties must be accountable with their commitments.
- **Service request** (see [Section 3](#)): this section details the way a User can request IMAPS-AS.

¹ This SLA is inspired in ITIL framework.

- **Service delivery** (see [Section 4](#)): this section details the process that takes place from the request of IMAPS-AS to the delivery of its main outputs, the IMAPS-AS assessment and the Assessment Summary. This process includes the timing, capacity, fares, reporting, reviewing and continuous improvement components of the service.
- **Service acceptance** (see [Section 5](#)): this section identifies what the main outputs of IMAPS-AS are and how much time does the User have to express its advice and recommendations on them;

1.4. Contact details

This service is supported by **ISA D2**, the responsible project officer is **Raúl Mario Abril** and the contact telephone number is **+3222958003**

2. Responsibilities

2.1. User responsibilities

The User will be responsible for the fulfilment of the Service Request Form and its further delivery to the IMAPS-AS Team; and for the expression of advice and recommendations on IMAPS-AS Assessment.

2.2. IMAPS-AS Team responsibilities

The IMAPS-AS Team will be responsible for the performance of the assessment and the display of its results to the User.

3. Service disclaimer

(*) By no means will IMAPS-AS assessment imply any direct or indirect endorsement of the EC to the assessed public service.

4. Service request

4.1. Request submission

The service is initiated by the request made by a User in the form of the submission of a (set of) public ICT service(s) to the IMAPS-AS Team by using the **IMAPS-AS Service Request Form**. A joint request by more than one User is possible, but the process followed by this kind of request will be the same one as the one followed by individual requests.

Submissions shall be made through IMAPS-AS functional mailbox:

DIGIT-IMAPS@ec.europa.eu

Gartner

The User/s should try to fill in as many fields as possible.

In the case of a second (or subsequent) submission of public services developed by the same organization, the part of the submission form related to the developing organization could be reused if no change has taken place. In this case, appropriate reference shall be made to the relevant previous submission(s).

Submissions can be made by European public administrations.

The IMAPS-AS Team will verify and complete the Service Request Form. If required, the IMAPS-AS Team will contact the submitter and/or the service-developing organization for further information and/or clarification. Once the IMAPS-AS Team has completed the Service Request Form it will proceed with the elaboration of the IMAPS-AS assessment.

4.2. Request acceptance

Every service request will be evaluated against a set of criteria to determine if it will be accepted by the IMAPS-AS Team. This criteria will take into consideration both the submitter of the public service and the submitted service itself.

If a service request is made by an individual representing the interests of an organization, this individual will be considered an agent acting on behalf of that organization. In this case the characteristics taken into consideration for the evaluation of the service request regarding the submitter will be the ones of the organization.

Regarding the public service, it will be evaluated against the criteria grouped under the section "Relevance" of the IMAPS-AS Tools.

In case the evaluation of the service request (submitter and public service) results in the acceptance of the service request by the IMAPS-AS Team, the submitter will receive this evaluation in the shape of the **IMAPS-AS Service Request Acceptance Form**. This document will be composed of a set of scores that will reflect the degree of compliance of the service request with the criteria against which it has been evaluated.

In case the evaluation of the service request (submitter and public service) results in the rejection of the service request by the IMAPS-AS Team, the submitter will be notified of the service request not being compliant with our criteria.

5. Service delivery

The IMAPS-AS Team will perform an IMAPS-AS assessment using the information from the Service Request Form and other information gathered through the performance of a desk research for the justification of IMAPS-AS assessment criteria.

Ten working days after delivering the final version of the Service Request Form, the IMAPS-AS Team will produce a first version of the IMAPS-AS assessment that will be made available for the User/s to provide feedback within a maximum period of ten working days. This feedback shall be made available to the IMAPS-AS Team as it is produced by the User/s instead of waiting until the end of the ten working days period.

Five working days after the reception of the feedback, the IMAPS-AS Team will produce the Assessment Summary. Finally, the corresponding IMAPS-AS assessment and Assessment Summary will be sent to the User as the main outputs of the service.

Five working days may be accommodated at any moment of the process if needed by the IMAPS-AS Team. This period will be denominated buffer week.

5.1. Timing

The following is the target timing of IMAPS-AS but by no means shall it be considered a formal compromise between the IMAPS-AS Team and the Users.

Table 1: Timing

Metric	Description
Service request	(T1) Max. ten working days: the reception of a service request
Service delivery	(T2) Ten working days + submitter feedback on IMAPS-AS assessment (ten working days approx.) + five working days: The Assessment Summary
Buffer	(Buffer) Max. five working days
Service acceptance	(T3) Ten working days
Total	$T1+T2+T3+buffer=$ 45-50 working days

5.2. Capacity

5.2.1. Availability

Availability of the service means that a User will be able to submit a public service for its assessment.

The target availability for the service is a 100% in terms of business hours, what means that the service will be available from 9:00 to 18:00 from Monday to Friday during 365 days a year.

5.2.2. Resources

Although the target availability of the service is a 100% in terms of business hours, the service will have to convey with IMAPS-AS Team's constraints in terms of resources for the execution of the assessments.

This resources will vary in the future, and the availability of the service will always depend on them.

In case there were already accepted service requests by the Users and no resources to perform the assessments, those service requests shall be stored in a public repository and the "first come, first served" approach shall be followed for their assessment when IMAPS-AS Team resources allow it.

The resources available for the IMAPS-AS Team to perform assessments at every moment will be made public for the Users through Joinup and DIGIT Catalogue of Services.

5.3. Service charges

IMAPS-AS is free of charge for its Users, and its costs are covered by the ISA² budget.

The ISA² programme¹ supports the development of digital solutions that enable public administrations, businesses and citizens in Europe to benefit from interoperable cross-border and cross-sector public services.

5.4. Reporting and continuous improvement

IMAPS-AS Team will measure IMAPS-AS quality and performance parameters annually through the SLA metrics represented in the next sub-chapters.

5.4.1. Service performance metrics

Metrics defined to demonstrate that service is fit for consumption. In other words, proofing the service allows Users to perform their activities when required and ensuring that IMAPS-AS runs with an adequate performance level.

Metrics considered here are the following ones:

Table 2: Service reporting, reviewing and continuous improvement metrics

¹ https://ec.europa.eu/isa2/home_en

Metric	Description	Target value	Reporting method
Service availability	Availability of the service at any moment	100% in terms of business hours	Monthly and annual service report
Average response time	The average response time of IMAPS-AS from the moment of the request to the moment when the summary is delivered to the User	<6 months	Monthly and annual service report
Maximum response time	The maximum response time of IMAPS-AS from the moment of the request to the moment when the summary is delivered to the User	1 year	Monthly and annual service report

5.4.2. Service satisfaction metrics

Satisfaction metrics allow the IMAPS-AS Team to know to what extent Users are happy with the service received and give the opportunity to identify which delivery aspects could improve as well as to prioritize improvement initiatives based on a balance between the effort required and the value expected.

Metrics considered here are the following ones:

Table 3: Service satisfaction metrics

Metric	Description	Target value	Reporting method
User satisfaction index	Level of satisfaction achieved within the Users of the service	9/10	Annual service report

The User satisfaction index will be elaborated as an average of the criteria of the satisfaction survey in the **IMAPS-AS Service Acceptance Form**.

5.4.3. Service reports

As defined in the tables above, as part of IMAPS-AS features, annual service reports will be produced to inform about metric results.

Service performance and quality metrics will be reported on a monthly basis. A report will be elaborated on a yearly basis in order to give a more general overview of these factors.

Reports will provide historic information (based on target values achieved in previous reporting periods) for comparison and will show the expected trend.

6. Service acceptance

Once finished, the IMAPS-AS Team will send the IMAPS-AS assessment and a satisfaction survey to the User/s via IMAPS-AS functional mailbox in the shape of the **IMAPS-AS Service Acceptance Form**. The User/s will have ten working days to fulfil the satisfaction survey and express advices and recommendations. This information shall be delivered to the IMAPS-AS Team via IMAPS-AS functional mailbox (DIGIT-IMAPS@ec.europa.eu).

Annex 1: Terminology

6.1. Glossary

Table 4: Glossary

Terms	Description
User¹	A User will be any person, entity or Member State of the European Union that uses the service.
IMAPS-AS Team	IMAPS-AS Team will be the group of experts belonging to IMAPS-AS action that will provide the service.

6.2. Acronyms

Table 5: Acronyms

Acronym	Description
IMAPS	Interoperability Maturity Assessment of a Public Service
IMAPS-AS	Interoperability Maturity Assessment of a Public Service – Assessment Service

¹ In case no use of the service is requested through the submission of the correspondent Service Request Form by a User, IMAPS-AS Team will be entitled to become a User of the service through the submission of its own Service Request Forms in order to keep the service running.