7.5 INTEROPERABILITY REQUIREMENTS FOR THE SINGLE DIGITAL GATEWAY IMPLEMENTATION (2017.05)

7.5.1 IDENTIFICATION OF THE ACTION

Service in charge	DG GROW.E3
Associated Services	DG GROW.R4, DG.GROW.R3

7.5.2 EXECUTIVE SUMMARY

The proposal for a Regulation on a single digital gateway of 2 May 2017 (COM(2017)256) aims at making it easier for citizens and companies who need to navigate regulatory and administrative requirements to access the necessary information, procedures and assistance services online. It foresees the development of support IT tools:

- a **search facility** that will link to information and procedures located on EC and Member States websites – this search facility may raise interoperability questions in cases where Member States hold the information in specific databases. Furthermore, the search facility will use the information included in a limited set of webpages and portals. The links to these webpages and portals will be included in a repository. Automatic updating of such links should be enabled where technically feasible;
- a **common assistance service finder**, that will link to assistance and problem solving services offered by EC and Member States authorities;
- **user feedback tools** aimed at assessing and improving the quality of information, procedures and assistance services – here interoperability questions may be raised as regards the link to existing user feedback tools and with tools collecting user statistics,
- a **tool for gathering feedback on obstacles to the Single Market** – interoperability questions may be raised as regards the link to information collected by assistance and problem solving services;
- **a backoffice dashboard** collecting input from several sources (common and national user feedback tools, national user statistics collected by web analytical tools, case handling data from assistance services) and offering an interface for analysing and monitoring these data to the national coordinators and the Commission;
- tools for supporting the **acceptance and the exchange of digital evidence** in the frame of administrative procedures (being developed as part of the TOOP project).

To optimise their functioning and to limit administrative burden, it is essential that they are conceived and developed in a manner that ensures:

- optimal synergies between the tools themselves;
- and interoperability between EU level and Member States IT solutions where relevant.

This action aims to provide the technical basis for implementation of the future Regulation by detailing the IT architecture of the single digital gateway and by ensuring functional, technical and semantic interoperability for the development of the IT tools and their interconnection with Member States IT tools and EU level tools.

7.5.3 OBJECTIVES

In addition to other preparatory works (ongoing pilot on the search facility, analysis of feedback mechanism, etc.), this action would provide a technical basis for the implementation of the single digital gateway by:

- further specifying the IT architecture, including business processes, data model, identification of services, responsibilities for service provision, and data exchange requirements,
- defining functional and technical requirements (and related KPIs),
- listing cases where functional, technical or semantic interoperability questions may arise, and for each of these cases:
  - assessing the current situation and identifying interoperability challenges,
  - assessing the target situation,
  - assessing interoperability gaps.
- identifying interoperability enablers to address the (potential) gaps: existing tools (such as IMI and YEST), building blocks (such as ISA² and CEF solutions), standards and development needs,
- proposing options for implementation, and estimating related impacts and costs.

This action will directly contribute to the objectives of the ISA² programme by supporting interoperability between public administrations.

7.5.4 SCOPE

The project shall cover all IT tools foreseen to support implementation of the single digital gateway (SDG):

- search facility and repository for links,
- common assistance service finder,
- user feedback tools (quality),
- user feedback tools (Single Market obstacles),
- common dashboard,
- tools for the acceptance and exchange of digital evidence.

The scope might evolve to reflect outcomes of the negotiations with the European Council and the European Parliament.

It shall provide architecture and identify possible solutions to ensure interoperability between the SDG IT solutions at EU level and with Member States IT solutions where relevant.

The expected deliverables are: the IT architecture; a list of requirements; for each of the IT tools listed in the executive summary: analysis of the current and target situations, analysis of interoperability problems; an analysis of interoperability enablers and development needs; and options for implementation.

Development of the IT tools themselves is outside the scope of this project.

7.5.5 ACTION PRIORITY

7.5.5.1 Contribution to the interoperability landscape

Question	Answer
How does the proposal contribute to improving interoperability among public administrations and with their citizens and businesses across borders or policy sectors in Europe?	This action will directly contribute to the objectives of the ISA² programme by supporting interoperability between public administrations.

Question	Answer
*Will the proposal, **once completed**, be useful from the interoperability point of view and utilised in two (2) or more EU policy sectors? Detail your answer for each of the concerned* • *the new European Interoperability Framework (EIF);* • *the Interoperability Action Plan and/or interoperability requirements?*	The tools foreseen by the single digital gateway should be used in the internal market covering a wide range of activities linked to, among others, education, possibility to use some aspects of EIRA. Besides, the action will start with an analysis of the current situation, in order to

Question	Answer
*Will the proposal, **once completed**, be useful from the interoperability point of view and used For proposals completely or largely **already in operational phase**, indicate whether and how*	Outcome of the action would apply to EU-level tools. Interoperability challenges with N/A

Question	Answer
*Is your action urgent? Is its implementation available? foreseen in an EU policy as a priority for an EU For proposals completely or largely **already in** legislation? **operational phase**, indicate whether and how they have been utilised by public administrations of three (3) or more EU Members States.*	Assuming that the Regulation is adopted by mid-2018, its provisions would have to be implemented at the latest two years later. Given the time needed to develop the IT tools that should support the single digital gateway, information on interoperability requirements and options for their implementation would need to be known before the development of the tools start, i.e. by the end of 2018 at the latest. New IT standards or questions might need to be developed for each tool independently, and not enable an overall interoperability of the SDG tools. This will lead to greater costs and administrative burden.
How does the ISA² scope and financial capacity better fit for the implementation of the proposal as opposed to other identified and currently available sources?	Supporting interoperability between public administrations at the heart of this action. The ISA² programme is therefore the ideal tool to facilitate its implementation.

7.5.5.2 Cross-sector

7.5.5.3 Cross-border

7.5.5.4 Urgency

7.5.5.5 Reusability of action's outputs

| Name of reusa | Interoperab |

ble solution to be reproduced (for new proposals) or prod	ility solutions

uced (for existing actions)	
Description	Options to ensure interopera

bility between the SDG IT tools and with the Member States I

	Ttools
Reference	
Target release date / Status	2018
Critical alpa	All Member

rt of target user base	States authorities, but also at EU level, responsible for IT

tools that would need to interoperate with the SDG IT to

ls (e.g. authorities responsible for databases, for user f

eedback tools, for tools collecting user statistics, for a ssi

stance and problem solving services, etc.)	
For solutions	N/A

already in operational phase - actual reuse level (as com

pared to the defined critical part)

7.5.5.6 Level of reuse of existing solutions

The re-use by the action (following this proposal) of existing common frameworks and interoperability solutions.

Question	Answer
Does the proposal intend to make use of any ISA[2], ISA or other relevant interoperability solution(s)? Which ones?	The proposal will contribute to the implementation of the overall EIF principles and recommendations. The possibility to use the CPSV-AP and the ISA core vocabularies like the persons and location vocabularies in this frame will be assessed. Besides, the action should start with an analysis of the current situation, in order to assess the possibility to reuse existing

	tools and building blocks.	
*For proposals completely or largely **already in operational phase**: has the action reused existing interoperability solutions? If yes, which ones and how?*	N/A	
Question	**Answer**	7.5.6 PROBLEM STATEMENT
Does the proposal directly contribute to at least one of the Union's high political priorities such as the DSM? If yes, which ones? What is the level of contribution?	The proposal is directly aimed at the implementation of the single digital gateway Regulation, which is one of the actions announced both in the DSM and in the Single Market Strategy.	

The problem of	Lack of interoperability between IT tools used by public services
affects	EU and Member States authorities
the impact of which is	Costs, administrative burden
a successful solution would be	Options to ensure interoperability between the SDG IT tools at EU level and with the Member States IT tools

7.5.7 IMPACT OF THE ACTION

7.5.7.1 Main impact list

Impact	Why will this impact occur?	By when?	Beneficiaries
(+) Savings in money	Direct impact: interoperability will limit the costs incurred by EC and Member States authorities for implementing the SDG Regulation	2020	EC and Member States authorities
(+) Savings in time	Direct impact: interoperability will limit the time spent by EC and Member States authorities for implementing the SDG Regulation	2020	EC and Member States authorities
(+) Better interoperability and quality of digital public service	Increasing interoperability and quality of digital public service is at the heart of this action.	2020	EC and Member States authorities

(-) Integration or usage cost	To be estimated by the action	2020	EC and Member States authorities

7.5.7.2 User-centricity

Member States authorities will be involved in the whole process through exchanges on the project and its implementation in the frame of the meetings of the EUGO network, of the Your Europe Editorial Board, and of the single digital gateway coordination group once established.

7.5.8 EXPECTED MAJOR OUTPUTS

Name of reusable solution to be produced (for new proposals) or produced (for existing actions)	IT architecture
Description	IT architecture and possible solutions ensuring interoperability between the SDG IT solutions at EU level and with Member States IT solutions where relevant.
Reference	
Target release date / Status	2018

Name of reusable solution to be produced (for new proposals) or produced (for existing actions)	Functional and Technical requirements overview
Description	Consolidated list of all legal, organisational and technical requirements to be fulfilled by the SDG
Reference	
Target release date / Status	2018

Output name	Assessment of the current situation and existing tools
Description	Assessment of the current situation and identification of interoperability problems. Identification of existing tools, including possible scenarios for implementation and related costs.
Reference	
Target release date / Status	2018

7.5.9 ORGANISATIONAL APPROACH

7.5.9.1 Expected stakeholders and their representatives

Stakeholders	Representatives	Involvement in the action
Member States authorities (national, regional, local levels)	Points of Single Contact, Your Europe Editorial Board representatives, single digital gateway national coordinators once designated	Regular meetings to discuss development and implementation

7.5.9.2 Identified user groups

EC and Member States authorities.

7.5.9.3 Communication and dissemination plan

The project will be advertised and discussed in the frame of the EUGO network, of the Your Europe Editorial Board and of the single digital gateway coordination group once established. Both groups will enable to reach the authorities that are the main target group for the project. Each group is meeting twice a year and joint meetings could be organised as required. Specific events dedicated to this project may also be organised.

7.5.9.4 Key Performance indicators

Provide a list of KPIs allowing the measurement of the progress and completions of milestones and the action. In case of an on-going action with already identified metrics[34] indicate the current values.

Description of the KPI	Target to achieve	Expected time for target
Degree of completeness of the IT architecture	100%	2018
Number of Member States analysed as regards their existing IT tools	28	2018
Degree of completeness of the functional and technical requirements to achieve the SDG	100%	2018
Number of existing tools and building blocks analysed	At least 2	2018
Degree of completeness of the final recommendations	100%	2018

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[34] For examples see the ISA2 dashboard https://ec.europa.eu/isa2/dashboard/isadashboard , **effectiveness** tab.

7.5.9.5 Governance approach

The project will be managed by DG GROW services, as indicated above. Member States authorities will be involved in its development and implementation in the way described above.

7.5.10 TECHNICAL APPROACH AND CURRENT STATUS

N/A

7.5.11 COSTS AND MILESTONES

7.5.11.1 Breakdown of anticipated costs and related milestones

Phase: Initiation Planning Execution Closing/Final evaluation	Description of milestones reached or to be reached	Anticipated Allocations (KEUR)	Budget line ISA/ others (specify)	Start date (QX/YYYY)	End date (QX/YYYY)
Initiation	Inception report	10	ISA²	Q4 2017	Q1 2018
Planning	IT architecture	90	ISA²	Q4 2017	Q1 2018
Planning	Technical and functional requirements overview	100	ISA²	Q4 2017	Q2 2018
Execution	Assessment of the current situation and identification of interoperability problems	60	ISA²	Q2 2018	Q2 2018
Execution	Identification of existing tools, building blocks and development needs	50	ISA²	Q3 2018	Q4 2018
Execution	Options for implementation and estimation of costs	100	ISA²	Q4 2018	Q4 2018
Closing / Final evaluation		10	ISA²	Q4 2018	Q4 2018
	Total	420			

7.5.11.2 Breakdown of ISA² funding per budget year

Budget Year	Phase	Anticipated allocations (in KEUR)	Executed budget (in KEUR)
2017	Initiation	10	10
2017	Planning/Execution	190	120
2018	Execution	210	310
2018	Closing / Final evaluation	10	10

7.5.12 ANNEX AND REFERENCES

Description	Reference link	Attached document
Proposal for a Regulation on a single digital gateway	https://ec.europa.eu/info/law/better-regulation/initiatives/com-2017-256-0_en	