

## 8.17 INTEROPERABILITY ACADEMY (2019.01)

### 8.17.1 IDENTIFICATION OF THE ACTION

Service in charge	DIGIT D2.
Associated Services	Publications Office of the EU, DG GROW, DG CNECT, DG DEVCO

### 8.17.2 EXECUTIVE SUMMARY

Nowadays the majority of the jobs are or will be requiring some level of digital skills and the Digital Single Market could contribute €415 billion per year to the EU Economy<sup>65</sup>. To address this challenge the European Commission has brought Member States and education, employment and industry stakeholders together in a **Digital Skills and Job Coalition**<sup>66</sup>. The objective is to develop a large digital talent pool and ensure that individuals and the labour force in Europe are equipped with adequate digital skills.

Civil servants also need to have nowadays a basic level of ICT skills to carry their daily tasks. In addition, some of them need more advanced skills for data analytics and data mining to support policy, service delivery and impact evaluation.

A number of initiatives from the Commission are supporting it, such as the competence framework<sup>67</sup> applied to sectors such as customs officers and towards consumers, offering the basis for curricula to train people. Furthermore the ERASMUS+ programme provides funding for sector skills alliances<sup>68</sup> and the European Investment Funds supports provides support through the thematic objective 11: “Enhancing institutional capacity of public authorities and stakeholders and efficient public administration”<sup>69</sup>.

<sup>65</sup> <http://ec.europa.eu/social/BlobServlet?docId=15617&langId=en>

<sup>66</sup> <https://ec.europa.eu/digital-single-market/en/digital-skills-jobs-coalition>

<sup>67</sup> <https://ec.europa.eu/jrc/en/publication/eur-scientific-and-technical-research-reports/digcomp-20-digital-competence-framework-citizens-update-phase-1-conceptual-reference-model>

<sup>68</sup> [http://eacea.ec.europa.eu/erasmus-plus/actions/key-action-2-cooperation-for-innovation-and-exchange-good-practices/sector-skills-alliances\\_en](http://eacea.ec.europa.eu/erasmus-plus/actions/key-action-2-cooperation-for-innovation-and-exchange-good-practices/sector-skills-alliances_en)

<sup>69</sup> [http://ec.europa.eu/regional\\_policy/en/policy/themes/better-public-administration/](http://ec.europa.eu/regional_policy/en/policy/themes/better-public-administration/)

A successful implementation of the EIF in Europe, including the reuse of solutions developed within ISA/ISA<sup>2</sup> rely on people having the rights skills and competences to understand and implement them. For this reason, education is essential, and a lot of education and workshops and user engagement activities have been produced supporting it, within individual actions or via the programme communication and as part of the ISA<sup>2</sup> legal obligation. These activities mainly took place in the form of videos, webinars, workshops, leaflets. To make all of these activities sustainable, this proposal intends to organise an educational activity with pedagogical approaches around interoperability and the ISA<sup>2</sup> programme and its possible successor. As an example, the NIFO action is developing the concept of EIF ambassadors to empower officials from the MS to raise awareness and support national and regional/ local administrations in their endeavours towards implementing and monitoring the EIF. Training modules and other supporting material are being created to that end. Also a toolbox of reusable solutions to support the implementation of the EIF. The EIF training material can be customised to reach a broader audience and to be updated in future releases.

The actions would in large part reuse whatever material has been produced as a resource the training curriculum will be developed under specific training targets and educational activities.

Thus, the action will be an e-learning programme and will mostly rely on the existing e-Learning resources and propose a distance educational platform, to deliver the courses online. The form of e-Learning will be blended learning as it will further include educational face-to-face activities in forms of seminars, workshops or/and 2-3 days training in the form of summer/winter schools to ensure practical learning. A certificate of attendance/or participation can be included to qualify attract more professionals.

### **8.17.3 OBJECTIVES**

The present action proposes to

- Increase the awareness on interoperability (EIF) and ISA<sup>2</sup> solutions focusing on educational approaches
- Bring learning opportunities to all groups since users are able to access content from anywhere and at any time thus increase users awareness .
- Support regional and local governments in the implementation of interoperability and more specifically on getting alignment with the EIF
- Develop digital skills in the area of interoperability
- Propose a comprehensive cursus and different learning paths according to the user status (include a broad range of professions and backgrounds e.g. IT background, legal, policy)

- Propose a platform to be used also as a Massive Open Online Courses (MOOC) MOOC.
- To include and LMS (learning Management System) that is SCORM- compliant so that users can track their courses and progress and review material upon their need (24/7).
- Present in a coherent way, the material which is already available and that will be produced.
- The courses would be designed in a way that the user feedback (rating) would be requested so as to sustain and improve the platform.

#### **8.17.4 SCOPE**

This proposal intends to develop eLearning resources around Interoperability and more specifically the EIF as well as training on any action/solutions proposed by the ISA<sup>2</sup> programme.

The project will provide:

- A catalogue of educational resources
- E-learning courses with a variety of techniques, including audio and video recordings, presentations, videos, documents, webinars, quizzes, surveys, games, discussion groups etc.), like the one produced by NIFO for the monitoring and implementation of the EIF
- A Learning Management System platform based on Open Source and based on open standards.
- Organisation of schools, seminars, training sessions.
- A certificate of attendance to the successful participants.

General education around the topic of eGovernment and/or Digital Government is out of scope.

The project does not intend either to institute an actual academy with formal recognised certification, except for European Interoperability Framework or a specific ISA<sup>2</sup> Solution if relevant. .

### 8.17.5 ACTION PRIORITY

This section is used to assess the priority of the proposal to become a programme’s action according to Art. 7 of the ISA<sup>2</sup> decision<sup>70</sup>.

#### 8.17.5.1 Contribution to the interoperability landscape

*The contribution of the action to the interoperability landscape, measured by the importance and necessity of the action to complete the interoperability landscape across the Union*

Question	Answer
<p><i>How does the proposal contribute to improving interoperability among public administrations and with their citizens and businesses across borders or policy sectors in Europe?</i></p> <p><i>In particular, how does it contribute to the implementation of:</i></p> <ul style="list-style-type: none"> <li>• <i>the new European Interoperability Framework (EIF),</i></li> <li>• <i>the Interoperability Action Plan and/or</i></li> <li>• <i>the Connecting European Facility (CEF) Telecom guidelines</i></li> <li>• <i>any other EU policy/initiative having interoperability requirements?</i></li> </ul>	<p>The action will directly contribute to the EIF Implementation not only by raising awareness but by enhancing the skills in the area of Interoperability and should cover some gaps not currently covered.</p> <p>By having the focus on Interoperability it will contribute to the subject of interoperability and help to the implementation of the Interoperability Action Plan.</p>

<sup>70</sup> DECISION (EU) 2015/2240 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL

Question	Answer
<i>Does the proposal fulfil an interoperability need for which no other alternative action/solution is available?</i>	Currently, the training, educational material offered is somewhat fragmented and not organised under specific pedagogic methods to ensure learning. This proposal will provide a source for training and improving skills at EU level.

### 8.17.5.2 Cross-sector

*The scope of the action, measured by its horizontal impact, once completed, across the policy sectors concerned.*

Question	Answer
<i>Will the proposal, <b>once completed</b> 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 sectors.</i>	<p>The academy will not be focusing on a specific sector. The training offer will have a focus on the generic solutions and addressing Interoperability at large scale.</p> <p>The tools proposed by the action will also be able to cover particular sector. Some material will in particular focus on the cross-sector perspective.</p>
<i>For proposals completely or largely <b>already in operational phase</b>, indicate whether and how they have been utilised in two (2) or more EU policy sectors.</i>	

### 8.17.5.3 Cross-border

*The geographical reach of the action, measured by the number of Member States and of European public administrations involved.*

Question	Answer
<p><i>Will the proposal, <b>once completed</b>, be useful from the interoperability point of view and used by public administrations of three (3) or more EU Members States? Detail your answer for each of the concerned Member State.</i></p>	<p>The proposal does not have a particular national perspective and is pan-European by essence.</p>
<p><i>For proposals completely or largely <b>already in operational phase</b>, indicate whether and how they have been utilised by public administrations of three (3) or more EU Members States.</i></p>	

### 8.17.5.4 Urgency

*The urgency of the action, measured by its potential impact, taking into account the lack of other funding sources*

Question	Answer
<p><i>Is your action urgent? Is its implementation foreseen in an EU policy as priority, or in EU legislation?</i></p>	<p>The digital skills gaps are seen in many areas and at many levels, in user level for adopting digital solutions but also at the level of the public administration, delaying the adoption of electronic solutions. This was pointed out by the Digital Market Strategy and is an essential part of the Grand coalition for jobs and skills.</p>

Question	Answer
<i>How does the ISA<sup>2</sup> scope and financial capacity better fit for the implementation of the proposal as opposed to other identified and currently available sources?</i>	The focus of this proposal is on interoperability and solutions proposed in the scope of the ISA/ISA <sup>2</sup> programme. Although, the action might link to a number of similar initiatives in the area of Digital Skills on eGovernment. As there is a strong focus in the next MFF around Digital Skills, focus will be put to enhance.

#### 8.17.5.5 Reusability of action's outputs

*The re-usability of the action, measured by the extent to which its results can be re-used.*

Can the results of the action (following this proposal) be re-used by a critical part of their target user base, as identified by the proposal maker? For proposals or their parts already in operational phase: have they been re-used by a critical part of their target user base?

Name of reusable solution to be produced (for new proposals) or produced (for existing actions)	eLearning platform
Description	An eLearning platform that will support the action but also any action of the ISA <sup>2</sup> programme eager to propose material and/or wanting to propose some cursus.
Reference	
Target release date / Status	2020
Critical part of target user base	Public Servant in Member States, EU Institutions, citizens and businesses.
For solutions already in operational phase - actual reuse level (as compared to the defined critical part)	

Name of reusable solution to be produced (for new proposals) or produced (for existing actions)	A catalogue of Learning Resources and reusable solutions for Interoperability
Description	The proposal will gather, organise and create if necessary eLearning resources in the area.
Reference	
Target release date / Status	First catalogue in Q3/2019
Critical part of target user base	Any public servant.
For solutions already in operational phase - actual reuse level (as compared to the defined critical part)	

Name of reusable solution to be produced (for new proposals) or produced (for existing actions)	Comprehensive cursus on Interoperability and the EIF according to the user learning profile.
Description	Different cursus, or training paths will be propose. These could lead to a later certification.
Reference	
Target release date / Status	Q4/2019
Critical part of target user base	Any Public Administration personnel
For solutions already in operational phase - actual reuse level (as compared to the defined critical part)	



### 8.17.5.6 Level of reuse of existing solutions

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

Question	Answer
<p><i>Does the proposal intend to make use of any ISA<sup>2</sup>, ISA or other relevant interoperability solution(s)? Which ones?</i></p>	<p>The proposal will reuse material already produced by existing actions (videos, eLearning, presentations, webinars, toolbox of reusable solutions...) and present them in an organised and logical manner. In addition, the eLearning platform will be linked with Joinup where individual solutions could refer to it.</p> <p>In particular for the EIF, the action will reuse the content of the e-Learning section created in Joinup by the NIFO collection. If needed, the latter will be migrated to the eLearning platform that will be created by the present action.</p> <p>Currently other identified actions are: EIRA, CAMSS, SEMIC.</p>
<p><i>For proposals completely or largely <b>already in operational phase</b>: has the action reused existing interoperability solutions? If yes, which ones and how?</i></p>	

### 8.17.5.7 Interlinked

*The extent to which the action (following this proposal) contributes to Union’s initiatives such as the DSM.*

Question	Answer
<p><i>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?</i></p>	<p>Improvement of Digital Skills is essential for the completion of the Digital Single Market. The mid-term review of the Digital Single Market strategy<sup>71</sup>, published in May 2017, focuses on digital skills oriented actions, aiming to manage digital transformation of our society and economy. The proposal will complement the initiatives by focusing on Interoperability and Public Administrations.</p>

### 8.17.6 PROBLEM STATEMENT

The problem of	The lack of training offer on Interoperability and Interoperability solutions
affects	the adoption of interoperable solutions
the impact of which is	poor adoption of ISA <sup>2</sup> solutions and limited EIF Implementation in EU
a successful solution would be	offering structural educational activities and resources

<sup>71</sup> <https://ec.europa.eu/digital-single-market/en/news/digital-single-market-commission-calls-swift-adoption-key-proposals-and-maps-out-challenges>

## 8.17.7 IMPACT OF THE ACTION

### 8.17.7.1 Main impact list

Impact	Why will this impact occur?	By when?	Beneficiaries
(+) Savings in money	By providing Learning resources for free, it will limit the need for investments in constructing resources.	By 2020 once the platform is ready	Any EU Public Administration.
(+) Savings in time	The provision of Learning Resources, will limit the time necessary to develop them.		
(+) Better interoperability and quality of digital public service	By offering training on Interoperability we will increase the necessary digital skills for the people provisioning public services.	By 2019	Anybody but EU Public Servants in particular.
(-) Integration or usage cost	The eLearning platform will be Open Source and will be open to other topics on the same subject.		

### 8.17.7.2 User-centricity

One of the conditions for maximizing the impact of the ISA<sup>2</sup> actions is by ensuring that they meet users' needs. For this to happen, users' engagement and involvement is needed before and during solutions' implementation, and users' feedback is sought after solutions are in operation.

### 8.17.8 EXPECTED MAJOR OUTPUTS

Output name	Set of curricula around Interoperability
Description	The proposal will develop a set of curricula according to the learner objective, profile, difficulty.
Reference	
Target release date / Status	End 2019.

### 8.17.9 ORGANISATIONAL APPROACH

#### 8.17.9.1 Expected stakeholders and their representatives

Stakeholders	Representatives	Involvement in the action
European Commission	ISA <sup>2</sup> Action owners	Proposals of courses, course creation, participation in the definition of the cursus.
European Commission	DG CONNECT/DG EAC, DG EMPL	for synergies with other digital skills initiatives
European Commission	Training services	Integration of the learning offer into the EU-Learn Catalogue.
Member States	ISA <sup>2</sup> Committee/Designated representatives in skills.	For synergies with national/regional actions and evaluation of the needs at Member State level.
United Nation University	UNU-eGOV	Ensure synergies and possible collaborations for certain aspects.

### **8.17.9.2 Identified user groups**

Like many MOOCs, the eLearning platform can be accessible to anyone, some specific resources will target eGovernment professionals, in particular webinars and courses that will be organised with presence. These professionals can work at different levels of the organisations and intervening at different layers of the Interoperability Model.

In summary:

- Policy developers
- Legal services
- EIF ambassadors
- Officials from regional and local governments working on interoperability and public administration modernisation
- Solutions Architects
- Technical staff responsible involved in the development
- etc.

### **8.17.9.3 Communication and dissemination plan**

The Academy will ultimately be supported on an eLearning platform, in addition it will rely on existing actions already proposing training activities which will ultimately be hosted on the academy eLearning platform.

Communication will rely on the usual ISA<sup>2</sup> communication channels (website and social media) as well as through targeted channels involved in the eGovernment educational domain, inside the European Commission.

The creation of specific channels will be evaluated after a year in order to increase the enrolment.

The action will also rely on Joinup platform to engage with a community and gather and organise new courses.

#### 8.17.9.4 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<sup>72</sup> indicate the current values.

Description of the KPI	Target to achieve	Expected time for target
Number of resources/ training material proposed	20	2020
Number of courses proposed in the catalogue	4	2020
Number of courses provided	20	2020
Number of enrolled “students”	100	2020

#### 8.17.9.5 Governance approach

The governance of the project will be under the responsibility of the Interoperability Unit or the Director of DIGIT Digital Services.

A committee composed of major actions owners (e.g. Legal Interoperability, NIFO, SEMIC, Communication, Sharing & Reuse, EIRA) will be responsible of defining the contents of the course and act as steering board and defining the curricula.

External advice will be sought from international organisations (OECD, UN), national representatives and other EC services involved in digital skills development in the area of Government. ISA<sup>2</sup> committee members will have the possibility to designate representatives to participate to the governance. To that purpose an Advisory board might be put in place.

A workflow will be put in place allowing for proposal of new courses, in addition to a change management process coupled with an annual review.

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<sup>72</sup> For examples see the ISA2 dashboard <https://ec.europa.eu/isa2/dashboard/isadashboard>, effectiveness tab.

## **8.17.10 TECHNICAL APPROACH AND CURRENT STATUS**

The proposal will start by developing a basic learning strategy and an identify existing educational resources that have been developed along the years in the ISA/ISA<sup>2</sup> programmes and identify possible gaps in the offer.

From the existing offer, the action will build a roadmap, and a programme for the last 2 years of the ISA<sup>2</sup> programme.

All these activities will be overseen and validated by the Steering Committee.

### **Grants**

The action might experiment grants for developing new courses. The grants should be selected following a call for proposal and the topic will be defined following the assessment of the catalogue.

Grants will be of 10 K€ per course and will be selected by evaluating proposals sent by the proposers. The areas to be covered will follow the analysis performed in the first phase of the project.

The eligibility for the proposals are:

- Related to one of the domain contained in the call for proposals
- Easily integrated into an eLearning platform.
- Submitted by a maximum of 2 proposers
- Proposers must be any legal entity established in a country member of the ISA<sup>2</sup> programme.

The evaluation will be performed by independent experts in the area of eGovernment and eLearning and will consist of three evaluation criteria as defined below:

Each criterion will have a score from 1 to 5.

- Quality of the proposal: Addressing the subject, Operational Capacity: capacity of the proposer(s) to perform the work proposed
- Pedagogical assessment.

The template for proposals will be made available at the date of the publication of the call.

It will contain:

- The outline of the course
- The questions allowing the assessment of the acquired knowledge.
- A Project Management section
- A section demonstrating the capacity of the proposer(s) to carry-out the work, including the CVs of the people involved.

## 8.17.11 COSTS AND MILESTONES

### 8.17.11.1 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	Comprehensive list of all existing material and e-learning strategy	100	ISA <sup>2</sup>	Q2/2019	Q3/2019
Initiation	Architecture and design of the eLearning Platform	100	ISA <sup>2</sup>	Q4/2019	Q3/2020
Execution	Cursus development	100	ISA <sup>2</sup>	Q2/2019	Q4/2019
Execution	Organisation of ISA <sup>2</sup> Winter/Summer School	50	ISA <sup>2</sup>	Q3/2019	Q4/2019
Execution	5 Grants for the production eLearning courses.	50	ISA <sup>2</sup>	Q4/2019	Q2/2020
Execution	Development and maintenance of the MOOC platform.	300	ISA <sup>2</sup>	Q4/2019	Q4/2021



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)
Execution	Organisation of Webinars/Seminars	100	ISA <sup>2</sup>	Q4/2019	Q2/2021
	<b>Total</b>	<b>800</b>			

#### 8.17.11.2 Breakdown of ISA<sup>2</sup> funding per budget year

Budget Year	Phase	Anticipated allocations (in KEUR)	Executed budget (in KEUR)
2019		500	
2020		300	