

1.1 EIF IMPLEMENTATION AND GOVERNANCE MODELS (EX-EIS GOVERNANCE) (2016.33)

1.1.1 IDENTIFICATION OF THE ACTION

Service in charge	DG DIGIT.D2
Associated Services	All Commission services

1.1.2 EXECUTIVE SUMMARY

This action builds on the previous European Interoperability Strategy. Since a revised European Interoperability Framework Action Plan ¹ (EIF-AP) was adopted in 2017 as part of the Communication "European Interoperability Framework – Implementation Strategy"².

This revision was called by the Digital Single Market strategy which identified interoperability a a major enabler for digital integration in Europe.

This new EIF provides organisational, financial and operational directions to implement the revised recommendations. It defines a set of focus areas and an Interoperability Action Plan to guide Member States and European Institutions in the period until 2020. 2016-2020. EIS is to serve as a practical tool where interoperability priorities are linked to a set of high added-value actions with measurable results in selected areas until 2020. Emphasis will be put on interoperability layers that can now be further developed such as organisational interoperability.

The study previously conducted in 2012 for the EIS revision, indicated that the great majority of interviewed EU Member States considered interoperability as a critical success factor for fulfilling the need to increase the efficiency and effectiveness in the delivery of public services, as well as to increase the transparency and quality of public administrations and that interoperability is an enabler of "cooperation improvement" among public administrations.

This cooperation will become even more critical with the possible adoption of the Single Digital Gateway³ that will ensure that 13 key administrative procedures will be made available online and will have to be cross-border under the once-only principle.

¹ [COM\(2017\) 134 final: Annex 1 to the Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of Regions: European Interoperability Framework – Implementation Strategy, Brussels, 23.03.2017](#)

² [COM \(2017\) 134 final: Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of Regions: European Interoperability Framework – Implementation Strategy, Brussels, 23.03.2017.](#)

³ [Proposal for a REGULATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL on establishing a single digital gateway to provide information, procedures, assistance and problem solving services and amending Regulation \(EU\) No 1024/2012](#)

1.1.3 OBJECTIVES

The EIF proposes an Interoperability Action Plan (IAP) for Member States and the Commission for them to increase their efforts to avoid market fragmentation, achieve interoperability and promote commonly agreed ICT solutions, while ensuring the appropriate governance.

The ISA² programme should support the IAP (based on the experience gained from the ISA, IDA and IDABC predecessor programmes) in particular:

1. Identify and describe governance structures and good practices for interoperability coordination, (Action 2)
2. Clarify and propose ways to formalise public administrations' organisational relationships as part of the establishment of European public services. Identify and develop common process models to describe business processes. Identify best practices (Action 6)
3. Provide an evaluation the EIF implementation by end 2019

Building on the former EIS Governance action, it will continue to seek for reference model for governance and organisational interoperability structures in accordance with the different structures and models within the EU supporting Member States in their national interoperability activities.

For the objective 2, although the monitoring itself will happen within the NIFO action, the action will build on the results obtained by the current EIS action. .

The conclusions drawn from the final evaluations of the ISA and IDABC programmes, which address aspects such as relevance, efficiency, effectiveness, utility and coherence, will also be taken into account.

Continue to identify models of coordination and collaboration within Member States on putting in place interoperability governance.

Provide Guidelines and models for the new concept of public service governance.

Action plan for the development of organisational interoperability

The objectives of this action are:

- To define a high-level strategy at EU level in the area of interoperability as well as an implementation roadmap of concrete actions to support the realisation of this strategy;
- to identify and assess relevant governance structures and organisational models in the Member States public administrations and evaluate their efficiency and effectiveness vis-à-vis the multi-layered interoperability model,
- to identify and assess the legal solutions used in the Member States and at EU level to ensure that EIS is in compliance with the EU context,
- to follow up on the implementation of the strategy and review it as needed

Through this approach the Commission will provide a reference model for governance and organisational interoperability structures that will be in accordance with the different structures and

models within the EU and could aid the Member States in their national interoperability activities. Furthermore, EIS stays aligned with the EU political agenda and with the priorities and initiatives of the Member States regarding European Public Services and interoperability activities.

1.1.4 SCOPE

Any interoperability initiative in the EU, in any policy domain, is in scope of the action.

This action will help instituting EIF governance, the related organisational models and the decision making processes and activities for implementing, monitoring and keeping up to date the European Interoperability Framework (EIF).

Moreover this action will investigate the direct relation between the EIF governance and the organisational structures that facilitate interoperability in the public administrations. The aim in this respect will be the identification and assessment of the organisational interoperability models that exist at EU level and their evaluation.

The core organisational tasks of this EIF Governance action encompass the whole implementation of the EIF as well as ensuring the alignment of the long term vision with short term actions and their related objectives.

The action will have a permanent activity on screening which changes at EU and Member State level might have an impact on the EIF implementation and on the EIF itself.

1.1.5 ACTION PRIORITY

1.1.5.1 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? In particular, how does it contribute to the implementation of:</i></p> <ul style="list-style-type: none"> • <i>the new European Interoperability Framework (EIF),</i> • <i>the Interoperability Action Plan and/or</i> • <i>the Connecting European Facility (CEF) Telecom guidelines</i> 	<p>The action support directly the EIF implementation. It will also spill-over with any initiative for which interoperability is critical such as the Single Digital Gateway regulation.</p>

<ul style="list-style-type: none"> any other EU policy/initiative having interoperability requirements? 	
Does the proposal fulfil an interoperability need for which no other alternative action/solution is available?	

1.1.5.2 Cross-sector

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

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 sectors.	By definition the action encompasses all sectors.
For proposals completely or largely already in operational phase , indicate whether and how they have been utilised in two (2) or more EU policy sectors.	

1.1.5.3 Cross-border

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

Question	Answer
Will the proposal, once completed , 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.	The objectives of the action are by definition cross-border.

<i>For proposals completely or largely already in operational phase, indicate whether and how they have been utilised by public administrations of three (3) or more EU Members States.</i>	
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1.1.5.4 Urgency

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

Question	Answer
<i>Is your action urgent? Is its implementation foreseen in an EU policy as priority, or in EU legislation?</i>	The objectives are directly linked to the EIF implementation.
<i>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?</i>	

1.1.5.5 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?

Output name	European Interoperability Strategy
Description	An overall strategy on Interoperability at EU level through a Commission communication.
Reference	
Target release date / Status	Q4/2016

Output name	Orientations for ISA ² to implement new objectives
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Description	Analysis of ISA ² programme and establishment of future orientations to implement new EIS based objectives. Includes definition of new action on “user centricity/ engagement approaches”
Reference	
Target release date / Status	Q2/2017

Name of reusable solution to be produced (for new proposals) or produced (for existing actions)	Organisational interoperability orientations
Description	Instrument to measure and increase organisational interoperability
Reference	
Target release date / Status	Q4/2018
Critical part of target user base	
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)	Organisational interoperability orientations
Description	Instrument to measure and increase organisational interoperability
Reference	
Target release date / Status	Q4/2018
Critical part of target user base	
For solutions already in operational phase - actual reuse level (as compared to the defined critical part)	

1.1.5.6 Level of reuse of existing solutions

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

Question	Answer
<i>Does the proposal intend to make use of any ISA², ISA or other relevant interoperability solution(s)? Which ones?</i>	Many ISA ² actions will be used by this action.
<i>For proposals completely or largely already in operational phase: has the action reused existing interoperability solutions? If yes, which ones and how?</i>	

1.1.5.7 Interlinked

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

Question	Answer
<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>	The EIF is part one of the Digital Single Market strategy.

1.1.6 PROBLEM STATEMENT

The problem of	Not having a common and constantly updated strategic approach to interoperability at European level
affects	the Members States and the EU bodies as well as the European citizens and businesses benefitting from European public services
the impact of which is	Strategic misalignment of interoperability actions amongst the MS, diverging approaches in the delivery of public services, possible duplication of effort, risk that interoperability is not seriously considered. All above entail the risk of creating new e-barriers in EU to the detriment of the DSM.
a successful solution would be	To define a high level strategy at EU level and have it

	apply through concrete interoperability actions.
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1.1.7 IMPACT OF THE ACTION

1.1.7.1 Main impact list

Impact	Why will this impact occur?	By when?	Beneficiaries
(+) Better interoperability and quality of digital public service	The action by definition is meant to improve the interoperability in public services.		

1.1.8 ORGANISATIONAL APPROACH

1.1.8.1 Expected stakeholders and their representatives

Stakeholders	Representatives	Involvement in the action
European Commission services	The Secretary General and any Commission DG concerned about the update of the strategy.	
Member States	MS representations to the ISA ² Committee and Coordination group (or its equivalent) and through them MS public administration authorities involved in interoperability initiatives.	
ICT Industry	Representatives of ICT industry, SMEs, ...	
Standardisation bodies	Representatives from standardisation organisation fora and consortia	
Local and regional public administrations	Representatives from local and regional public administration European representative organisations such as Council of European Municipalities and Regions, Eurocities, ...	

1.1.8.2 Identified user groups

Member States' Public Administrations

1.1.8.3 Communication and dissemination plan

The communication plan includes:

- Promotion with stakeholders and users for the dissemination and take up and of the revised EIF;
- Communication with the MS representatives through the regular ISA² management meetings and through webinars and dedicated workshops

1.1.8.4 Governance approach

The action will be managed by DIGIT with the support of an external contractor. Whenever major deliverables are to be published, the validation of the MS representatives will be sought.

1.1.9 TECHNICAL APPROACH AND CURRENT STATUS

In 2012, the EIS implementation was reviewed. The review identified the barriers that still existed in implementing interoperability in the EU. It also laid down an overview of the interoperability landscape in Member States as well as in the Commission. Review findings revealed the need for more coordination, and that the lack of organisational interoperability is one of the major interoperability barriers throughout EU.

In 2013 work focused on understanding the critical success factors for proper governance of interoperability solutions at European level.

In 2014 the action performed evaluations on the interoperability governance of selected MS and other countries.

During 2013-2014 effort was put to achieving synergies with other EU initiatives in different policy areas, for example the European Semester.

During 2015 the new ISA² Programme was adopted and set the basis for the implementation of interoperability in the Union until 2020. Late 2015 and within 2016 the revision of EIS took place through a long consultation process with Commission services and Member States including an open public consultation. The final draft that will be annexed to the Commission Communication was made.

In 2016 the EIS governance action has identified the governance and organisation interoperability models in the Union and analysed them to investigate whether an overall European model can be proposed. This work has continued in 2017 aiming to an endorsement by stakeholders of the organisational interoperability model from the Union.

In 2017, the action is defining the mechanism to measure the EIF implementation into the NIFO action.

In 2018, the action will focus on interoperability governance and organisational aspects and will identify best practices as well as preparing the EIF implementation evaluation to be published in 2019.

1.1.10 COSTS AND MILESTONES

1.1.10.1 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)
	Update the EIS	308	ISA ²	Q2/2016	Q4/2017
	Identify Best Practices in Interoperability organisational and governance.	200	ISA ²	Q3/2018	Q1/2019
	EIF Evaluation	150	ISA ²	Q4/2018	Q4/2019
	Total	658			

1.1.10.2 Breakdown of ISA² funding per budget year

Budget Year	Phase	Anticipated allocations (in KEUR)	Executed budget (in KEUR)
2016		210	210
2017		98	98
2018		250	

1.1.11 ANNEX AND REFERENCES

Description	Reference link	Attached document
The European Interoperability Framework	https://ec.europa.eu/isa2/eif_en	