



European
Commission



IMAPS

Interoperability Maturity
Assessment of a Public Service

ISA² programme

Interoperability Solutions
for European Public Administrations,
Businesses and Citizens

ISA²

Why is it relevant for you?

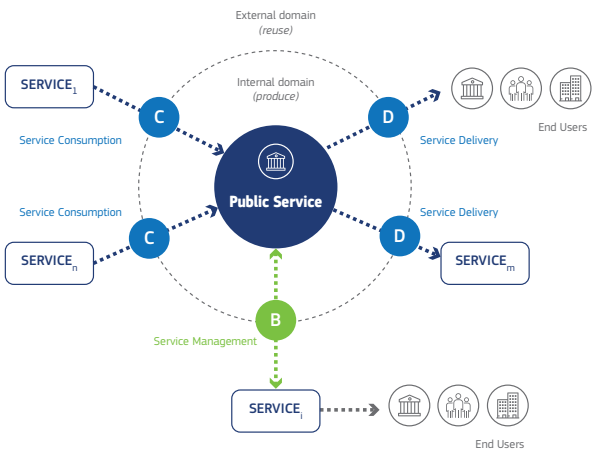
The Digital Agenda for Europe has identified the lack of interoperability as a major obstacle for growth. More recently, the Digital Single Market strategy has promoted interoperability and standards as important enablers for the Digital Single Market. Although EU Member States have accomplished significant 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.

In this context, IMAPS provides public administrations insight into their behavioural interoperability performance regarding:

- The current interoperability maturity level of a digital public service;
- Improvement priorities to reach the next level of interoperability maturity.

IMAPS helps public service owners to enhance the quality and customer focus of the delivery of the digital public service and facilitate collaboration between public administrations. Identifying opportunities for the sharing and reuse of available services and data, IMAPS supports public service owners to deliver their services in a more effective and efficient way.

Ultimately, end users of the digital public service, i.e. citizens, business, other public administrations, benefit from increased interoperability.

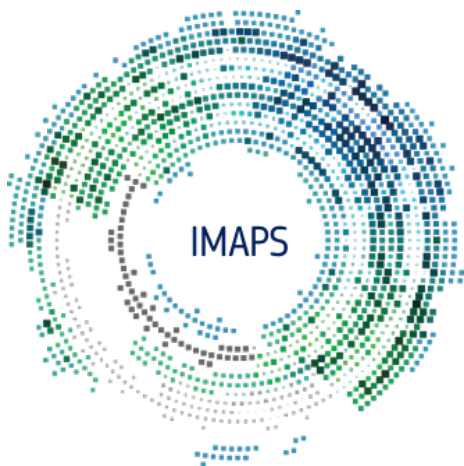


What is the solution about?

IMAPS is an online survey that helps public service owners evaluate, consider and improve all key behavioural interoperability aspects of their digital public service (legal, semantic, organisational, or technical). Ultimately, they can view and monitor the service's compliance with the New European Interoperability Framework (EIF).

Not only can IMAPS be used to assess the interoperability of any public service – from open data portals, and e-voting platforms, to public procurement services, and much more – it is applicable to services at all levels of government (international, European, national, regional and local).

IMAPS looks at key interoperability specifications, enablers and manifestations in **three different service areas**: service delivery, service consumption and service management (see IMAPS conceptual model below).



LIMAPS Legal Interoperability

OIMAPS Organisational Interoperability

TIMAPS Technical Interoperability

SIMAPS Semantic Interoperability



The IMAPS action has developed **specialised versions of IMAPS**, namely the IMAPS specialisations, which enable public service owners to assess their digital public services in terms of their:

- **Legal Interoperability:** the [LIMAPS](#) survey focuses on legal behavioural interoperability aspects of a digital public service;
- **Organisational Interoperability:** the [OIMAPS](#) survey focuses on organisational behavioural interoperability aspects of a digital public service;
- **Technical Interoperability:** the [TIMAPS](#) survey focuses on technical behavioural interoperability aspects of a digital public service;
- **Semantic Interoperability:** the [SIMAPS](#) survey focuses on semantic behavioural interoperability aspects of a digital public service.

These specialisations provide complementary insights to the IMAPS assessment and can be used in conjunction with the IMAPS survey. The recommended approach is to start from the IMAPS survey and get personalised recommendations on which of the rest of interoperability viewpoints you could further assess via IMAPS specialisations.

IMAPS and its specialisations are free of charge.

How does it work?

IMAPS is designed as a self-assessment tool providing you with:

- A compact, highly user-friendly and free-of-charge **online survey questionnaire**, which can be completed in 30 minutes;
- An **interoperability maturity score** which captures the current maturity level of your digital public service;
- A **set of recommendations** tailored to your digital public service for improving its interoperability maturity. These recommendations might link you to one of the IMAPS specialisations for further assessment and recommendations per behavioural interoperability viewpoint;
- A set of **interoperability good practices and standards**;



- A **confirmation of conformance** of your digital public service with the European Interoperability Framework ([EIF](#)).

Interoperability Maturity Score

IMAPS uses a five-stage approach to indicate the interoperability maturity level of a public service:

- **Ad hoc** (*level 1*): Poor interoperability – the digital public service cannot be considered interoperable
- **Opportunistic** (*level 2*): Fair interoperability – the digital public service implements some elements of interoperability best practices
- **Essential** (*level 3*): Essential interoperability – the digital public service implements the essential best practices for interoperability
- **Sustainable** (*level 4*): Good interoperability – all relevant interoperability best practices are implemented by the digital public service
- **Seamless** (*level 5*): Interoperability leading practice – the digital public service is a leading interoperability practice example for others


IMAPS provides recommendations that allow public administrations to bring their digital public services to the next interoperability maturity level.

What is in for you?

- **Immediate insight** into the behavioural interoperability of a digital public service
- **Tailored recommendations** on how to improve the digital public service at any point in time throughout the lifecycle of the service
- Access to **interoperability good practices and common standards** for the development of ‘interoperable by design’ digital public services
- **Improved interaction** of the digital public service with its end users
- **Applicable to any digital public service** in the EU



Start your assessment

-  [IMAPS Survey](#)
- [LIMAPS Survey](#)
- [OIMAPS Survey](#)
- [TIMAPS Survey](#)
- [SIMAPS Survey](#)

Want to know more?

Visit IMAPS on the ISA2 website
ec.europa.eu/isa2/actions/imaps

Visit the IMAPS community on Joinup
joinup.ec.europa.eu/collection/imaps-interoperability-maturity-assessment-public-service

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Printed by Bietlot in Belgium

Luxembourg: Publications Office of the European Union, 2018

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Cover image: © Thinkstock

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Publications Office

PRINT

ISBN 978-92-79-85014-1

doi:10.2799/824354

NO-02-18-480-EN-C

PDF

978-92-79-85013-4

doi:10.2799/06957

NO-02-18-480-EN-N