

# EUROPEAN INTEROPERABILITY FRAMEWORK IMPLEMENTATION

## RECOMMENDATIONS FOR ORGANISING INTEROPERABLE DIGITAL PUBLIC SERVICES

In order to fulfill the European Commission's **vision of borderless digital public services**, public administrations must tackle both **organisational and governance challenges**.

The European Interoperability Framework (EIF) provides a model for addressing these and other interoperability issues, which it labels as "**organisational interoperability**" and "**integrated public service governance**".

Implementing the following recommendations will help public administrations deliver **more effective integrated public services**.

### ORGANISATIONAL INTEROPERABILITY



- ✓ Pursue the minimisation of administrative burden where possible, to facilitate good and clear organisational relationships
- ✓ Consider a mix of different types of interoperability agreements and legislation to formalise organisational relationships
- ✓ Make use of existing technical infrastructure where possible
- ✓ Pursue standardisation on the process level and allocate the resources to maintain the standards
- ✓ Design and divide processes in a user-centric manner

### INTEGRATED PUBLIC SERVICE GOVERNANCE



- ✓ Develop digital public services through a gradual approach
- ✓ Consider how to involve the private sector from the start of the project
- ✓ Assess whether and how the planned digital public service can be delivered within the existing legal framework
- ✓ Involve policy makers to facilitate the creation of new infrastructure and resolve blocks, but avoid their direct involvement in implementation
- ✓ Balance flexibility and consistency when selecting standards

If you want to know more about these principles or how organisational and governance challenges to interoperability can be addressed, please visit our website:



[https://ec.europa.eu/isa2/actions/continuously-updating-european-interoperability-strategy\\_en](https://ec.europa.eu/isa2/actions/continuously-updating-european-interoperability-strategy_en)  
<https://joinup.ec.europa.eu/collection/nifo-national-interoperability-framework-observatory>

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# CHECKLIST

## GOOD PRACTICES FOR ORGANISING INTEROPERABLE DIGITAL PUBLIC SERVICES

This checklist guides public administrations in designing and implementing interoperable digital public services. The good practices were identified in a series of EIF workshops with interoperability practitioners and selected case studies from public administrations across Europe.

### Formal agreements



- ✓ Use formal interoperability agreements even for simple cases to specify issues from technical access specifications to security requirements and costs.
- ✓ Minimise the number of agreements required by providing a single service level agreement which is valid for all public consumers using its services.
- ✓ Use template agreements (customisable) to enable the formalisation of organisational relationships between large numbers of stakeholders.

### Governance (structures)



- ✓ Build on existing technical infrastructure to simplify governance issues.
- ✓ Set up public-private governance structures to encourage private sector involvement.
- ✓ Formally document the responsibilities for each organisation to ensure a clear division of duties and prevent conflicts of interest.
- ✓ Provide a clear definition of responsibilities in legislation thereby increasing the level of transparency and facilitating service delivery.
- ✓ Use protocols to clearly define the role of different public organisations in delivering a service.

### Standardisation



- ✓ Find the right balance between providing consistency and flexibility for standards (e.g. providing a data architecture, but allowing flexibility for organisations to provide their own data definitions).
- ✓ Standardisation on the process-level can encourage take-up of a common solution. To be successful, structures must be put in place to properly maintain these standards.

### Design & implementation approach



- ✓ Start with small, feasible projects with clear added value.
- ✓ Take a pilot approach with a limited number of organisations that can help develop both technical and organisational relationships.
- ✓ Working with existing legal boundaries can accelerate the development and the deployment of the service.
- ✓ Re-use of existing infrastructure can facilitate cross-sectoral collaboration and enable the effective development and performance of new services.
- ✓ Maintain as leading principle the reduction of administrative burden on the citizen when designing new integrated services.
- ✓ Define key principles for eGovernment services in legislation as they provide a common basis which facilitates the development of new services and reduces barriers to effective integrated public service governance.

### Stakeholder involvement



- ✓ Leverage political stakeholders as “door openers”. No need to consult them on the details of particular projects.
- ✓ Involve private sector providers from the beginning – although they might add complexity to a project, they can be key for its success.
- ✓ Involve end-users (citizens) as they can be key for the success of the system design and usability.

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