

1. Registration

*** Surname:**

Van den Oever

*** Name:**

Jos

*** Email address:**

jos@vandenoever.info

*** What is your nationality?**

- Austria Belgian British Bulgarian Croatian Cypriot
 Czech Danish Dutch Estonian Finnish French
 German Greek Hungarian Icelandic Irish Italian
 Latvian Liechtenstein Lithuanian Luxembourg Maltese Norwegian
 Polish Portuguese Romanian Slovak Slovenian Spanish
 Swedish Other

*** Where do you live?**

- Austria Belgium Bulgaria Croatia Cyprus Czech Republic
 Denmark Estonia Finland France Germany Greece
 Hungary Iceland Ireland Italy Latvia Liechtenstein
 Lithuania Luxembourg Malta Netherlands Poland Portugal
 Romania Slovakia Slovenia Spain Sweden United Kingdom
 Norway Other

*** How old are you?**

- Under 20
 20-40
 41-65
 More than 65

* Before you reply to this public consultation, please tell us to what extent you are aware of the European Interoperability Strategy and its content.

- Fully aware
- Partially aware
- I only found out about it through this public consultation
- Don't know / No opinion

* Before you reply to this public consultation, please tell us to what extent you are aware of the European Interoperability Framework and its content.

- Fully aware
- Partially aware
- I only found out about it through this public consultation
- Don't know / No opinion

2. Publication consent

* Please indicate your preference for the publication of your response on the Commission's website:

- Under the name given:** I consent to publication of all information in my contribution and I declare that none of it is subject to copyright restrictions that prevent publication.
- Anonymously:** I consent to publication of all information in my contribution and I declare that none of it is subject to copyright restrictions that prevent publication.
- Please keep my contribution confidential.** (it will not be published, but will be used internally within the Commission)

3. Assess the need of revising the EIS and EIF

In December 2010, the Commission adopted the Communication "[Towards interoperability for European public services](#)" that included the [European Interoperability Strategy \(EIS\)](#) and [European Interoperability Framework \(EIF\)](#).

Following recent political, legal and technological evolutions, a revision is now necessary so that interoperability is ensured for the public services of the Digital Single Market and that e-barriers do not emerge between the public administrations of the Member States to the detriment of other public administrations, businesses and citizens that need to interact with them.

Questions included in the following sections will focus, on the one hand, on interoperability at Member States' (national) level and, on the other hand, on interoperability at cross-border level.

3.1 Assessment of needs and problems at Member States level

The following set of questions will address [interoperability at Member State level](#), i.e. between citizens and national public administration's entities of different levels and sectors.

* Q1. How often have you used the digital public services provided by your country's administrations during the last year?

- Never used
- Rarely used
- Occasionally used
- Frequently used
- Always used
- Don't know / No opinion

*** Which digital public services have you used the most frequently?**

Submit taxes. Consult local and national government website on recent events, information and data. Report issues to police and municipality. Enjoy government broadcasts on public

*** What are the main issues, if any, that you have faced when using digital public services provided by your country's administrations?**

Communication is not symmetrical. I provide information in a structured form but get back information in an unstructured form like PDF.

The file formats used are not always completely covered by an open standard.

The software that provides the information is closed and I have to trust that it is secure.

I worry that my personal information is adequately protected.

For some services, I have to use closed source software or cloud services. This limits my freedoms.

Government websites often betray my visits to them to 3rd parties like Facebook and Google by linking resources from their websites into government websites.

*** Q2. How likely is it that you would prefer using digital public services provided by your country's administrations instead of other means (e.g. post, phone calls, physical presence)?**

- Not at all likely
- Rather not likely
- Neither likely nor unlikely
- Rather likely
- Very likely
- Don't know / No opinion

Please feel free to comment on your answer.

I avoid digital public services that limit my digital freedoms. I do not want to run closed software and many services require me to do so. This is not the way a transparent government should work. It should be open en share the source code with the citizens.

*** Q3. To what extent did the digital public services provided by your country's administrations meet or exceed your expectations?**

- Far below my expectations
- Slightly below my expectations
- Meet my expectations
- Slightly above my expectations
- Far above my expectations
- Don't know / No opinion

*** Please select the reason(s) why digital public services provided by your country's administrations do not meet your expectations.**

- There is no one single portal through which I can access all digital public services
- The public services are not all fully digitised. I have to interact with the public administrations through other channels, e.g. phone, mails, post, physical presence.
- I have no trust that my transaction and personal data will be secured
- Published information is not complete, not concise enough, outdated or irrelevant
- I face accessibility issues: the user interface is not well designed or it is difficult to navigate through the content or access for people with disabilities or the elderly is not taken into account
- I do not get enough support from public administrations while using digital public services
- I have to submit, although electronically, my personal data many times when using different digital services
- I have to use different ways of authenticating myself for the different digital services I am accessing
- The digital public services available are not user-friendly enough (e.g. use of legal and administrative jargon)
- Other
- Don't know / No opinion

*** Please indicate the other reason(s) you are referring to.**

They cost too much money because the government does not insist on getting the source code to the services. The result is that the government is hostage to the software providers. When government agencies do have the source code, they do not share it with other agencies. This results in duplicated efforts. The government should insist on full ownership i.e. FOSS for all the software it procures.

3.2 Assessment of needs and problems at cross-border level

The following set of questions will address [interoperability at cross-border level](#), i.e. between citizens and public administrations that are not located in the same country.

*** Q4. Have you had the need to interact with public administration(s) located in another country than your own during the last year?**

- Yes
-

No

*** Q5. How often have you used the digital public services provided by other EU countries' administrations during the last year?**

- Never used
- Rarely used
- Occasionally used
- Frequently used
- Always used
- Don't know / No opinion

*** What are the main issues, if any, that you have faced when using digital public services provided by other EU countries' administrations?**

The communication protocol is not open. The data is unstructured and not the information position of citizen and administration is not symmetrical.

*** Q6. How likely is it that you would prefer using digital public services provided by other EU countries' administrations instead of other means (e.g. post, phone calls, physical presence)?**

- Not at all likely
- Rather not likely
- Neither likely nor unlikely
- Rather likely
- Very likely
- Don't know / No opinion

Please feel free to comment on your answer.

I avoid digital public services that limit my digital freedoms. I do not want to run closed software and many services require me to do so. This is not the way a transparent administration should work. It should be open en share the source code with the citizens.

*** Q7. To what extent do digital public services provided by other EU countries' administrations meet or exceed your expectations?**

- Far below my expectations
- Slightly below my expectations
- Meet my expectations
- Slightly above my expectations
- Far above my expectations
- Don't know / No opinion

*** Please select the reason(s) why digital public services provided by other EU countries' administrations do not meet your expectations.**

- There is no one single portal through which I can access all digital public services

- The public services are not all fully digitised. I have to interact with the public administrations through other channels, e.g. phone, mails, post, physical presence.
- I have no trust that my transaction and personal data will be secured
- Published information is not complete, not concise enough, outdated or irrelevant
- I face accessibility issues: the user interface is not well designed or it is difficult to navigate through the content or access for people with disabilities or the elderly is not taken into account
- I do not get enough support from public administrations while using digital public services
- I have to submit, although electronically, my personal data many times when using different digital services
- I have to use different ways of authenticating myself for the different digital services I am accessing
- The digital public services available are not user-friendly enough (e.g. use of legal and administrative jargon)
- Information is not sufficiently translated in my native language
- Other
- Don't know / No opinion

*** Please indicate the other reason(s) you are referring to.**

The file formats used for communication are not always open. There is frequent use of OOXML instead of ODF.

4. Accompanying document

The document accessible [here](#) is a draft version of the revised European Interoperability Framework (EIF). While still being under continuous improvement by the Commission Services, it already reflects the results of a targeted consultation with the Member States representatives to ISA programme (the predecessor of ISA²), as well as other inputs.

The EIF is a technical document, mainly addressing recommendations on interoperability, based on an existing framework and as such is herewith consulted with stakeholders. It mainly addresses recommendations on interoperability.

Q8. Please feel free to express any further comment that you may have on the draft revised EIF text.

The language for open standards and free software is not strong enough. The IEF should create a single efficient market that serves its citizens. That can only be achieved when all participants have equal right to all the standards and source code that use used. For that reason, the EIF should strongly favor the use of FOSS and forbid standards for which a cost is required. FRAND terms are not acceptable.

Contact

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