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Government



# Implementation of IMAPS In Greek Public Administration

## ISA<sup>2</sup> MID-TERM CONFERENCE

Linking public administrations, businesses and citizens

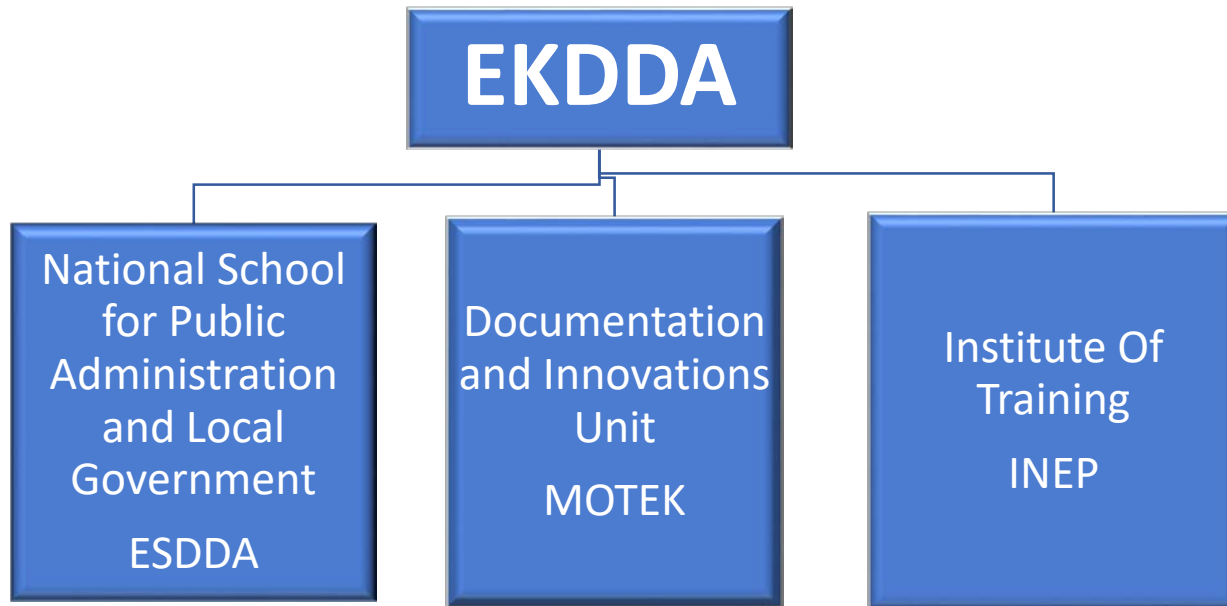
Follow discussions online

 @EU\_isa2

 ISA<sup>2</sup> Programme

**#ISA2CONF18**

EKDDA is the national strategic public entity, responsible for the training & consulting of the Hellenic Public Administration and Local Government



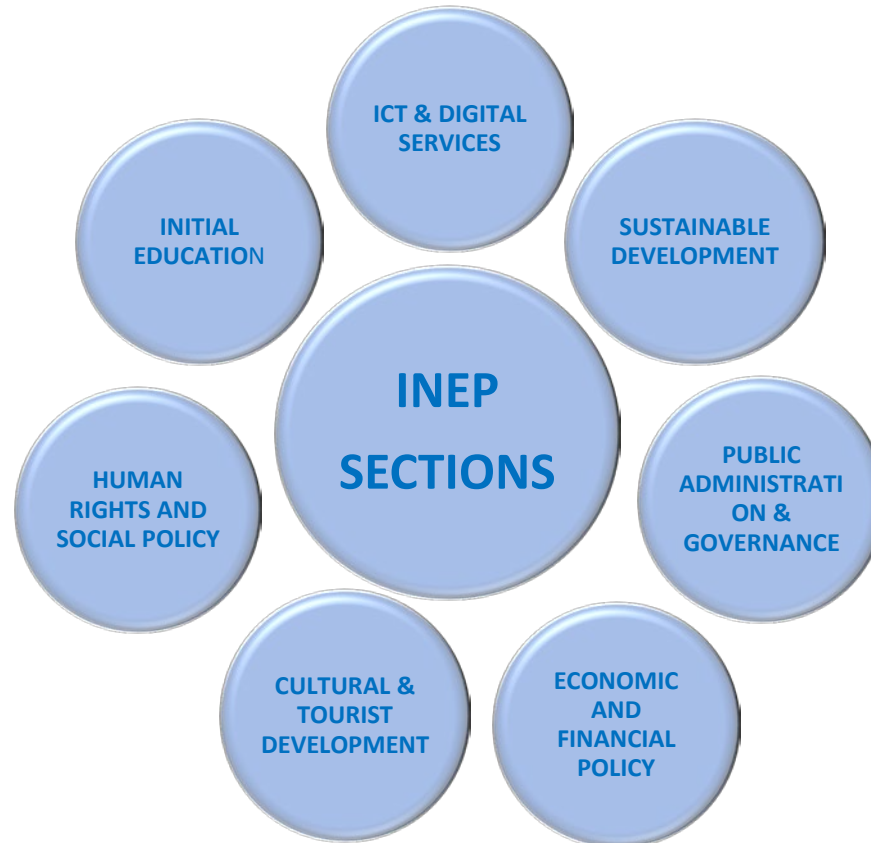
## General Educational Indicators of INEP

On average we train about 35.000 people which translates to approximately fourteen hundred different programs.

On Average:

**35.000** trainees per year, **1.400** training programs,  
**6.000** trainees per year & **340** training programs on **ICT**





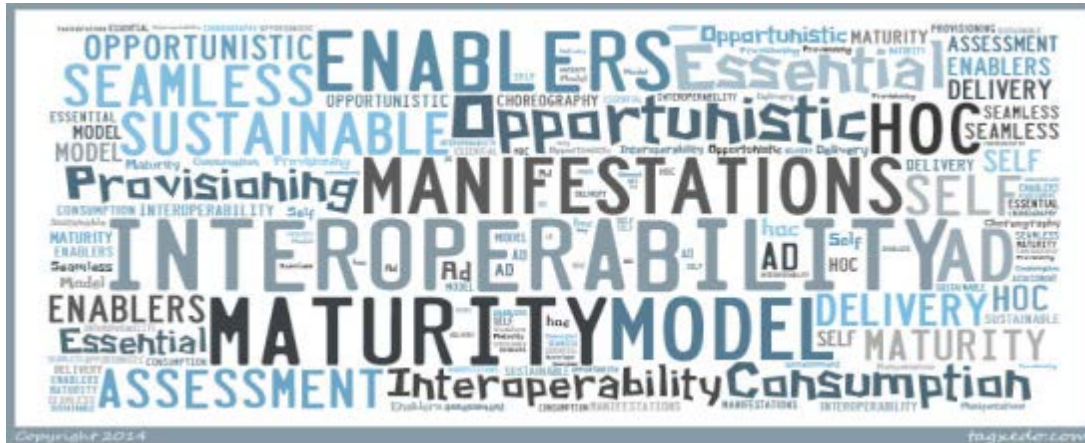
## Why Interoperability and IMAPS?

- ✓ Interoperability is a real challenge in Greek and European PA
- ✓ Interoperability is within the EU priorities

## How can we measure it?



# Interoperability Measurement → IMAPS



Maturity level	Maturity stage
1	Ad Hoc
2	Opportunistic
3	Essential
4	Sustainable
5	Seamless

Interoperability Maturity  
Assessment of Public  
Services  
IMAPS



- Measures the interoperability maturity of a service
- It is a Quality Control tool, based on EU survey
- Provides recommendations for improvements



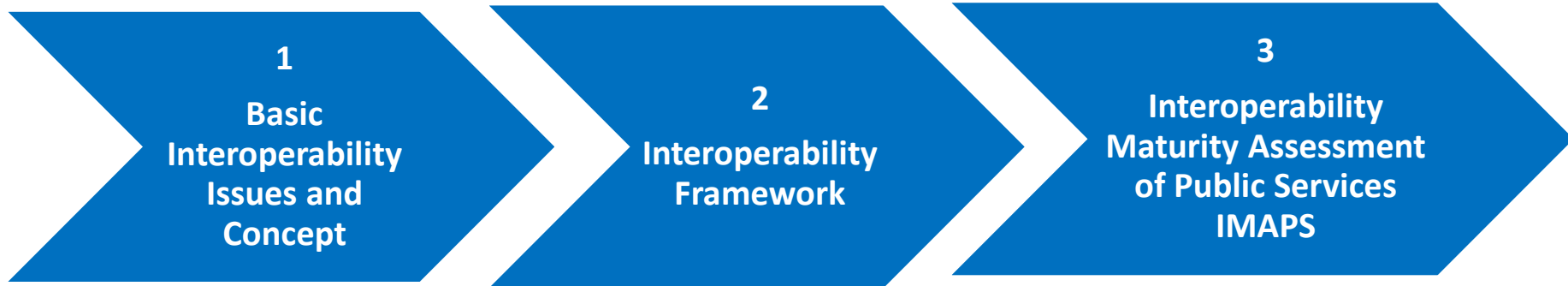
## What have we done:

EKDDA has cooperated with ISA to create systematic actions to promote Interoperability:

- **Design:** 3 training curriculums
- **Development:** Open Educational Resources-OER
- **Delivery:** 15 Programs, 1 Workshop
- **Dissemination:** info days, meetings, etc.



## Learning Path of Interoperability



**Complementary programs** : BPR, e-Gov, Open government





# IMAPS training approach : Project Base Learning



## Educational Resources for Interoperability

- **OER on Repository**  
<http://resources.ekdd.gr/gnosis/index.php>
- **Open Courses On Moodle**  
<https://elearning.ekdd.gr/course/index.php?categoryid=21>
- **OpenCourseWares On SlideWiki**  
**No 688095, Horizon 2020:** <https://slidewiki.org/>  
eg. 350 slides, over 100 Open Questions, 20 videos



# Open and Collaborative Learning



No 688095, Horizon 2020

The aim of the project is the participatory development and evaluation of OpenCourseWare and educational content

<https://slidewiki.org/>



# OpenCourseWares for Interoperability

- **Interoperability Assessment of Public Services**  
<https://slidewiki.org/deck/108796>
- **Interoperability Assessment of Health Care Services, FORTH**  
<https://slidewiki.org/deck/123176/interoperability-in-ehealth>
- **Basic Interoperability Concepts and Issues**  
<https://slidewiki.org/deck/111920>



## Learning Indicators of IMAPS (2016-2018)



**15 Courses**



**350  
Participants**



**15.000  
Human Hours**



**50 Trainers**



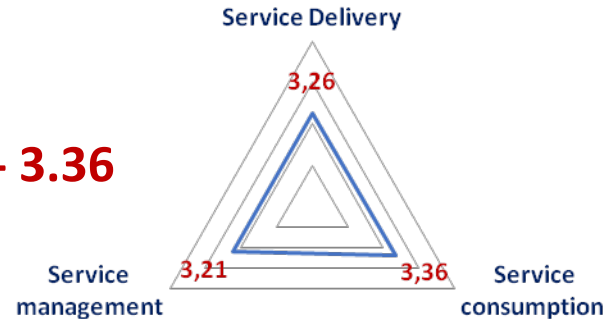
**98 Evaluated  
Services**



## Statistics of Evaluated Services

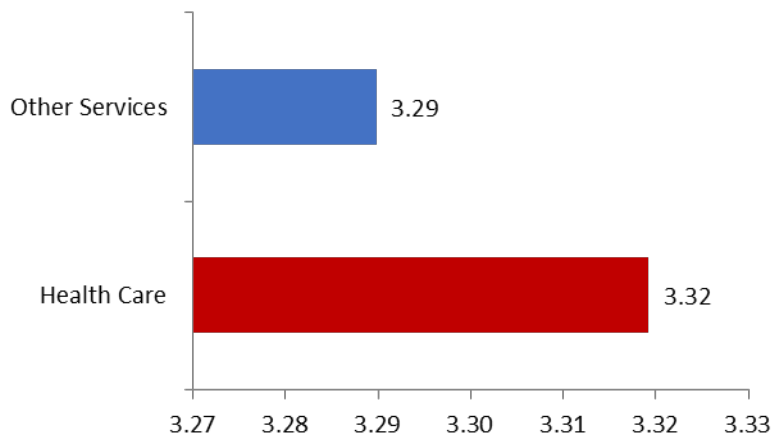


Interoperability by Dimension → **3.21 - 3.36**

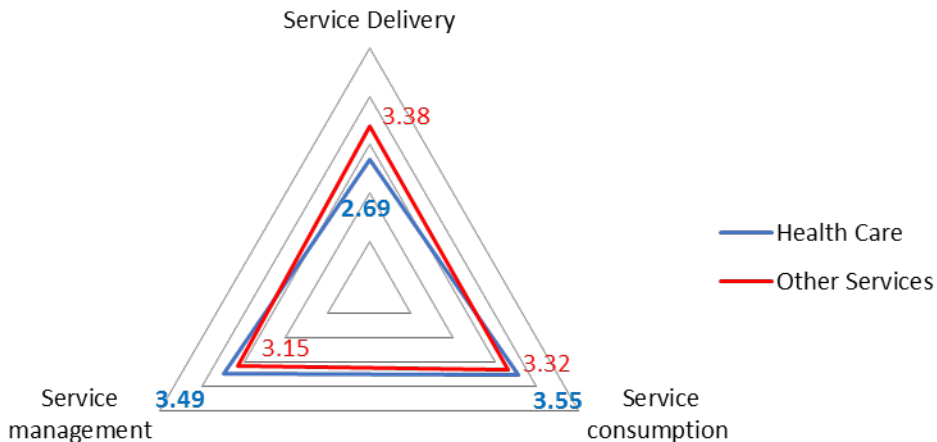


# Different Views of Interoperability Scores

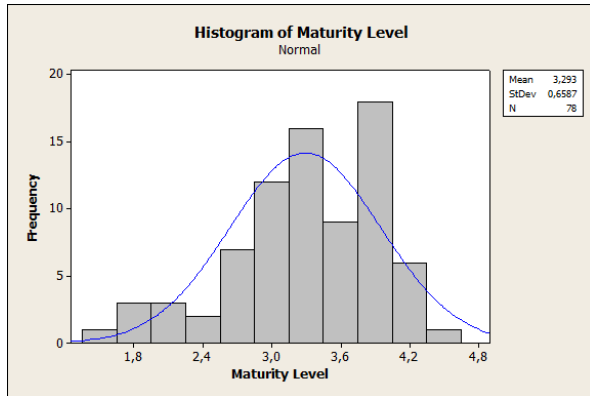
## Overall Maturity by Domain



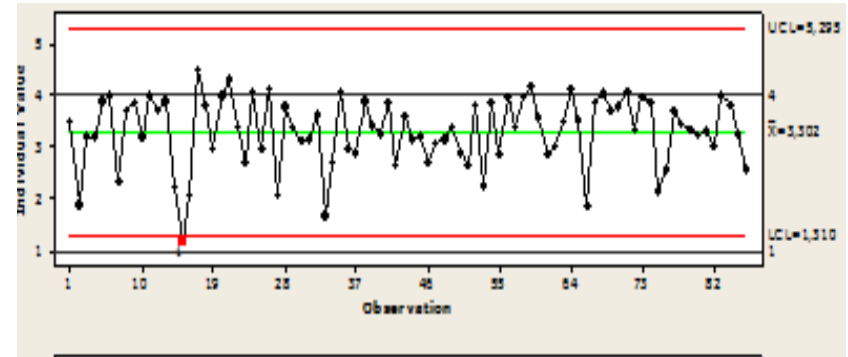
## Interoperability Dimensions by domain



# IMAPS: Quality Control Tool for Public Services



## Range of Interoperability



Ad hoc to Sustainable





## Training Evaluation

**Learning and Teaching Evaluation** (in scale from 1-10)

➔ **Usefulness = 8.7**

➔ **Satisfaction = 8.8**

**Learning Outcomes Assessment** (in scale from 1-10)

➔ **Interoperability Awareness = 8.8**

➔ **Ability to Apply the model = 8.9**



# Impact Assessment of Training

## Two months after the training period

- ➔ **26%** of trainees made interoperability changes within their organizations  
eg. Inpatient Record, e-Fee, e-Delivery, HDIKA-GSIS etc.
- ➔ **81%** of trainees believe that their knowledge can be applied

## However trainees mentioned some obstacles:

- ➔ **73%** Culture towards change and willingness don't exist
- ➔ **46%** the organizational structure itself



# The Overall Implementation assessment

- **Culture towards changes** is necessary in PA and all sectors
  - **Project Learning** is a crucial parameter for deep learning
  - **Bench Learning & Highlighting Teamwork** results engage PA
  - **Interoperable Learning** including all stakeholders and citizens is the key
- We recommend a “Social Interoperability Culture”



## EKDDA's Next Steps....



Implementation Expansion and Exploitation



Service Documentation eg. PSCV, BPMN



Follow-Up Workshop to highlight teamwork



Dissemination, Follow-Up Workshop



MOU with other Organizations to offer Joint training programs



# Thank you for your attention !



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