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ISA² Organisational Interoperability



ISA² MID-TERM CONFERENCE

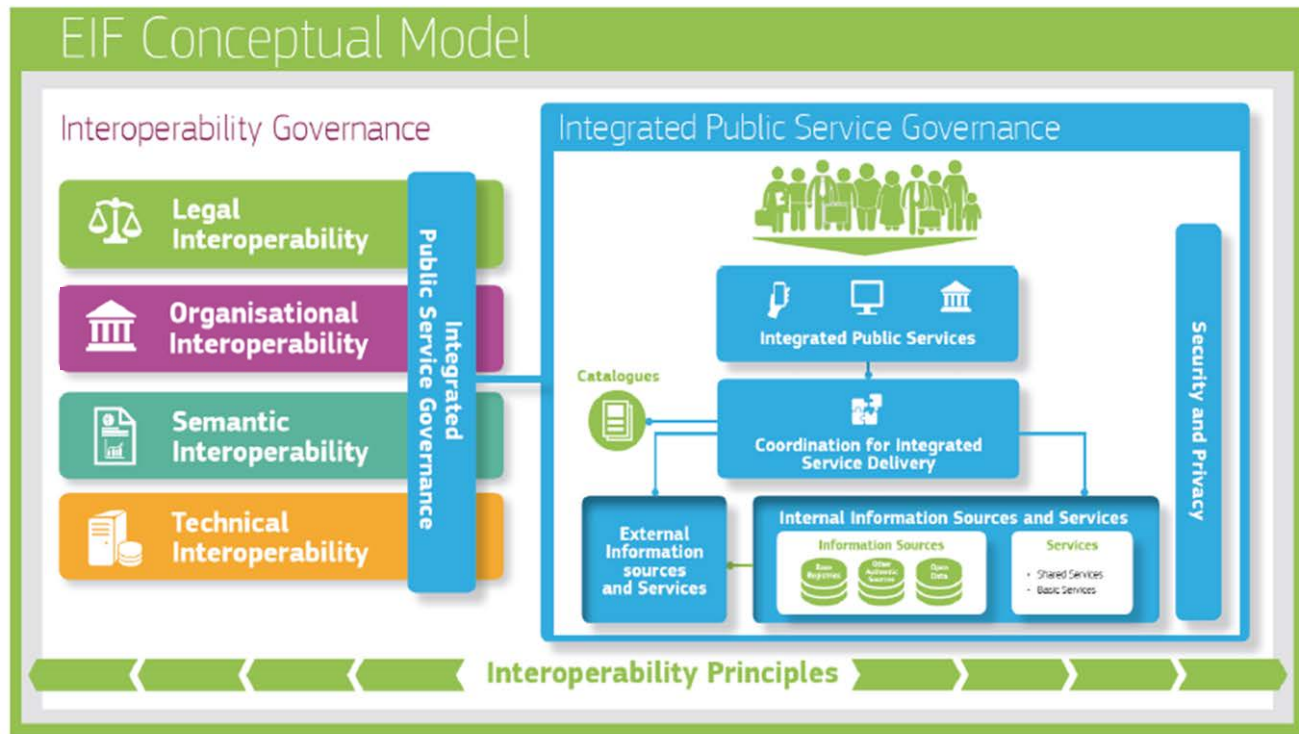
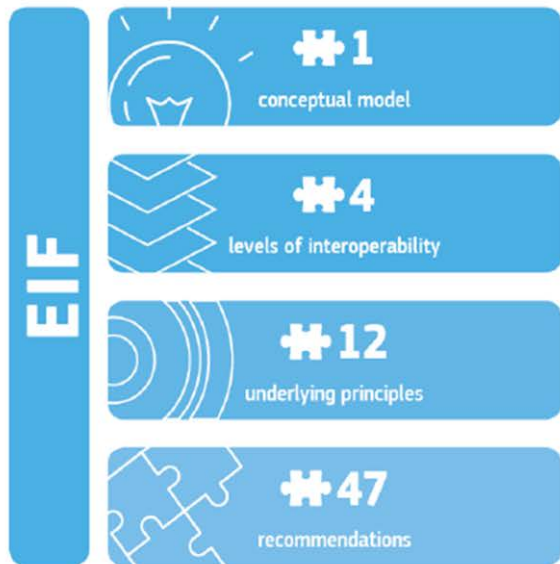
Linking public administrations, businesses and citizens

Follow discussions online

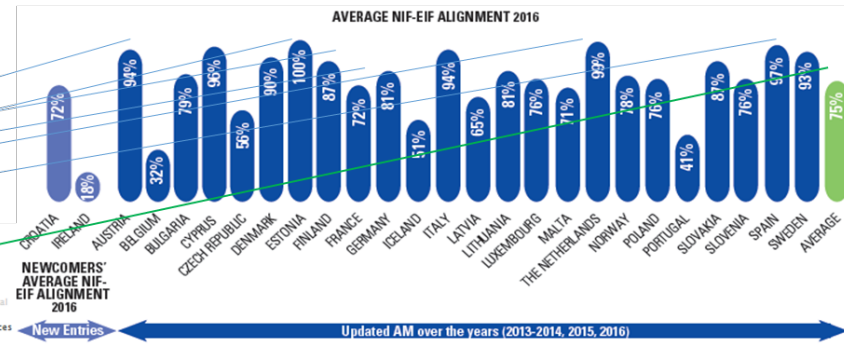
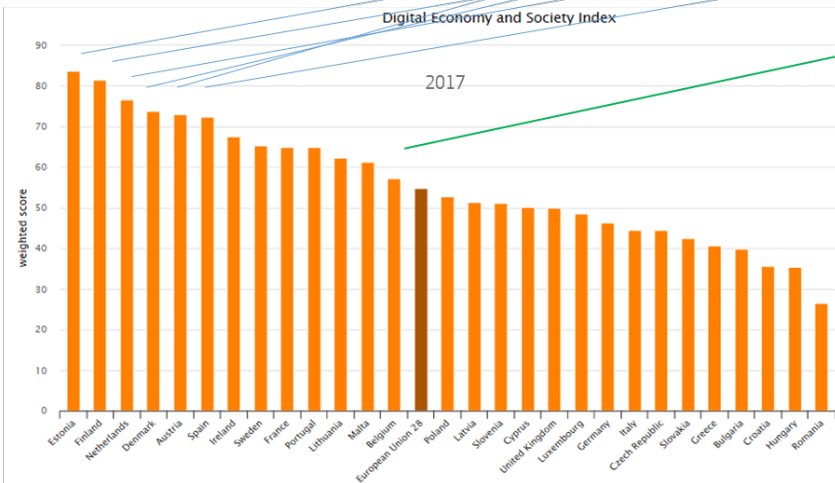
 @EU_isa2

 ISA² Programme

#ISA2CONF18



where interoperability scores high ...

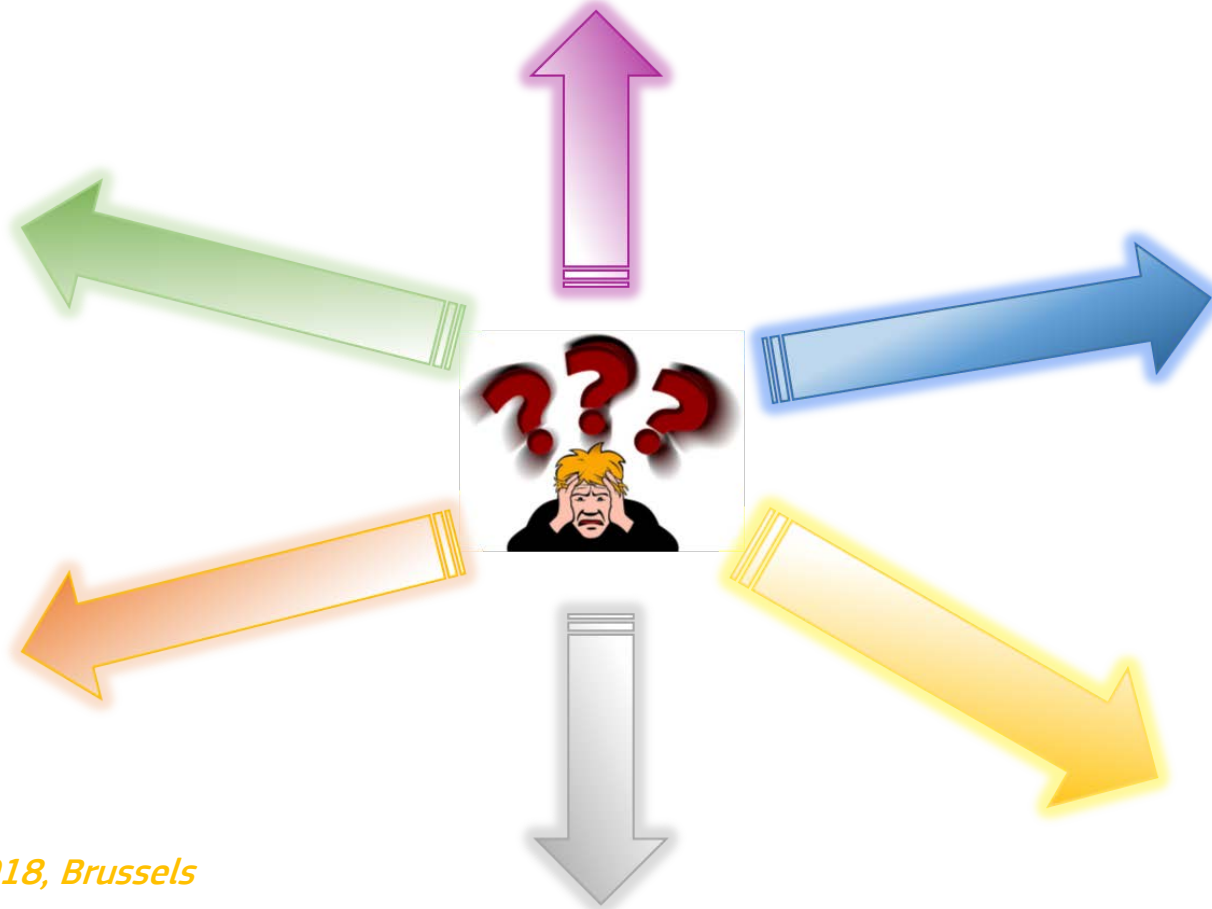


...digital public services score high

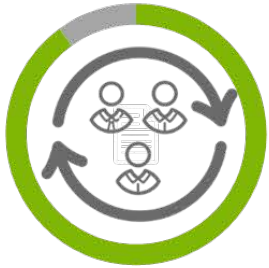


"the way in which public administrations align their business processes, responsibilities and expectations to achieve commonly agreed and mutually beneficial goals"





Discussion Business process alignment



Recommendation 28:

Document your business processes using commonly accepted modelling techniques and agree on how these processes should be aligned to deliver a European public service.

- Organisational relationships



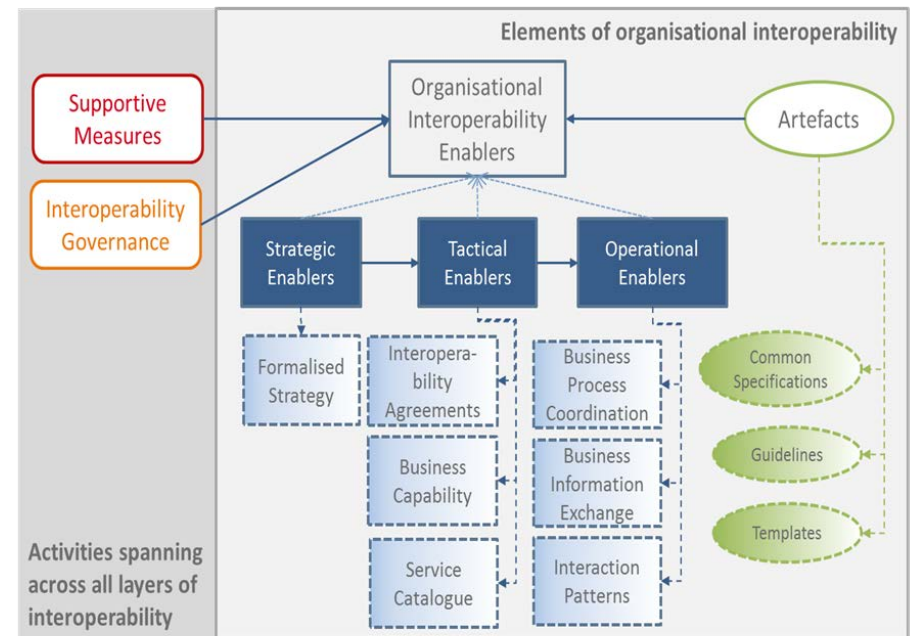
Recommendation 29:

Clarify and formalise your organisational relationships for establishing and operating European public services.



EIF Implementation action (ex- EIS Governance)

- Organisational Interoperability guidelines
- Four level model:
 - political,
 - strategic,
 - tactical,
 - operational



→ Driving the implementation of

→ Categories of organisational interoperability enablers

<name>

Concrete organisational interoperability enablers along the three categories. Enablers can be either generic or specific

<name>

Concrete artefacts realising organisational interoperability enablers. Artefacts can be either generic or specific



Organisation Interoperability in ISA²: Next steps

- Supporting Interoperability Action Plan
 - **Action 6:** 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 and use relevant enablers** (e.g. Interoperability agreements).
- Collaboration with Member States, Academics and Experts
- Provide more concrete examples and generic guidelines
- Workshops in 2019.

