



Evaluation Study supporting the interim evaluation of the programme on interoperability solutions for European public administrations, businesses and citizens (ISA<sup>2</sup>)

Kick-off workshop, 30 November 2018

# Table of content

- Objectives and scope
- Evaluation phases and activities
- Intervention logic
- Evaluation questions
- Consultation activities
- Contacts

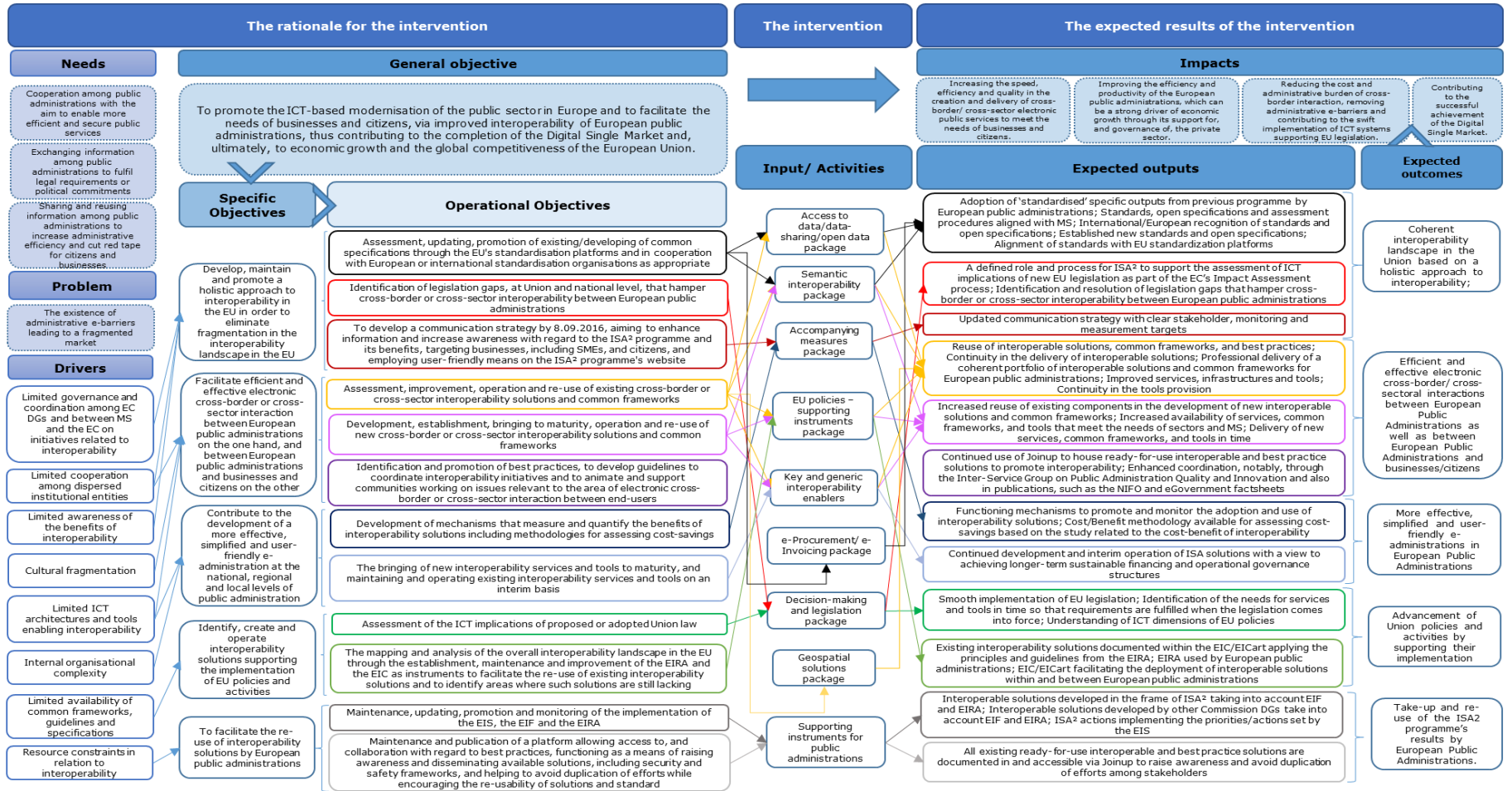
# Objective and scope

- Performing an **independent** (evidence-based) **interim evaluation** of the programme on interoperability solutions for European public administrations, businesses and citizens (ISA<sup>2</sup>)
  - Evaluating the implementation of the programme
  - Identifying areas for potential improvements, verifying synergies, overlaps and duplications with other EU initiatives
  - Drafting policy recommendations to improve the functioning of the programme and bring more value to its stakeholders
- **Seven evaluation criteria** (Relevance, effectiveness, efficiency, utility, sustainability, coherence and EU added value)
- **All actions supported** so far by the ISA<sup>2</sup> programme
- **Legal basis:** ISA<sup>2</sup> Decision (EU 2015/2240)

# Evaluation phases and activities

Evaluation Phases	Activities	Deliverables
<b>1. Inception</b>	<i>Activity 1.1 Identification of the logic of the intervention</i>	<i>Inception Report</i>
	<i>Activity 1.2 Definition of the evaluation framework</i>	
	<i>Activity 1.3 Preliminary data collection for the Inception Phase</i>	
	<i>Activity 1.4 Reporting for the Inception Phase</i>	
<b>2. Data collection</b>	Activity 2.1 Desk research and review of operational documents of the programme	Progress Report and Interim Report
	Activity 2.2 Targeted stakeholder consultation	
	Activity 2.3 Kick-off workshop	
	Activity 2.4 Open Public Consultation	
	Activity 2.5 Data elaboration and reporting	
<b>3. Synthesis</b>	Activity 3.1 Data validation	Draft Final Report and Final Evaluation Report
	Activity 3.2 Analysis and judgment	
	Activity 3.3 Final reporting	

# Intervention logic: overview



# Intervention logic: Needs and problems

- Needs
  - The need for **cooperation** among public administrations with the aim to enable **more efficient and secure public services**
  - The need for **exchanging information** among public administrations to **fulfil legal requirements or political commitments**
  - The need for **sharing and reusing information** among public administrations to **increase administrative efficiency** and cut red tape for citizens and businesses
- Problem
  - **Administrative e-barriers** are leading to the fragmentation of the Internal Market

# Intervention logic: Objectives

- General objective
  - To promote the **ICT-based modernisation of the public sector** in Europe and to facilitate **addressing the needs of businesses and citizens** via **improved interoperability** of European public administrations, thus contributing to the completion of the **Digital Single Market** and, ultimately, to **economic growth** and the global competitiveness of the European Union
- Specific objectives
  - To develop, maintain and promote a **holistic approach to interoperability** in the Union in order to eliminate fragmentation in the interoperability landscape in the Union
  - To facilitate efficient and effective **electronic cross-border or cross-sector interaction** between European public administrations on the one hand, and between European public administrations and businesses and citizens on the other
  - To contribute to the development of a **more effective, simplified and user-friendly e-administration** at the national, regional and local levels of public administration
  - To identify, create and operate interoperability solutions supporting the **implementation of Union policies and activities**
  - To facilitate the **reuse of interoperability solutions** by European public administrations

# Intervention logic: Results

- Outcomes
  - A **coherent interoperability landscape** in the Union based on a holistic approach to interoperability
  - **Efficient and effective electronic cross-border or cross-sectoral interactions** between European Public Administrations as well as between European public administrations and businesses/citizens
  - **More effective, simplified and user-friendly e-administrations** in European public administrations
  - **Advancement of Union policies and activities** by supporting their implementation
  - **Take-up and re-use of the ISA2 programme's results** by European public administrations



# Intervention logic: Results

- Impacts
  - **Increased speed, efficiency and quality in the creation and delivery of cross-border and cross-sector electronic public services** to meet the needs of businesses and citizens
  - **Improved efficiency and productivity of the European public administrations**, which can be a strong driver of economic growth through its support for, and governance of, the private sector
  - **Reduction of the cost and administrative burden of cross-border interaction**, removal of administrative e-barriers and contribution to the swift implementation of ICT systems supporting EU legislation
  - Contribution to the **successful achievement of the Digital Single Market**

# Evaluation questions: relevance, effectiveness, efficiency

- Relevance

1. To what extent are the objectives of the ISA<sup>2</sup> programme still pertinent in relation to the evolving needs and problems at both national and EU levels?

- Effectiveness

2. How far are the ISA<sup>2</sup> programme's results in the process of achieving the programme's objectives?
3. Are there aspects that are more or less effective than others, and if so, what lessons can be drawn from this?

- Efficiency

4. To what extent has the programme been cost-effective?
5. Which aspects of the programme are the most efficient or inefficient, especially in terms of resources mobilised?
  - How is the programme performing relative to the planned work and budget?

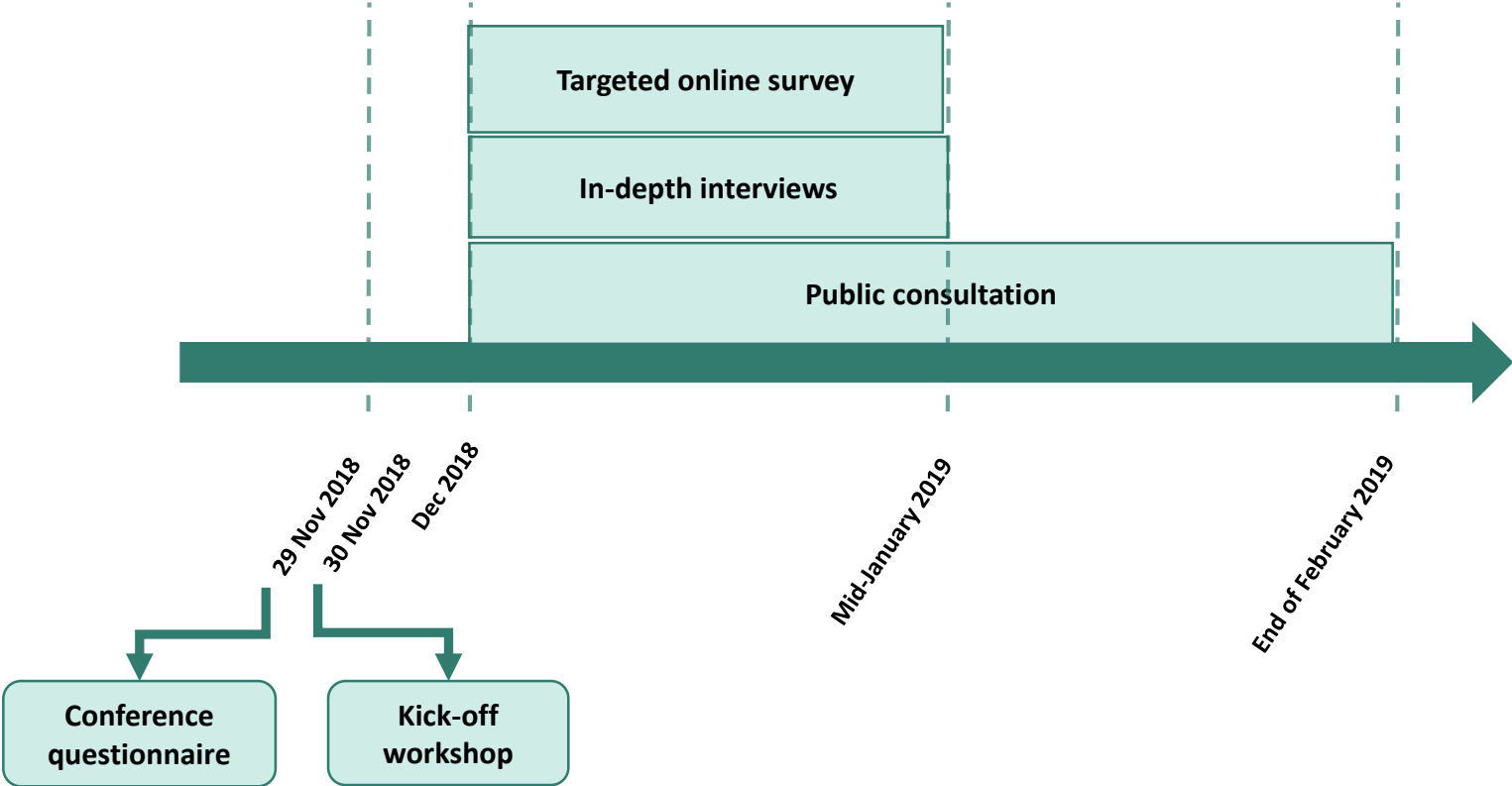
# Evaluation questions: coherence, EU added value, utility, sustainability

- Coherence
  6. To what extent do the ISA<sup>2</sup> actions form part of a "holistic" approach within the framework of the programme? (internal coherence)
  7. To what extent is the ISA<sup>2</sup> programme coherent with other EU interventions which have similar objectives? (external coherence)
- EU added value
  8. What is the additional value resulting from the ISA<sup>2</sup> programme, compared to what could have reasonably been expected from MS acting at national, regional and/or local levels?
- Utility
  9. How do the ISA<sup>2</sup> programme's actions and results, achieved and anticipated, compare with the needs they are supposed to address?
- Sustainability
  10. To what extent is the financial, technical and operational sustainability of the developed solutions – maintained and operated through the ISA<sup>2</sup> programme – ensured?

# Consultation activities by stakeholder category

	In-depth interviews institutions	Targeted online survey	Conference questionnaire	Kick-off workshop	Public consultation
Programme governance	X	X		X	
Action owners	X	X		X	
Solution users	X	X			
Stakeholder responsible for linked EU initiatives	X	X		X	
Experts			X	X	X
Standardisation organisations	X	X		X	
Indirect beneficiaries and wider public			X	X	X

# Consultation activities: timeline



# Contacts

- **Felice SIMONELLI**

Phone: +32.22.29.39.23

Office: CEPS - Place du Congrès, 1 - B-1000  
Brussels

- **Functional mailbox**

- [isa2@ext.ceps.eu](mailto:isa2@ext.ceps.eu)



Thank you for your attention.



[CEPS\\_thinktank](#)

Back-up slides



# ISA<sup>2</sup> packages (groups of actions)

**Key and generic interoperability enablers:** actions developing interoperability solutions to support public administrations in providing services, ranging from the secure exchange of files to improving cross-border access to government data and information. Examples: TESTA; Open e-TrustEx.

**Semantic interoperability package:** initiatives enhancing semantic interoperability among public administrations. Examples: Core Vocabularies; DCAT Application Profile for data portals in Europe.

**Access to data / data sharing / open data package:** actions facilitating the reuse of national data repositories, data across borders and sectors and widening access to data created by the public sector. Examples: Providing big data opportunities for public administrations; FISMA: Financial Data Standardisation.

**Geospatial solutions package:** actions facilitating efficient and effective electronic cross-border and cross-sector interaction in the field of location information and services. Example: Re3gistry.

**E-Procurement/e-invoicing package:** actions improving existing EU tools for e-procurement and facilitating the creation, exchange, dissemination and reuse of procurement data. Examples: Open e-Prior; e-Certis.

**Decision-making and legislation package:** actions supporting the decision-making process, ranging from the collection of feedback provided by various stakeholders to the drafting of new legislation and monitoring of existing legislation. Example: LEOS.

**EU policies — supporting instruments package:** actions supporting the implementation of EU policies for which interoperability aspects need to be considered. Example: Online Collection Software to support European Citizens' Initiatives.

**Supporting instruments for public administrations package:** actions mapping the interoperability landscape in the EU and providing support solutions for enhancing interoperability, ranging from sharing best practices to supporting the reuse of solutions. Examples: EUSurvey; Joinup; National Interoperability Framework Observatory (NIFO).

**Accompanying measures package:** actions related to raising awareness of interoperability activities and monitoring programme implementation. Examples: SEMIC Conference; ISA2 Mid-Term Conference; ISA2 dashboard.