Evaluation Study supporting the interim evaluation of the programme on interoperability solutions for European public administrations, businesses and citizens (ISA²)

Kick-off workshop, 30 November 2018
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Objective and scope

- Performing an **independent** (evidence-based) **interim evaluation** of the programme on interoperability solutions for European public administrations, businesses and citizens (ISA²)
  - 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 ISA² programme
- **Legal basis**: ISA² Decision (EU 2015/2240)
# Evaluation phases and activities

<table>
<thead>
<tr>
<th>Evaluation Phases</th>
<th>Activities</th>
<th>Deliverables</th>
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</table>
| **1. Inception**  | Activity 1.1 Identification of the logic of the intervention  
Activity 1.2 Definition of the evaluation framework  
Activity 1.3 Preliminary data collection for the Inception Phase  
Activity 1.4 Reporting for the Inception Phase | Inception Report |
| **2. Data collection** | Activity 2.1 Desk research and review of operational documents of the programme  
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 | Progress Report and Interim Report |
| **3. Synthesis**  | Activity 3.1 Data validation  
Activity 3.2 Analysis and judgment  
Activity 3.3 Final reporting | Draft Final Report and Final Evaluation Report |
Intervention logic: overview

The rationale for the intervention

**Needs**
- Cooperation among public administrations with the aim to enable more efficient and secure public services
- Exchanging information among public administrations for full legal requirements or political commitments
- Sharing and raising awareness among public administrations to increase administrative efficiency and cut out red tape for citizens and businesses

**Problem**
- The existence of administrative barriers leading to a fragmented market

**Drivers**
- Limited governance and coordination among EC DGs and between MS and the EC on initiatives related to interoperability
- Limited cooperation among dispersed institutional entities
- Limited awareness of the benefits of interoperability
- Cultural fragmentation
- Limited ICT architectures and tools enabling interoperability
- Internal organisational complexity
- Limited availability of common frameworks, guidelines and specifications
- Resource constraints in relation to interoperability

**Specific Objectives**
- To promote the ICT-based modernisation of the public sector in Europe and to facilitate 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.

**Operational Objectives**
- Assessment, updating, promotion of existing/developing of common specifications through the EUP standardisation platforms and in cooperation with European or international standardisation organisations as appropriate
- Identification of legislation gaps, at Union and national level, that hamper cross-border or cross-sector interoperability between European public administrations
- To develop a communication strategy by 05-05-2018, aiming to enhance information and increase awareness with regard to the EUP programme and the implementation of interconnectivity solutions for the citizens, providing them with more confidence and understanding of the benefits of interoperability
- To provide a comprehensive, usable, guiding and friendly interconnectivity solution
- Assessment, improvement, operation and re-use of existing cross-border or cross-sector interoperability solutions and common frameworks
- Development, establishment, bringing to maturity, operation and re-use of new cross-border or cross-sector interoperability solutions and common frameworks
- Development of mechanisms that measure and quantify the benefits of interoperability solutions including methodologies for assessing cost-savings
- The bringing of new interoperability services and tools to maturity, and maintaining and operating existing interoperability services and tools on an ad hoc basis

**The intervention**

**Input/Activities**
- Management of mapping data, sharing open data package
- Semantic interoperability package
- Accompanying measures package
- EU policies – supporting instruments package
- Key and generic interoperability solutions
- Decision-making and legislation package
- Geospatial solutions package
- Supporting instruments for public administrations package

**The expected results of the intervention**

**Expected outputs**
- A defined role and process for EUP to support the assessment of ICT impacts of new EU legislation as part of the EC’s Impact Assessment process: Identification and resolution of legislation gaps that hamper cross-border or cross-sector interoperability between European public administrations
- Integrated communication strategy with clear stakeholder, monitoring and measurement targets
- Reuse of interoperable solutions, common frameworks, and best practices
- Continuity in the delivery of interoperable solutions: Professional delivery of a coherent portfolio of interoperable solutions and common frameworks for European public administrations, including improved services, infrastructures and tools; Continuity in the tools provision
- Increased reuse of existing components in the development of new interoperable solutions and common frameworks: Increased availability of services, common frameworks, and tools that meet the needs of sectors and MS; Delivery of new services, common frameworks, and tools in time
- Continued use of a platform to house ready-to-use interoperable and best practice solutions to promote interoperability: Enhanced coordination, notably, through the better dissemination of Group on Public Administration and in other projects, such as the TIP and eGovernment Fasttrack
- Functioning mechanisms to promote and monitor the adoption and use of interoperability solutions: Cost-Benefit methodology available for assessing cost savings based on the study related to the cost of interoperability
- Continued development and interim operation of EUP solutions with a view to achieving longer-term sustainable financing and operational governance structures
- Smooth implementation of EU legislation; Identification of the needs for services and tools in time; so that requirements are fulfilled when the legislation comes into force; Understanding of ICT dimensions of EU policies
- Existing interoperability solutions documented within the EUP/EIC Cart, applying the principles and guidelines from the EIC/EUP guidelines for EUP and EIC framework, facilitating the deployment of interoperable solutions within and between European public administrations
- Interoperable solutions developed in the frame of EUP taking into account EUP and EIC. Interoperable solutions developed by other Commission DGs take into account EUP and EIC. EIC actions: Prioritising actions and standards to EUP
- All existing ready-to-use interoperable and best practice solutions are documented and in accessible format for ease awareness and avoid duplication of efforts among stakeholders

**Impacts**
- Coherent interoperability landscape in the Union; Holistic approach to interoperability
- Efficient and effective use of cross border/ cross-sector 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
- Take-up and reuse of the EIC programme’s results by European Public Administrations

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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 ISA² programme still pertinent in relation to the evolving needs and problems at both national and EU levels?

• Effectiveness
  2. How far are the ISA² 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 ISA² actions form part of a "holistic" approach within the framework of the programme? (internal coherence)
  7. To what extent is the ISA² programme coherent with other EU interventions which have similar objectives? (external coherence)

• EU added value
  8. What is the additional value resulting from the ISA² programme, compared to what could have reasonably been expected from MS acting at national, regional and/or local levels?

• Utility
  9. How do the ISA² 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 ISA² programme – ensured?
## Consultation activities by stakeholder category

<table>
<thead>
<tr>
<th>Stakeholder category</th>
<th>In-depth interviews institutions</th>
<th>Targeted online survey</th>
<th>Conference questionnaire</th>
<th>Kick-off workshop</th>
<th>Public consultation</th>
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<tbody>
<tr>
<td>Programme governance</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
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<tr>
<td>Action owners</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<tr>
<td>Solution users</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Stakeholder responsible for linked EU initiatives</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<td>Experts</td>
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<td>Standardisation organisations</td>
<td>X</td>
<td>X</td>
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<td>Indirect beneficiaries and wider public</td>
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</table>
Consultation activities: timeline

- Conference questionnaire
- Kick-off workshop
- Targeted online survey
- In-depth interviews
- Public consultation

Dates:
- 29 Nov 2018
- 30 Nov 2018
- Dec 2018
- Mid-January 2019
- End of February 2019
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Thank you for your attention.
Back-up slides
### ISA² packages (groups of actions)

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Examples</th>
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<tbody>
<tr>
<td><strong>Key and generic interoperability enablers</strong></td>
<td>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.</td>
<td>TESTA; Open e-TrustEx.</td>
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<tr>
<td><strong>Semantic interoperability package</strong></td>
<td>Initiatives enhancing semantic interoperability among public administrations.</td>
<td>Core Vocabularies; DCAT Application Profile for data portals in Europe.</td>
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<tr>
<td><strong>Access to data / data sharing / open data package</strong></td>
<td>Actions facilitating the reuse of national data repositories, data across borders and sectors and widening access to data created by the public sector.</td>
<td>Providing big data opportunities for public administrations; FISMA: Financial Data Standardisation.</td>
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<tr>
<td><strong>Geospatial solutions package</strong></td>
<td>Actions facilitating efficient and effective electronic cross-border and cross-sector interaction in the field of location information and services.</td>
<td>Re3gistry</td>
</tr>
<tr>
<td><strong>E-Procurement/e-invoicing package</strong></td>
<td>Actions improving existing EU tools for e-procurement and facilitating the creation, exchange, dissemination and reuse of procurement data.</td>
<td>Open e-Prior; e-Certis.</td>
</tr>
<tr>
<td><strong>Decision-making and legislation package</strong></td>
<td>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.</td>
<td>LEOS</td>
</tr>
<tr>
<td><strong>EU policies — supporting instruments package</strong></td>
<td>Actions supporting the implementation of EU policies for which interoperability aspects need to be considered.</td>
<td>Online Collection Software to support European Citizens' Initiatives.</td>
</tr>
<tr>
<td><strong>Supporting instruments for public administrations package</strong></td>
<td>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.</td>
<td>EUSurvey; Joinup; National Interoperability Framework Observatory (NIFO).</td>
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<tr>
<td><strong>Accompanying measures package</strong></td>
<td>Actions related to raising awareness of interoperability activities and monitoring programme implementation.</td>
<td>SEMIC Conference; ISA2 Mid-Term Conference; ISA2 dashboard.</td>
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