

# EIF ROADMAP

## HOW TO DEVELOP A NEW INTEGRATED PUBLIC SERVICE

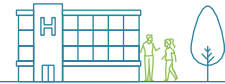


### DETECT THE NEED FOR CHANGE

Stakeholders

The demand for a new integrated public service grows, generating the required political momentum for its development.

- Identify needs and requirements
- Generate enough political momentum and support



### PLAN AND SELECT

Stakeholders + Governance Bodies or Committees

The first steps are taken to prepare the new integrated public service and plan how it could be delivered.

- Set-up the governance bodies
- Prepare and plan for integrated public service
- Legitimise by law or agreement
- Define the organisational model



### PROVIDE FRAMEWORK AND SET STANDARDS

This stage involves setting standards at each interoperability layer and providing the organisational and legal framework for the service.

**LEGAL CHANGES AND DECISIONS | ORGANISATIONAL CHANGES AND AGREEMENTS**

SET STANDARDS

- Business process standards and interfaces
- Semantic standards
- Technical standards



The output of the new integrated service addresses the stakeholders' needs. As the environment and stakeholder requirements evolve, the need for service design or demand for a new integrated service may emerge. The process starts over again.



### MONITOR AND MAINTAIN

This stage involves monitoring the performance of the integrated service, maintaining the underlying standards, and updating the legal and organisational framework.

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MAINTAIN STANDARDS

- Business process standards and interfaces
- Semantic standards
- Technical standards

