



IMAPS

Interoperability Maturity
Assessment of a Public Service

ISA² programme

Interoperability Solutions
for European Public Administrations,
Businesses and Citizens

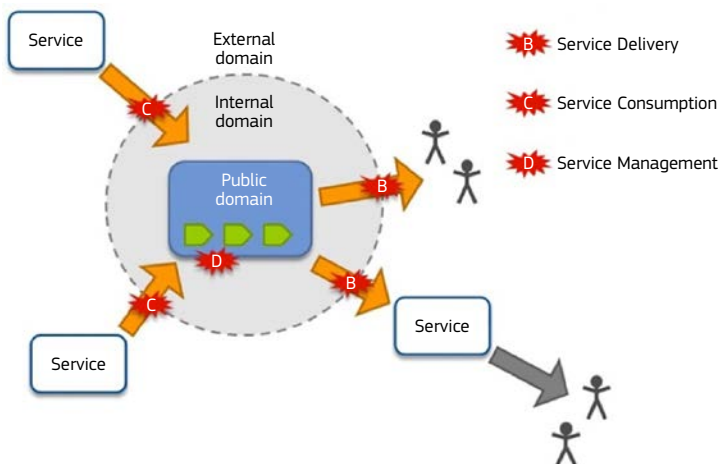
Online self-assessment tool to measure the interoperability maturity of digital public services.

Business needs

Nowadays, public administrations no longer exist in isolation. Every organisation interacts with many other administrative bodies, often across borders and sectors, and share and utilize services, data, and business processes with them. In other words, the **interoperability of public administrations has become essential**.

Interoperability is of strategic importance to enable trusted information exchange, achieve seamless service delivery and optimise the customer experience. By achieving those, public administrations can **save time and costs**.

Overview of interoperability areas of IMAPS model



Solution

The **Interoperability Maturity Assessment of a Public Service (IMAPS)** is an online survey that helps public service owners evaluate and improve all key interoperability aspects of their digital public service.

The tool can be used to assess interoperability of any public service from open data portals, to eVoting platforms, public procurement services, and more. It is applicable to services at all government levels (international, national, regional and local) and fully aligned with the new **European Interoperability Framework (EIF)**.

IMAPS is free of charge.



How it works?

IMAPS is designed as a self-assessment tool. It consists of:

- **A compact and user-friendly online survey.** This 30-minute questionnaire looks at the context of the public service, how the service is delivered, how it consumes existing services and how it is managed.
- On completion of the survey, the **Results Output offers tailored recommendations and confidential improvement guidance.**

Scoring system

IMAPS uses a five-stage approach to indicate the interoperability maturity of a public service:

Maturity level	Maturity stage	Interpretation
1	Ad Hoc	Poor interoperability – the digital public service cannot be considered interoperable
2	Opportunistic	Fair interoperability – the digital public service implements some elements of interoperability best practices
3	Essential	Essential interoperability – the digital public service implements the essential best practices for interoperability
4	Sustainable	Good interoperability – all relevant interoperability best practices are implemented by the digital public service
5	Seamless	Interoperability leading practice – the digital public service is a leading interoperability practice example for others

The IMAPS survey is an enhanced successor of the **Interoperability Maturity Model (IMM)**, which has been earlier successfully used by multiple organisations. Those who used the IMM can compare their previous results to the IMAPS results and see if the maturity of their service has evolved.

Top reasons to use IMAPS

- ✓ **Evaluation** of how well a digital public service is able to interact with other organisations to realise mutually beneficial and agreed common goals through the exchange of information and reuse of services
- ✓ **Immediate insight** into a public service's interoperability and **tailored recommendations** on how to improve its interoperability where necessary
- ✓ Opportunity to know and improve the interoperability of a public service **at any point in time** throughout the lifecycle of the public service
- ✓ On-demand **peer comparisons** with other public services' interoperability maturity
- ✓ **Applicable to any digital public service**

Want to know more?

Get started

[IMAPS survey](#)

More about IMAPS

ec.europa.eu/isa2/solutions/imaps

IMAPS on Joinup

joinup.ec.europa.eu/solution/imaps

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An action supported by ISA²

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More on the programme

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