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:

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

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**


**IMAPS on Joinup**

[joinup.ec.europa.eu/solution/imaps](joinup.ec.europa.eu/solution/imaps)

**Contact us**

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An action supported by ISA²

This action is supported by the European Commission’s ISA² programme. ISA² is a EUR 131 million programme supporting the modernisation of public administrations in Europe through the development of eGovernment solutions. More than 25 solutions are already available with more to come soon. All solutions are open source and available free of charge to any interested public administration in Europe.

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