Shaping the future public sector interoperability policy

Fields marked with * are mandatory.

Introduction

Impact assessment for a future interoperability policy

In the Communication [Shaping Europe's digital future](#), the Commission has announced that by 2021 'a reinforced **EU governments interoperability strategy** to ensure coordination and common standards for secure and borderless public-sector data flows and services' will be put forward.

This part of the consultation focuses on the future interoperability policy for the EU's public sector. The aim is to gather stakeholders' feedback on the possible **objectives and policy options** for enhancing interoperability in the public sector in the EU, as well as the potential impacts that could arise from the policy options (including economic, social, environmental and fundamental rights impacts). The information collected will feed into the impact assessment on a future interoperability policy.

Policy objectives

IA.1. Should a future interoperability policy of the EU's public sector aim to achieve the following specific objectives?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
Reduce administrative burdens on businesses and citizens when interacting with public administrations	○	○	○	○	●	○
Act as an enabler for **innovative public-private (govtech) cooperation** to foster the digitalisation of the public sector	○	○	○	○	●	○
Support and promote the development and use of **common standards and specifications** for secure and borderless public-sector data flows and services	○	○	○	○	●	○
Introduce a **longer-term strategy** to enhance commitment to the						

interoperability of digital public services throughout the EU	○	○	○	○	●	○
Support and promote the **development, sharing and re-use of interoperability solutions** and specifications by public administrations across the EU	○	○	○	○	●	○
Support and promote the provision of quality, user-centric digital public services on a **cross-border and cross-domain** basis fostering the interoperability-by-design of policies, data, solutions and services	○	○	○	○	●	○
Foster the availability and exchange of diverse, high-performance digital solutions to guarantee **freedom of choice and the ability to change IT modules** when necessary, thus contributing to digital sovereignty	○	○	○	○	●	○

IA.2. What other specific objective(s) could a future public sector interoperability policy pursue?

500 character(s) maximum

> Interoperability in itself is not sufficient, and the portability of data is a linked objective. We see a critical role for open standards in this regard.

IA.3. What needs do you have with respect to interoperability in the EU's public sector that should be considered when designing the future public sector interoperability policy?

500 character(s) maximum

> N/A

Policy options

The future public sector interoperability policy could take different forms. The impact assessment focuses on a set of **four core options** that can be complemented by **three "add-on" options** (see below).

<u>Core options</u>

Option A (baseline) reflects the status quo with **no change to the current EIF**. It will look at the evolution of the policy problems and expected impacts in the absence of a future public sector interoperability policy, but will also take into account ongoing changes such as the transition of some of the implementing actions and governance of the EIF from ISA² to the Digital Europe Programme.

Option B (soft law) looks at possible **revisions of the EIF** and/or new guidelines/recommendations in the form of a Commission Communication, while keeping **compliance voluntary**. The possible revision of the EIF and its implementation strategy may involve:

- ensuring coherence with other EU initiatives;
- restructuring the EIF into a more practical framework, *inter alia* using open-source software;
- enhancing cooperation between public administrations and with the private sector; and
- adopting a new interoperability action plan.

Option C1 (hard law (Regulation) on cooperation) would involve a legislative proposal in the form of a Regulation introducing **shared interoperability governance** building on a cooperation mechanism (e.g. a committee, a joint undertaking or a centre of excellence). It may involve one or more of the following:

- fostering the development of the EU govtech sector;
- facilitating joint investment in interoperability solutions and skills;
- providing technical assistance;
- devising ways to establish public data and interoperability solutions based on common models or repositories of public services; and
- streamlining existing EU interoperability governance for greater coherence.

Option C2 (hard law (Directive) on interoperability requirements) – a Directive could introduce a legal framework with **minimum interoperability requirements** for public administrations and/or require all Member States to adopt a national interoperability strategy/framework in line with EU norms. The requirements may involve:

- common specifications for public administrations;
- devising ways to establish public data and interoperability solutions based on common models or repositories of public services;
- mandating the development of national interoperability frameworks and strategies aligned with EIF principles and recommendations;
- and ensuring data exchanges and portability.

Add-on options

Add-on option 1 (synergies) entails **supporting the synergies** between the EIF/future public sector interoperability policy and existing/upcoming policies, programmes and initiatives with a focus on funding for public-sector modernisation and digitalisation, e.g. the Digital Europe Programme, Resilience and Recovery Fund, Technical Support Instrument (successor of structural reform support programme) and Horizon Europe.

Add-on option 2 (conditionalities) – **policy conditionalities** could give the interoperability framework a more binding element. In this case, public administrations requesting EU funding and assistance for their efforts to modernise and digitalise their work would have to show that they are taking an interoperability-by-design approach to developing policies, solutions and services.

Add-on option 3 (European Semester) – the European Semester could be used as a tool to **monitor countries' efforts to implement interoperability and ensure policy coordination**. A special category

could be added in the European Semester, with a focus on monitoring public administrations' digitalisation and interoperability efforts, and country-specific recommendations could be issued on the basis of their progress.

IA.4. Would the above policy options **help foster interoperability in the public sector** at EU, national, regional and local levels, and support an integrated and coherent approach to interoperability across the EU?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
Option A: baseline (no change to status quo)	○	●	○	○	○	○
Option B: soft law	○	○	●	○	○	○
Option C1: hard law (Regulation) on cooperation	○	○	○	○	●	○
Option C2: hard law (Directive) on interoperability requirements	○	○	○	●	○	○
Add-on option 1: synergies	○	○	●	○	○	○
Add-on option 2: conditionalities	○	○	●	○	○	○
Add-on option 3: European Semester	○	○	●	○	○	○

IA.5. Will the policy options **receive enough support from policymakers and public administrations** to be properly implemented?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
Option A: baseline (no change to status quo)	○	○	●	○	○	○
Option B: soft law	○	○	●	○	○	○
Option C1: hard law (Regulation) on cooperation	○	●	○	○	○	○
Option C2: hard law (Directive) on interoperability requirements	○	○	○	●	○	○
Add-on option 1: synergies	○	○	●	○	○	○
Add-on option 2: conditionalities	○	●	○	○	○	○

Add-on option 3: European Semester	◉	◉	●	◉	◉	◉

Impacts

IA.6. What impact would **option A (baseline)** have on...? *Use the following scale: (--) very negative; (-) negative; (0) neutral; (+) positive; or (++) very positive. Select DK/NO if you don't know or have no opinion.*

	--	-	0	+	++	DK /NO
The **costs of interacting with public administrations**? (*Costs could include time and/or effort spent in interacting with public administrations, fees incurred, etc. Negative consequences would mean higher costs and positive consequences would mean lower costs*)	◉	●	◉	◉	◉	◉
The **costs of doing business in the EU**?	◉	◉	●	◉	◉	◉
The **costs borne by public administrations** in providing public services?	◉	●	◉	◉	◉	◉
The **quality of the services** provided by public administrations?	◉	●	◉	◉	◉	◉
Research, development and innovation in the EU?	◉	●	◉	◉	◉	◉
The **free movement** of goods, services, capital and workers across Member States? (*For instance, free movement can include selling products or providing services across borders in the EU, or the ability of EU citizens to work in any EU country. Negative consequences would mean limiting free movement and positive consequences would mean facilitating free movement.*)	◉	●	◉	◉	◉	◉
Individuals' rights to move freely within the EU?	◉	◉	●	◉	◉	◉
Access to and quality of basic goods and services, particularly for those subject to social exclusion and from disadvantaged backgrounds? (*Negative consequences would mean fewer products and services, and positive consequences would mean more.*)	◉	◉	●	◉	◉	◉
The **green transition** in the EU?	●	◉	◉	◉	◉	◉

IA.7. What impact would **option B (soft law)** have on …? *Use the following scale: (--) very negative; (-) negative; (0) neutral; (+) positive; or (++) very positive. Select DK/NO if you don't know or have no opinion.*

	--	-	0	+	++	DK /NO

	--	-	0	+	++	DK/NO
The **costs of interacting with public administrations**? (*Costs could include time and/or effort spent in interacting with public administrations, fees incurred, etc. Negative consequences would mean higher costs and positive consequences would mean lower costs*)	○	○	●	○	○	○
The **costs of doing business in the EU**?	○	○	●	○	○	○
The **costs borne by public administrations** in providing public services?	○	○	●	○	○	○
The **quality of the services** provided by public administrations?	○	○	●	○	○	○
Research, development and innovation in the EU?	○	○	●	○	○	○
The **free movement** of goods, services, capital and workers across Member States? (*For instance, free movement can include selling products or providing services across borders in the EU, or the ability of EU citizens to work in any EU country. Negative consequences would mean limiting free movement and positive consequences would mean facilitating free movement.*)	○	○	●	○	○	○
Individuals' rights to move freely within the EU?	○	○	●	○	○	○
Access to and quality of basic goods and services, particularly for those subject to social exclusion and from disadvantaged backgrounds? (*Negative consequences would mean fewer products and services, and positive consequences would mean more.*)	○	○	●	○	○	○
The **green transition** in the EU?	○	○	●	○	○	○

IA.8. What impact would option **C1 (hard law (Regulation) on cooperation)** have on …? *Use the following scale: (--) very negative; (-) negative; (0) neutral; (+) positive; or (++) very positive. Select DK/NO if you don't know or have no opinion.*

	--	-	0	+	++	DK/NO
The **costs of interacting with public administrations**? (*Costs could include time and/or effort spent in interacting with public administrations, fees incurred, etc. Negative consequences would mean higher costs and positive consequences would mean lower costs*)	○	○	○	●	○	○
The **costs of doing business in the EU**?	○	○	○	○	●	○
The **costs borne by public administrations** in providing public services?	○	○	○	●	○	○
The **quality of the services** provided by public administrations?	○	○	○	●	○	○
Research, development and innovation in the EU?	○	○	○	●	○	○

	--	-	0	+	++	DK/NO
The **free movement** of goods, services, capital and workers across Member States? (*For instance, free movement can include selling products or providing services across borders in the EU, or the ability of EU citizens to work in any EU country. Negative consequences would mean limiting free movement and positive consequences would mean facilitating free movement.*)	○	○	○	●	○	○
Individuals' rights to move freely within the EU?	○	○	●	○	○	○
Access to and quality of basic goods and services, particularly for those subject to social exclusion and from disadvantaged backgrounds? (*Negative consequences would mean fewer products and services, and positive consequences would mean more.*)	○	○	○	●	○	○
The **green transition** in the EU?	○	○	○	●	○	○

IA.9. What impact would option **C2 (hard law (Directive) on interoperability requirements)** have on...? *Use the following scale: (--) very negative; (-) negative; (0) neutral; (+) positive; or (++) very positive. Select DK/NO if you don't know or have no opinion.*

	--	-	0	+	++	DK/NO
The **costs of interacting with public administrations**? (*Costs could include time and/or effort spent in interacting with public administrations, fees incurred, etc. Negative consequences would mean higher costs and positive consequences would mean lower costs*)	○	○	○	●	○	○
The **costs of doing business in the EU**?	○	○	○	●	○	○
The **costs borne by public administrations** in providing public services?	○	○	○	●	○	○
The **quality of the services** provided by public administrations?	○	○	○	●	○	○
Research, development and innovation in the EU?	○	○	○	●	○	○
The **free movement** of goods, services, capital and workers across Member States? (*For instance, free movement can include selling products or providing services across borders in the EU, or the ability of EU citizens to work in any EU country. Negative consequences would mean limiting free movement and positive consequences would mean facilitating free movement.*)	○	○	○	●	○	○
Individuals' rights to move freely within the EU?	○	○	●	○	○	○
Access to and quality of basic goods and services, particularly for those subject to social exclusion and from disadvantaged backgrounds? (*Negative consequences would*	○	○	○	●	○	○

	mean fewer products and services, and positive consequences would mean more.)						
The **green transition** in the EU?	○	○	○	●	○	○

IA.10. What impact would **add-on option 1 (synergies)** have on …? *Use the following scale: (--) very negative; (-) negative; (0) neutral; (+) positive; or (++) very positive. Select DK/NO if you don't know or have no opinion.*

	--	-	0	+	++	DK /NO
The **costs of interacting with public administrations**? (*Costs could include time and/or effort spent in interacting with public administrations, fees incurred, etc. Negative consequences would mean higher costs and positive consequences would mean lower costs*)	○	○	○	●	○	○
The **costs of doing business in the EU**?	○	○	○	●	○	○
The **costs borne by public administrations** in providing public services?	○	○	○	●	○	○
The **quality of the services** provided by public administrations?	○	○	○	●	○	○
Research, development and innovation in the EU?	○	○	○	●	○	○
The **free movement** of goods, services, capital and workers across Member States? (*For instance, free movement can include selling products or providing services across borders in the EU, or the ability of EU citizens to work in any EU country. Negative consequences would mean limiting free movement and positive consequences would mean facilitating free movement.*)	○	○	○	●	○	○
Individuals' rights to move freely within the EU?	○	○	●	○	○	○
Access to and quality of basic goods and services, particularly for those subject to social exclusion and from disadvantaged backgrounds? (*Negative consequences would mean fewer products and services, and positive consequences would mean more.*)	○	○	○	●	○	○
The **green transition** in the EU?	○	○	○	●	○	○

IA.11. What impact would **add-on option 2 (conditionalities)** have on …? *Use the following scale: (--) very negative; (-) negative; (0) neutral; (+) positive; or (++) very positive. Select DK/NO if you don't know or have no opinion.*

	--	-	0	+	++	DK /NO

	--	-	0	+	++	DK/NO
The **costs of interacting with public administrations**? (*Costs could include time and/or effort spent in interacting with public administrations, fees incurred, etc. Negative consequences would mean higher costs and positive consequences would mean lower costs*)	○	○	○	●	○	○
The **costs of doing business in the EU**?	○	○	○	○	●	○
The **costs borne by public administrations** in providing public services?	○	○	○	●	○	○
The **quality of the services** provided by public administrations?	○	○	○	●	○	○
Research, development and innovation in the EU?	○	○	○	●	○	○
The **free movement** of goods, services, capital and workers across Member States? (*For instance, free movement can include selling products or providing services across borders in the EU, or the ability of EU citizens to work in any EU country. Negative consequences would mean limiting free movement and positive consequences would mean facilitating free movement.*)	○	○	○	●	○	○
Individuals' rights to move freely within the EU?	○	○	●	○	○	○
Access to and quality of basic goods and services, particularly for those subject to social exclusion and from disadvantaged backgrounds? (*Negative consequences would mean fewer products and services, and positive consequences would mean more.*)	○	○	○	●	○	○
The **green transition** in the EU?	○	○	○	●	○	○

IA.12. What impact would **add-on option 3 (European Semester)** have on …?

Use the following scale: (--) very negative; (-) negative; (0) neutral; (+) positive; or (++) very positive. Select DK/NO if you don't know or have no opinion.

	--	-	0	+	++	DK/NO
The **costs of interacting with public administrations**? (*Costs could include time and/or effort spent in interacting with public administrations, fees incurred, etc. Negative consequences would mean higher costs and positive consequences would mean lower costs*)	○	○	○	●	○	○
The **costs of doing business in the EU**?	○	○	○	●	○	○
The **costs borne by public administrations** in providing public services?	○	○	●	○	○	○
The **quality of the services** provided by public administrations?	○	○	○	●	○	○
Research, development and innovation in the EU?	○	○	○	●	○	○

The **free movement** of goods, services, capital and workers across Member States? (*For instance, free movement can include selling products or providing services across borders in the EU, or the ability of EU citizens to work in any EU country. Negative consequences would mean limiting free movement and positive consequences would mean facilitating free movement.*)	○	○	○	●	○	○
Individuals' rights to move freely within the EU?	○	○	●	○	○	○
Access to and quality of basic goods and services, particularly for those subject to social exclusion and from disadvantaged backgrounds? (*Negative consequences would mean fewer products and services, and positive consequences would mean more.*)	○	○	○	●	○	○
The **green transition** in the EU?	○	○	○	●	○	○

IA.13. Please indicate any **other relevant economic, environmental, social or administrative impacts** (not mentioned above) of a future interoperability policy for the EU's public sector:

500 character(s) maximum

N/A

European Interoperability Framework (EIF) evaluation

This part of the consultation focuses on the European Interoperability Framework (EIF) since its adoption in 2017. The aim is to take stock of the **achievements** of the EIF to date, analyse how **coherent** it is with other EU policies and initiatives, and understand its **added value** as an EU-level initiative. The evaluation of the EIF will also inform the design of a future interoperability policy for the EU's public sector, by outlining the elements of the EIF that have had positive results so far and the lessons that can be learned from past experience.

EIF.1 How familiar are you with the EIF?
- ○ not at all
- ● to a limited extent
- ○ to some extent
- ○ to a great extent
- ○ completely
- ○ don't know/no opinion

12 Underlying Principles

	1. Subsidiarity and proportionality
	2. Openness
	3. Transparency
	4. Reusability
	5. Technological neutrality and data portability
	6. User-centricity
	7. Inclusion and accessibility
	8. Security and privacy
	9. Multilingualism
	10. Administrative simplification
	11. Preservation of information
	12. Assessment of effectiveness and efficiency

EIF.2. How useful have the following **interoperability principles** been for enhancing interoperable digital public services (the principles are listed in the EIF)?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
Subsidiarity and proportionality	○	●	○	○	○	○
Openness (open data, open specifications, open software)	○	○	○	●	○	○
Transparency	○	○	○	●	○	○
Re-usability of IT solutions	○	○	○	○	●	○
Technological neutrality and data portability	○	○	○	○	●	○
User-centricity	○	○	○	●	○	○
Inclusion and accessibility	○	○	○	●	○	○
Security and privacy	○	○	○	○	●	○
Multilingualism	○	○	○	●	○	○
Administrative simplification (digital-by-default, digital-first)	○	○	○	●	○	○

Preservation of information	○	○	○	○	●	○
Assessment of effectiveness and efficiency	○	○	○	○	●	○

Interoperability Governance

EIF.3. How useful has the **layered interoperability model of the EIF** been for enhancing interoperable digital public services? The model is described in the [EIF](#) and consists of four layers of interoperability (legal, organisational, semantic and technical), a cross-cutting component (integrated public service governance) and a background layer (interoperability governance)?

- ○ not at all
- ○ to a limited extent
- ○ to some extent
- ○ to a great extent
- ○ completely
- ● don't know/no opinion

Integrated Public Service Governance
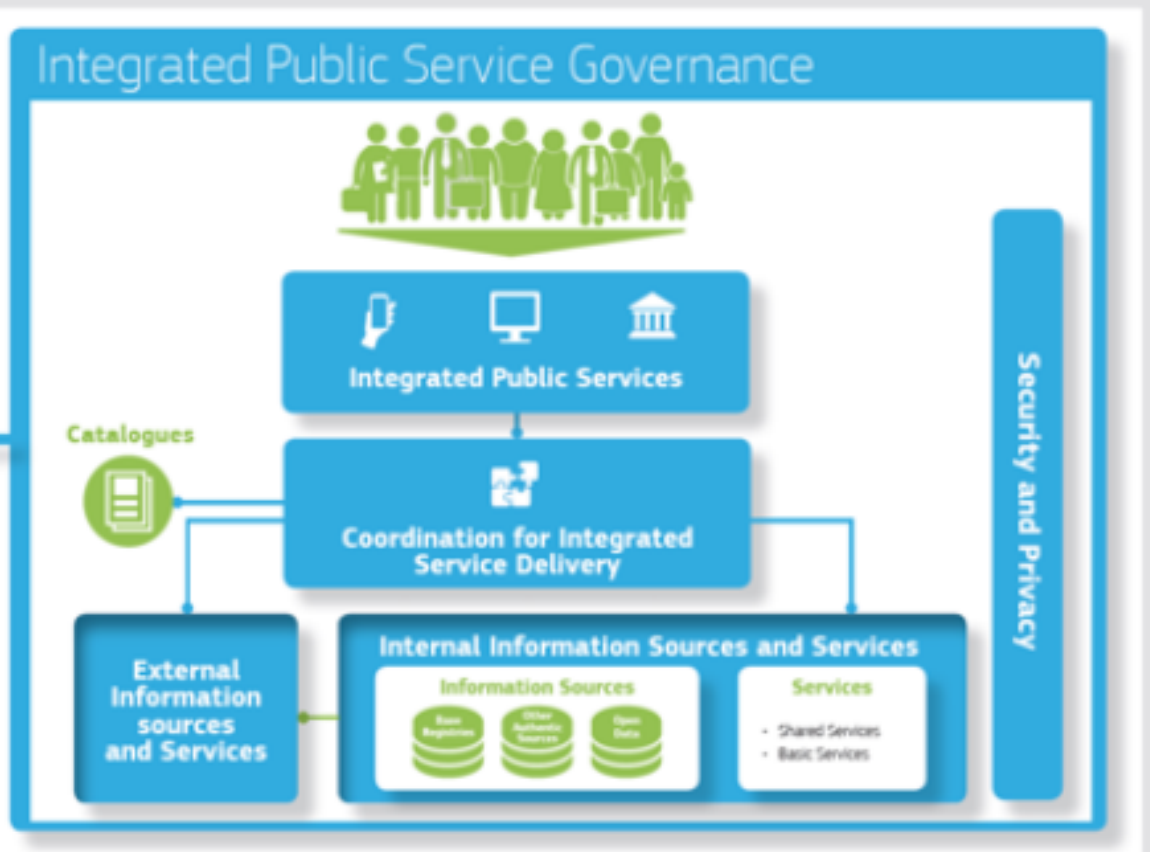
EIF.4. How useful has the **EIF conceptual model for integrated public services provision** been for enhancing interoperable digital public services? The conceptual model for integrated public services, presented in the EIF, promotes the idea of 'interoperability-by-design' as a standard approach for the planning, development, operation and maintenance of European public services. It is modular and comprises loosely coupled service components that are connected through shared infrastructure.

- ○ not at all
- ○ to a limited extent
- ○ to some extent
- ○ to a great extent
- ○ completely
- ● don't know/no opinion

EIF.5. Do you agree or disagree with the following statements?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
Public administrations need more **specific guidance** on how to improve						

the governance of their interoperability activities	○	○	●	○	○	○
Fragmented **delivery of digital public services** in the EU	○	○	○	●	○	○
Fragmentation in the **organisation and format of public data** in the EU.	○	○	○	●	○	○

EIF.6. Are more **cooperation, common rules and EU action** needed in the field of digital public services and interoperability?

- ○ not at all
- ○ to a limited extent
- ○ to some extent
- ● to a great extent
- ○ completely
- ○ don't know/no opinion

EIF.7. Have the recommendations listed in the EIF contributed so far to the achievement of the following objectives?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
To help public administrations provide key interoperable, user-centric, **digital public services** to businesses and citizens, at EU, national, regional and local levels, thus supporting the free movement of goods, people, services and data throughout the EU	○	○	○	○	○	●
To **inspire** European public administrations at all levels in their efforts to **design and deliver seamless European public services** to other public administrations, citizens and businesses that are, as far as possible, digital-by-default (i.e. providing services and data preferably via digital channels), cross-border-by-default (i.e. accessible by all citizens in the EU) and open-by-default (i.e. enabling re-use, participation/access and transparency), and that follow the 'once only' principle	○	○	○	○	○	●

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
To provide public administrations with **guidance** on the design and update of **national interoperability frameworks** (NIFs) or national policies, strategies and guidelines promoting interoperability	○	○	○	○	○	●
To contribute to the **establishment of the digital single market** by fostering cross-border and cross-sectoral interoperability for the delivery of European public services	○	○	○	○	○	●
To take account of **technological developments** and trends in the development of interoperability guidance and tools	○	○	○	○	○	●

EIF.8. What is the **most important contribution** that the EIF has made to enhancing cross-border interoperability?

500 character(s) maximum

N/A

EIF.9. Please provide examples of other **benefits** generated by the EIF:

500 character(s) maximum

N/A

EIF.10. Are you aware of **other EU initiatives** helping European public administrations provide businesses and citizens with interoperable, user-centric, digital public services at EU, national, regional and local levels?

● yes

○ no

EIF.10.1. To what extent are there **synergies** between the EIF and other EU initiatives with similar objectives (i.e. produce a combined effect greater than the sum of their separate effects)?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
Connecting Europe Facility	○	○	○	○	○	●
Structural reform support programme	○	○	○	○	○	●

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
Single Digital Gateway	○	○	○	○	○	●
Digital single market strategy /digital strategy	○	○	○	○	○	●
Data strategy	○	○	○	○	●	○
Sectoral initiatives (e.g. in the field of health, mobility, etc.)	○	○	○	○	○	●
Other	○	○	○	○	●	○

If other, please specify:

100 character(s) maximum

EU Open Source Software Strategy 2020-2023

EIF.10.2. To what extent do the EIF and other EU initiatives with similar objectives **o verlap** (e.g. generate duplications)?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
Connecting Europe Facility	○	○	○	○	○	●
Structural reform support programme	○	○	○	○	○	●
Single Digital Gateway	○	○	○	○	○	●
Digital single market strategy /digital strategy	○	●	○	○	○	○
Data strategy	○	○	●	○	○	○
Sectoral initiatives (e.g. in the field of health, mobility, etc.)	○	○	○	○	○	●
Other	○	○	○	○	○	●

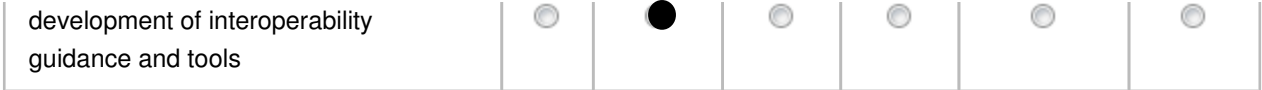If other, please specify:

100 character(s) maximum

EIF.11. Has the EIF contributed so far to the advancement of **common EU policies** (e.g. data strategy, digital single market)?

- ○ not at all
- ○ to a limited extent
- ○

to some extent

○ to a great extent

○ completely

● don't know/no opinion

EIF.12. Would **national or sub-national interventions** (in the absence of the EIF) be able to achieve the following objectives?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
To help public administrations provide key interoperable, user-centric, **digital public services** to businesses and citizens, at EU, national, regional and local levels, thus supporting the free movement of goods, people, services and data throughout the EU	●	○	○	○	○	○
To **inspire** European public administrations at all levels in their efforts to **design and deliver seamless European public services** to other public administrations, citizens and businesses that are, as far as possible, digital-by-default (i.e. providing services and data preferably via digital channels), cross-border-by-default (i.e. accessible by all citizens in the EU) and open-by-default (i.e. enabling re-use, participation/access and transparency), and that follow the 'once only' principle	●	○	○	○	○	○
To provide public administrations with **guidance** on the design and update of **national interoperability frameworks** (NIFs) or national policies, strategies and guidelines promoting interoperability	○	○	●	○	○	○
To contribute to the **establishment of the digital single market (DSM)** by fostering cross-border and cross-sectoral interoperability for the delivery of European public services	●	○	○	○	○	○
To take account of **technological developments** and trends in the						

development of interoperability guidance and tools	○	●	○	○	○	○

EIF.13. Do you believe that the EIF can achieve the above-mentioned objectives at a **lower cost** than comparable national or sub-national interventions in the absence of the EIF?

- ○ definitely not
- ○ probably not
- ○ probably
- ● definitely
- ○ don't know / no opinion

Final evaluation of the ISA² programme

This part of the consultation aims to gather stakeholders' views on the achievements of the ISA² (Interoperability solutions for public administrations, businesses and citizens) programme throughout its duration (2016-2020). The questions focus on the benefits stemming from ISA², its coherence with other EU policies and initiatives, and the added value of having an EU-level programme in this field. The information collected will feed into the final evaluation of the programme, which is running in parallel with the evaluation of the EIF and the impact assessment on a future interoperability policy.

ISA.1. How familiar are you with the **ISA² programme**?

- ● not at all
- ○ to a limited extent
- ○ to some extent
- ○ to a great extent
- ○ completely
- ○ don't know/no opinion

ISA.2. How familiar are you with the following **categories of ISA² actions**?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
Key and generic interoperability enablers: actions developing interoperability solutions to help public administrations provide 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 re-use 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 EU tools for e-procurement and facilitating the creation, exchange, dissemination and re-use 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 from 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 is relevant. 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 re-use of solutions. Examples: EUSurvey; Joinup; National Interoperability Framework Observatory (NIFO).	○	○	○	○	○	●
Accompanying measures package: actions to raise awareness of interoperability activities and monitor programme implementation. Examples: SEMIC conference; ISA² mid-term conference; ISA² dashboard.	○	○	○	○	○	●

ISA.3. The ISA² programme is expected to address the **needs and problems** listed below. Do such needs and problems currently apply to European public administrations, businesses and/or citizens?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
The need for public administrations to **cooperate** to enable more efficient and secure public services	○	○	○	●	○	○
The need for public administrations to **exchange information** to fulfil legal requirements or political commitments	○	○	○	●	○	○
The need for public administrations to **share and re-use information** to improve administrative efficiency and cut red tape for citizens and businesses	○	○	○	●	○	○
Administrative e-barriers are leading to the fragmentation of the internal market	○	○	○	●	○	○

ISA.4. The ISA² programme aims to promote the **ICT-based modernisation** of the public sector in Europe and to address the needs of businesses and citizens via **better interoperability** between public administrations. Can the programme, by achieving this objective, address the needs and problem listed below?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion

The need for public administrations to **cooperate** to enable more efficient and secure public services	○	○	○	●	○	○
The need for public administrations to **exchange information** to fulfil legal requirements or political commitments	○	○	○	●	○	○
The need for public administrations to **share and re-use information** to improve administrative efficiency and cut red tape for citizens and businesses	○	○	○	●	○	○
Administrative e-barriers are leading to the fragmentation of the internal market	○	○	○	●	○	○

ISA.5. Have **ISA² solutions** contributed so far to the achievement of the following **objectives**? *Solutions are developed as part of ISA² actions. Examples of solutions include: Core Vocabularies, e-Certis, EUSurvey, Re3gistry, TESTA.*

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
To promote the **ICT-based modernisation of the public sector** in Europe and to address the needs of businesses and citizens via **better interoperability** between European public administrations, thus contributing to the completion of the digital single market and, ultimately, to economic growth and the EU's global competitiveness	○	○	○	○	○	●
To develop, maintain and promote a **holistic approach to interoperability** in the EU in order to eliminate fragmentation in the interoperability landscape	○	○	○	○	○	●
To facilitate efficient and effective electronic **cross-border or cross-sector interaction** between European public administrations on the one hand, and between those administrations and businesses and citizens on the other	○	○	○	○	○	●

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know/no opinion
To contribute to the development of more **effective, simplified and user-friendly public e-administration** at the national, regional and local levels	○	○	○	○	○	●
To **identify, create and operate interoperability solutions** supporting the implementation of EU policies and activities	○	○	○	○	○	●
To facilitate the **re-use of interoperability solutions** by European public administrations	○	○	○	○	○	●

ISA.6. How satisfied are you with the **solutions provided by the ISA² programme** as means of addressing your needs when it comes to the cross-border and cross-sectoral interoperability of digital public services?

- ○ not at all
- ○ to a limited extent
- ○ to some extent
- ○ to a great extent
- ○ completely
- ● don't know/no opinion

ISA.7. Are you aware of **other EU programmes** contributing to the ICT-based modernisation of the public sector in Europe and to facilitating the needs of businesses and citizens via better interoperability between European public administrations?

- ○ yes
- ● no

ISA.7.1. Are there **synergies** between the ISA² programme and other EU programmes with similar objectives (i.e. they produce a combined effect greater than the sum of their separate effects)?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know/no opinion
Connecting Europe Facility	○	○	○	○	○	●
Structural reform support programme	○	○	○	○	○	●
Horizon 2020	○	○	○	○	○	●

Other	○	○	○	○	○	●

If other, please specify:

100 character(s) maximum

ISA.7.2. Do the ISA² programme and other EU programmes with similar objectives **overlap** (e.g. the two programmes invest in similar solutions, thus generating duplication)?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know/no opinion
Connecting Europe Facility	○	○	○	○	○	●
Structural reform support programme	○	○	○	○	○	●
Horizon 2020	○	○	○	○	○	●
Other	○	○	○	○	○	●

Please specify:

100 character(s) maximum

ISA.8. Would **national or sub-national interventions** (in the absence of the ISA² programme) be able to achieve the following objectives?

	not at all	to a limited extent	to some extent	to a great extent	completely	don't know /no opinion
To promote the **ICT-based modernisation of the public sector** in Europe and to address the needs of businesses and citizens via **better interoperability** between European public administrations, thus contributing to the completion of the digital single market and, ultimately, to economic growth and the EU's global competitiveness	●	○	○	○	○	○

Objective						
To develop, maintain and promote a **holistic approach to interoperability** in the EU in order to eliminate fragmentation in the interoperability landscape	●	○	○	○	○	○
To facilitate efficient and effective electronic **cross-border or cross-sector interaction** between European public administrations on the one hand, and between those administrations and businesses and citizens on the other	●	○	○	○	○	○
To contribute to the development of more **effective, simplified and user-friendly public e-administration** at the national, regional and local levels	○	○	●	○	○	○
To **identify, create and operate interoperability solutions** supporting the implementation of EU policies and activities	●	○	○	○	○	○
To facilitate the **re-use of interoperability solutions** by European public administrations	○	●	○	○	○	○

ISA.9. Do you believe that the ISA² programme can achieve the above-mentioned objectives at a **lower cost** than comparable national or sub-national interventions in the absence of the programme?

- ○ definitely not
- ○ probably not
- ○ probably
- ● definitely
- ○ don't know / no opinion

Additional information and submission of answers

*FU.1. Would you be available for a **short follow-up interview** on the topics covered by this survey? By selecting "yes" you accept to be contacted to arrange this interview.

- ● Yes
- ○ No

FU.2. Please feel free to attach relevant **documents** in support of any of your replies.

Only files of the type pdf,txt,doc,docx,odt,rtf are allowed

Thank you for your input – it's much appreciated.