



ISA²

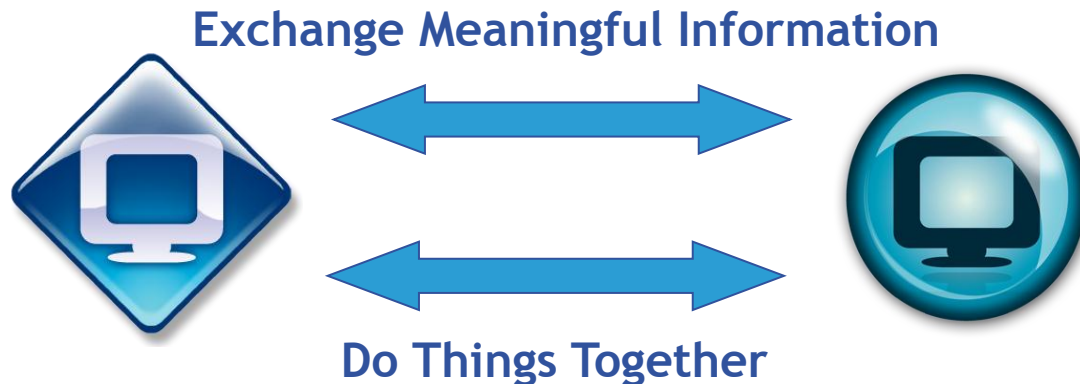
A Programme for
Interoperability
Solutions for European public
Administrations, businesses and citizens

*"Modernising European public
administration through interoperability"*

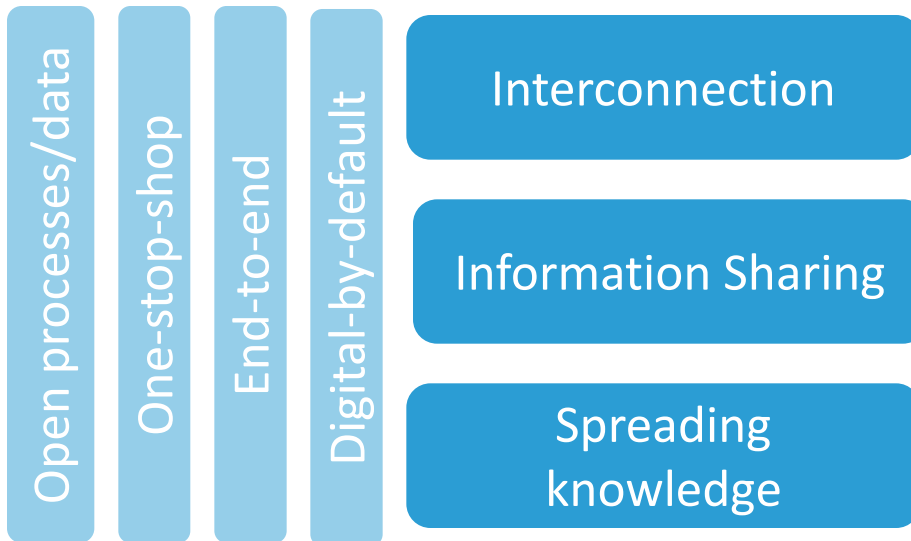


Interoperability:

*the ability of disparate organisations, to interact towards agreed goals,
by sharing information through their business processes,
by means of exchanging data between their IT systems*



If ... then



Results in



ISA²

Interoperability

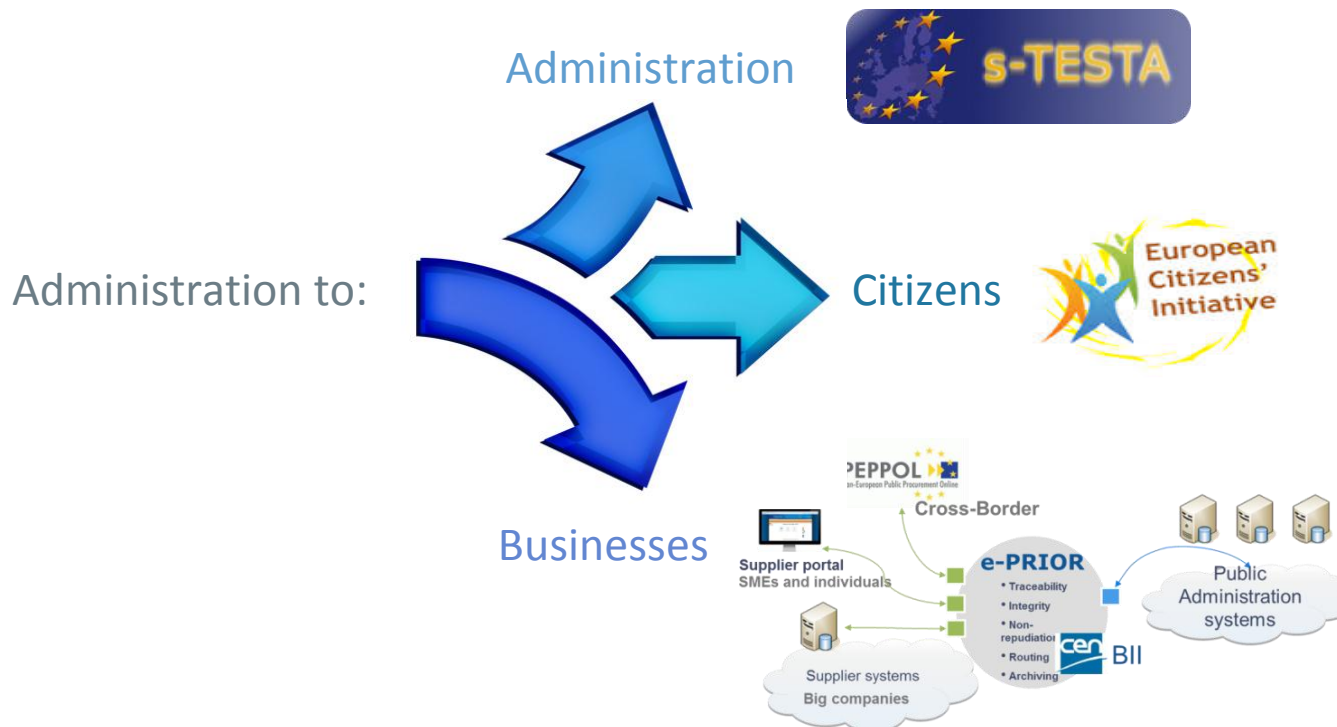
Solutions for European Public

Administrations, Businesses and Citizens



Single Objective:

The ISA² programme shall **facilitate** efficient and effective electronic **cross-border or cross-sector** interaction between **European public administrations** and between them and **citizens and businesses**.





Identify, create and operate interoperability solutions of unlimited use to other Union institutions and bodies, and to national, regional and local **public administrations**

Enable the delivery of electronic public services **supporting** the implementation of **Union policies and activities**



Pilot interoperability solutions as a **solution incubator** OR **sustain** them as a **solution bridge**

Consolidate, promote and expand the activities of **ISA**



Assess ICT implications of Union's legislation

Promote activities about

STANDARDS

Identify legislation gaps that hinder interoperability

Focus

Create

EIRA

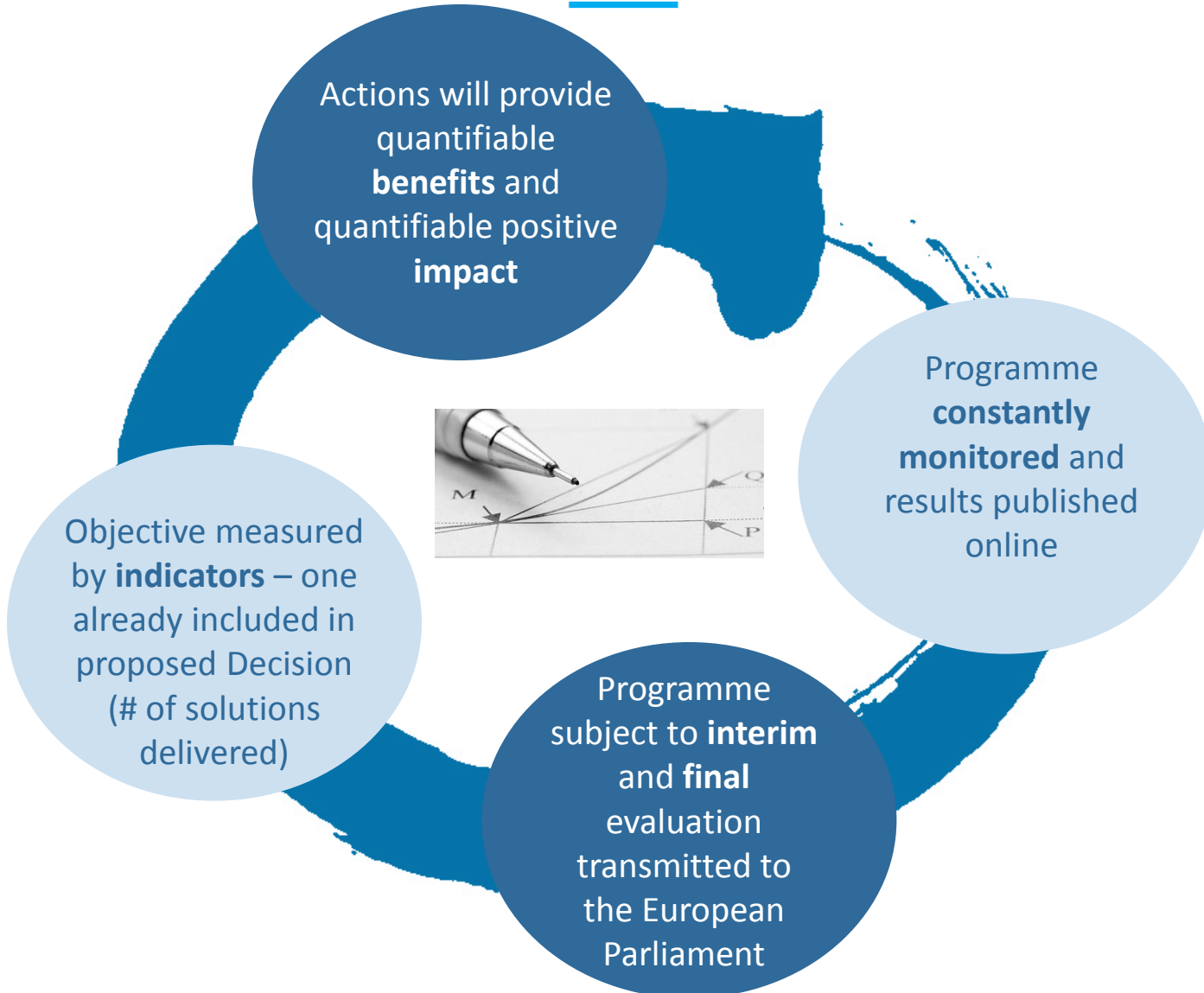
European Interoperability Reference Architecture

EICart

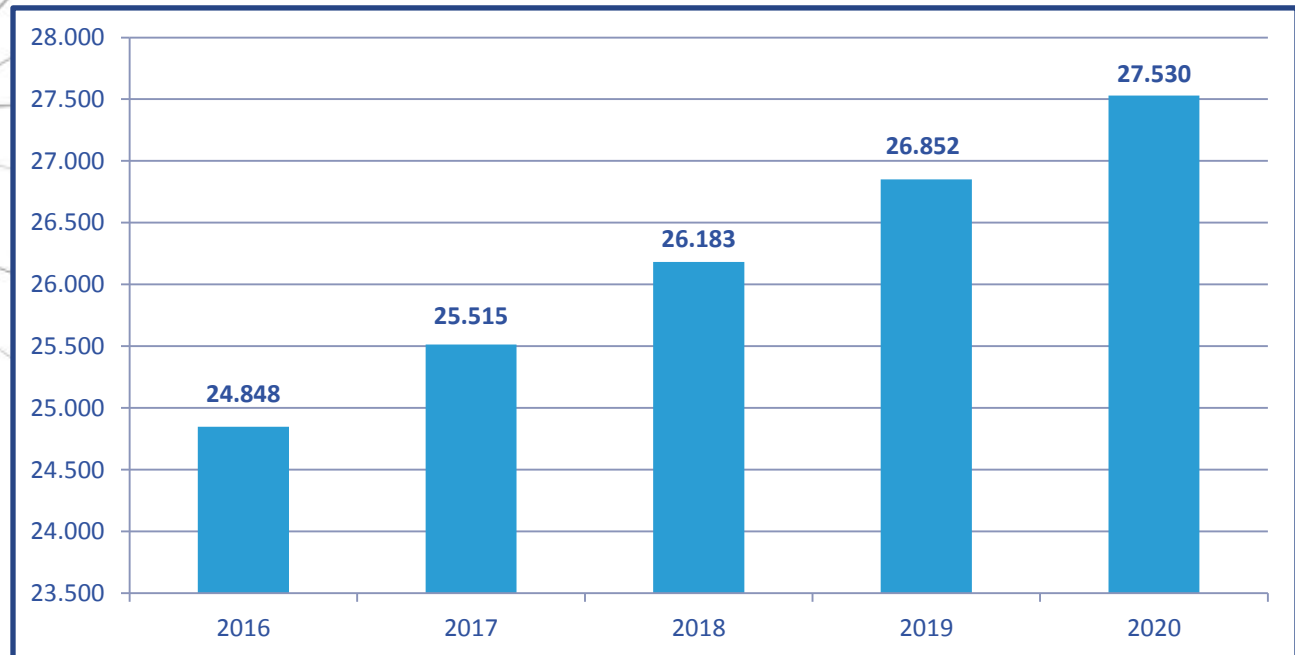
European Interoperability Cartography

Measure interoperability benefits





- Programme will run **from 2016 until 2020**
- Alignment with the Multi-annual Financial framework (MFF)
- Operational financial envelope approximately **M€ 131**





Public sector

Modernisation of European public administrations

50% EU GDP

25% of total employment in EU

Public procurement 19% of EU GDP

e-procurement: 5%-20% of procurement expenditure (€100 - €400 bn annually)

"The modernisation of public administrations should continue [...] Interoperability and the re-use of public sector information shall be promoted actively."

() Council conclusions Oct 2013*



Does Interoperability matter?

Country	2010 GDP (USD Millions)	Impact
World	60,449,499	0.50%
Australia	368,736	
Belgium	469,374	\$2.347 billion
Brazil	2,087,890	
Canada	1,577,040	
China	5,926,612	
France	2,560,002	\$12.8 billion
Germany	3,280,530	\$16.4 billion
India	1,727,111	
Italy	2,051,412	\$10.26 billion
Japan	5,458,837	
Mexico	1,034,804	
Netherlands	779,356	\$3.9 billion
Russia	1,479,819	

Minutes to execute	Number of activities per year per citizen				
	10	15	20	25	30
5	0.04%	0.06%	0.08%	0.10%	0.13%
10	0.08%	0.13%	0.17%	0.21%	0.25%
15	0.13%	0.19%	0.25%	0.31%	0.38%
20	0.17%	0.25%	0.33%	0.42%	0.50%
25	0.21%	0.31%	0.42%	0.52%	0.63%
30	0.25%	0.38%	0.50%	0.63%	0.75%
35	0.29%	0.44%	0.58%	0.73%	0.88%
40	0.33%	0.50%	0.67%	0.83%	1.00%
45	0.38%	0.56%	0.75%	0.94%	1.13%
50	0.42%	0.63%	0.83%	1.04%	1.25%
55	0.46%	0.69%	0.92%	1.15%	1.38%
60	0.50%	0.75%	1.00%	1.25%	1.50%

Wasted time
 due to "waiting in the line" or
 delay produced
 due to "lack of interoperability"
 when citizens/businesses are served
 by a public administration
 results to **impact** on the GDP

(*) The Economic Impact of Interoperability, Microsoft research study



If the benefits are clear why are we not yet there?

Example indicators for Sweden (2013):

% of households with Internet access: 93%

% of people interacting over the internet with public authorities to obtain information: 72%

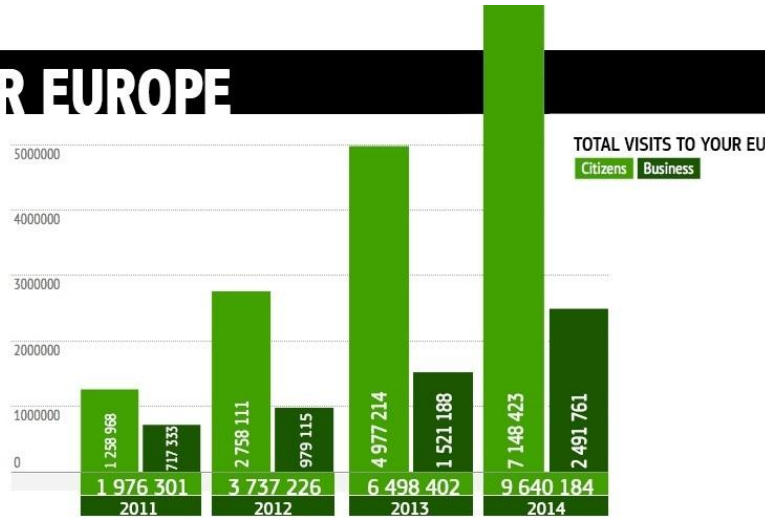
% of people interacting over the internet with public authorities to return prefilled forms send by PA: 46%

**Digital services
are:**





YOUR EUROPE



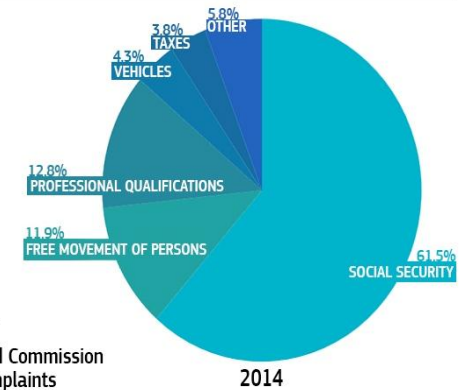
SOLVIT

3x more social security cases than in 2013

60% more cases than in 2013, while case-handling remained stable

84% of the accepted cases were solved

Enhance cooperation with other EU networks and Commission services for better handling of enquiries and complaints



CITIZENS

- New EU-level content on consumer rights, package travel and timeshare; more national content on tax rates, residence rights and travel documents
- Automatic transfer of content from 3 Member States' portals
- Campaigns on consumer, passenger and patients' rights direct to Your Europe Citizens for information

Better integrate all relevant information at EU and national level

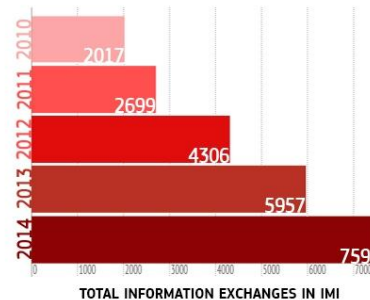
BUSINESS

*Your Europe Business is managed by Unit F2 (DG GROW) and Unit A1 (EASME)

- New and updated EU-level content in Europe
- 87% of users are satisfied
- Highest interest in sections expanding a business and customs

Reinforce cooperation Enterprise Europe Net

IMI



97% response rate for IMI requests

NEW modules launched for train driving licences and for diplomas of architects and health professionals

23 out of 31 IMI countries performed above the average of 16 days for exchanging information

Extend IMI to public procurement and unlawfully removed cultural goods.

Interoperability

Le mot de la Fin

- Strategy, Framework, Tools
- Interoperability is not only ICT but also political decisions, organisational processes and data
- By design



European
Commission

