



27 February
2024

National Interoperability Framework Observatory – Coffee talk – New Guidance document on organisational and cultural interoperability

DG DIGIT
DG CONNECT

interoperable
europe



Agenda

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European Commission actions to support the interoperability of smart cities

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Research on the cultural and organisational challenges

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European Commission actions to support the interoperability of smart city initiatives



Our Vision

In a fast-moving digital world, our goal is clear:
To break down borders with technology that serves all of Europe.

The **Interoperable Europe Act** is our tool to make it happen. It is a commitment to building a future where every public administration, citizen and business can access and interact with public services effortlessly, transcending the constraints of borders and bureaucracy. With its implementation, we will navigate the digital future together, ensuring that the European Union remains a beacon of innovation, unity, and cooperation in the digital era.

Governments

Interoperable Europe is setting a new EU-level governance, guiding EU and Member State public administrations in delivering interoperable digital services across the Union.

Businesses

The Interoperable Europe Act contributes to the Digital Single Market objectives, enabling businesses to seamlessly operate and innovate across Europe.

The Act is a catalyst for private sector actors to engage in technology based GovTech cooperation with the public sector, driving the digital transformation that supports a thriving and competitive economy.

Who we help

The Interoperable Europe Act's objective is to assist the EU and Member States to deliver public services, which are interoperable by default, across borders for citizens and businesses

Citizens

The provision of borderless digital public services is central, ensuring that every European, regardless of their location, has access to digital services that are consistent, high-quality, and inclusive. This initiative is a key contributor to the EU's 2030 target on building better services while leaving no one behind.

Innovation Ecosystem (GovTech Focus)

The Act fosters an Interoperable Europe Community by providing a collaborative platform for sharing knowledge, feedback, and best practices. It enables stakeholders from across the EU, including public administrations, businesses, SMEs, civil society organisations, and individuals, to contribute to and to benefit from enhanced interoperability.

Why is the Act important?

Cross-border online services at

46%

81%

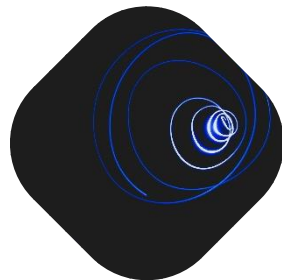
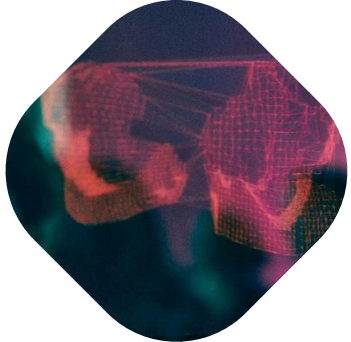
of public services available online

67%

usage of pre-filled forms with
information from Authentic Sources
(*eGovernment Benchmark 2022)



Positive Results in EIF Pillars Implementation
(*uprising score graphic, check [link](#)*)

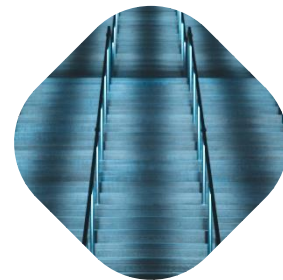
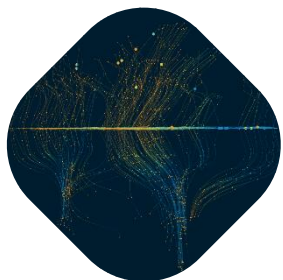


150 million

EU citizens live in a border region (2017)

2 million

People commute between Member States (2017) ([Source](#))





Why is the Act important?

- Raising need for digital transformation of the public sector in the era of data and AI.
- Helping to implement policies in the digital age
 - Cross-border interoperability is an enabler
 - It will improve the quality of life of millions

Objectives and scope of the Interoperable Europe Act

To help EU and Member State administrations to deliver connected digital services to citizens and businesses across Europe

Digital public services and their systems

All services requiring interaction across Member States' borders by means of their network and information systems

Union entities and public sector bodies

All entities that provide or manage digital public services

What do we regulate?

Why?

Who is targeted?

When?

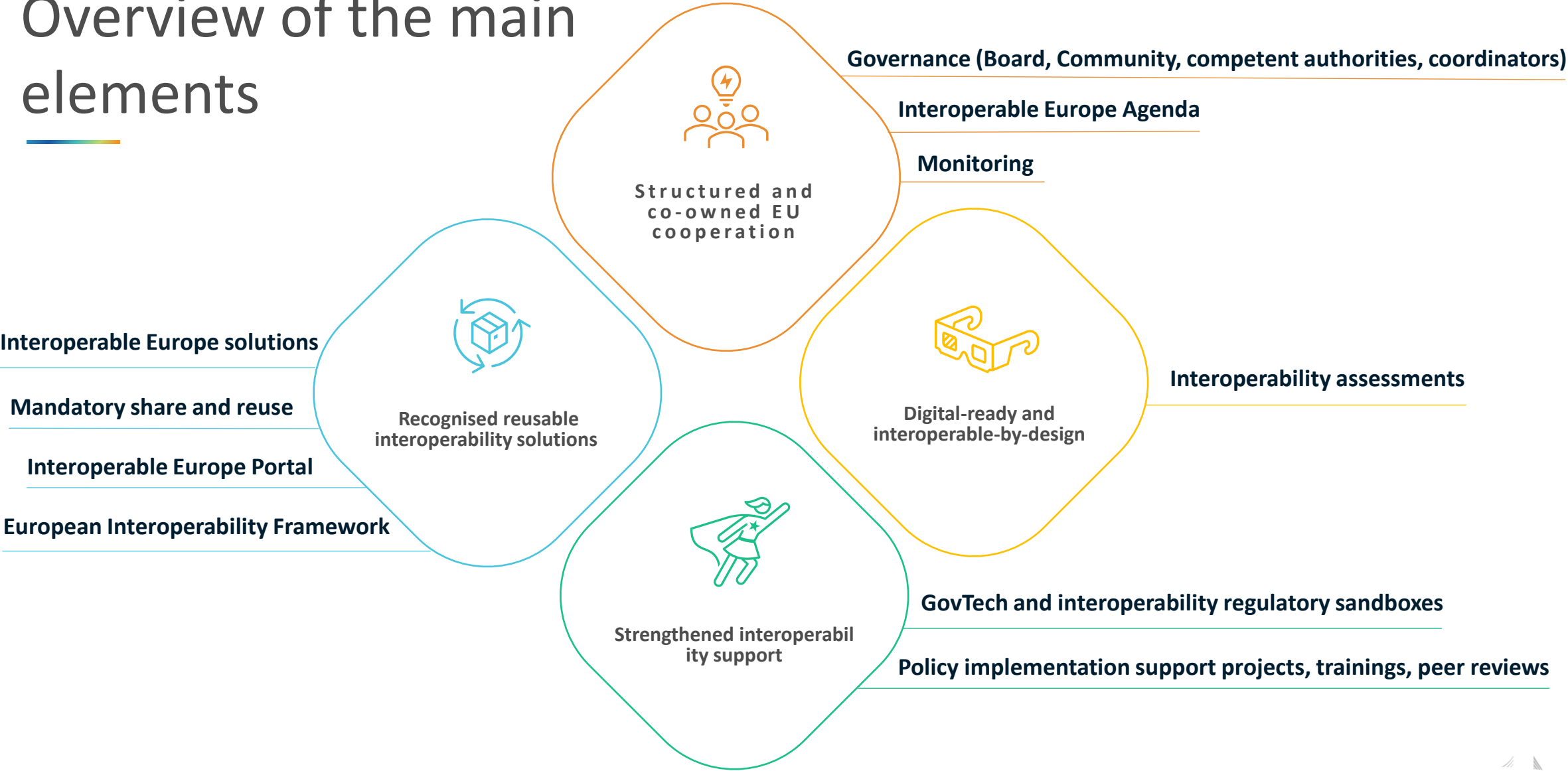
Better public services

By making people think about interoperability before they take decisions having impact on it

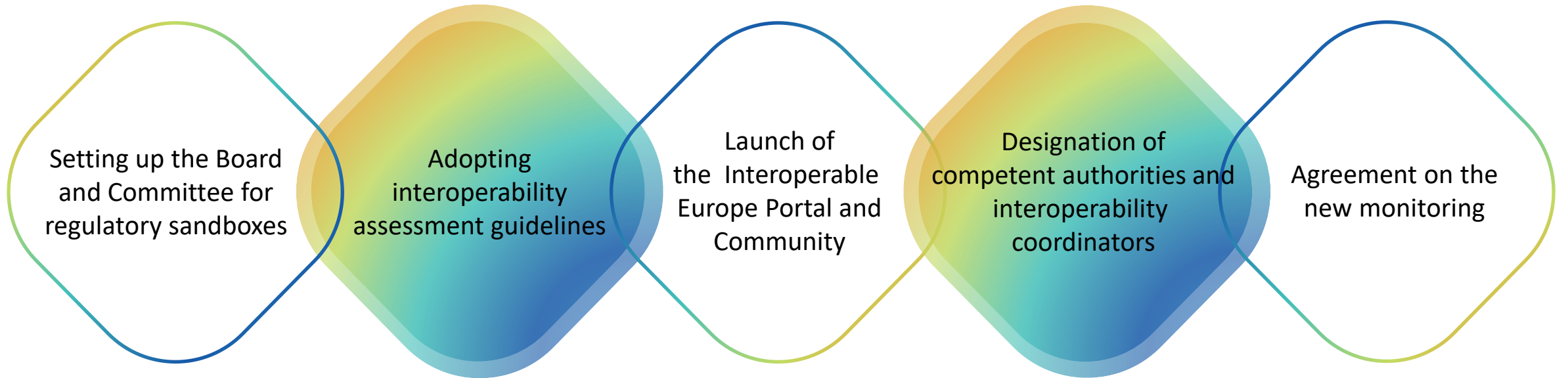
Entry into force expected in April 2024

Application after 3 months, except for Article 3 and 17 where application is after 9 months

Overview of the main elements



Milestones 2024



In addition, the launch of preparatory actions on several other topics, such as the EIF, the Agenda, recommended solutions, etc.

European Interoperability Framework (EIF) & for Smart Cities and Communities (EIF4SCC)

The European Commission supports the interoperability of smart city initiatives by providing Member States with interoperability frameworks. The EIF serves as the official framework to guide interoperability efforts across the EU, as well as the EIF4SCC at local level.

European Interoperability Framework

Objective: the EIF provides a detailed model and set of recommendations

- It is designed to facilitate interaction among all entities through their network and information systems.
- The EIF's principles and guidelines must be considered when performing Interoperability Assessments

European Interoperability Framework for Smart Cities and Communities

Objective: address challenges related to interoperability services in local administrations.

- It aims to provide leaders of EU local administrations with definitions, principles, recommendations, and practical use cases to facilitate the delivery of services across domains, cities, regions, and borders.
- Highlighting interoperability for the development of Smart Cities and Communities in Europe, promoting multi-level governance involving all levels of public administration.

European Commission's support local digital twins (1/2)



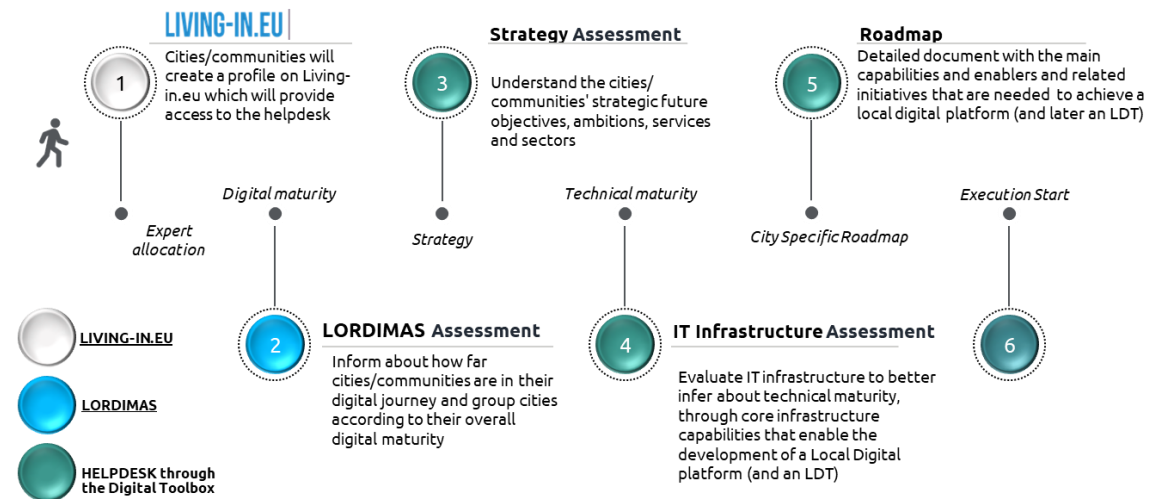
Local Digital Twin toolbox

The objective of the Toolbox is to provide structured tools & assets for facilitating execution of each customised smart city objectives such as:

- Strategy assessment
- IT infrastructure
- Roadmap
- Procurement assessment
- Use of advanced tools AI-based for informed decisions and simulation in key areas of city: energy efficiency, mobility...

Procurement Helpdesk Service & Digital Toolbox | What is it...

Set of Assessment Leading to Your Personalized City Smart City & Digital Twin Roadmap



Procurement Helpdesk Service & Digital Toolbox | Why is it useful for you...

Procurement Helpdesk Service

DIGITAL TOOLBOX

- Strategy assessment
- IT infra
- Roadmap
- Procurement assesement



Strategy & decision-making



IT/Data/Architecture



Thematic experts in function of priorities



IT Procurement



Structured **tools & assets** for facilitating execution of **your smart city specific objectives**



Customised Digital Transformation Roadmap and guidance on procurement needs

European Commission's support local digital twins (2/2)



CitiVerse EDIC initiative

CitiVerse EDIC is a Member States and cities-driven projects which aims at creating a **digital replica** of a city to simulate development & planning.

The objectives of the CitiVerse EDIC initiative are to:

- Vehicle for ownership and operation of **common infrastructures**
- Enable provision of **services for citizens and cities**
- Create opportunities for homegrown innovators as **providers of**

AI tools





Research on the organisational and cultural interoperability challenges



Research on the organisational and cultural interoperability challenges



Methodological approach

The study on **interoperability challenges for local digital twins and data spaces** resulted in **an In-depth report** of organisational and cultural interoperability issues and practices in place within public administrations related to four use cases:

- **The city of Amsterdam;**
- **The city of Helsinki;**
- **The city of Valencia;**
- **The Flanders Region.**

Based on the **findings of the report** and **additional stakeholders' consultations**, the **guidance document** presents practical steps and best practices for each type of stakeholder involved in smart city projects.



Research on the organisational and cultural interoperability challenges



Challenges identified

Definition of common objectives

Definition of leadership responsibilities and common processes

Organisation of technical aspects



Lack of trust

Awareness on the benefits of smart city initiatives

Paradigm shift regarding data sharing

Insufficient human capacity, digital skills and digital literacy

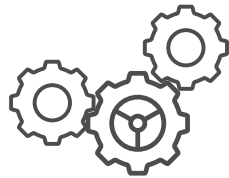




Presentation of the new guidance document



What is organisational and cultural interoperability?



Organisational interoperability refers to the way in which public administrations align their business processes, responsibilities, and expectations to achieve commonly agreed and mutually beneficial goals, while keeping users in focus.



Cultural interoperability refers to the approach taken by individuals and organisations to take into consideration their social and cultural differences and, if applicable, any organisational cultural difference.

Structure of the Guidance document

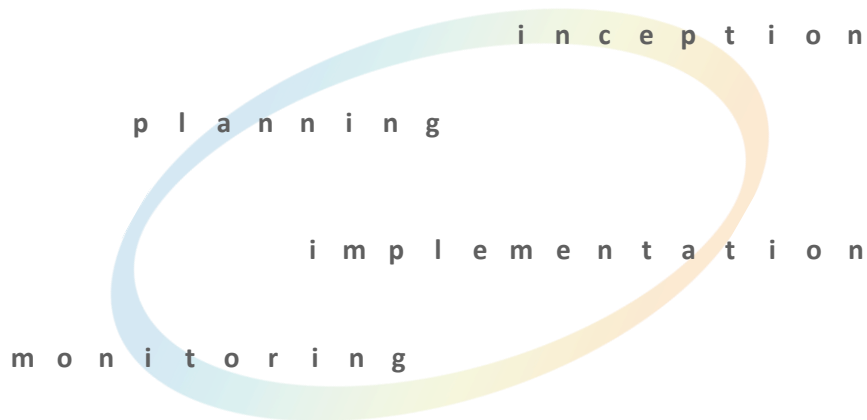


Objective

Provide some guidance and recommendations on **the roles, responsibilities, governance structures, processes and workflows** relating to **organisational and cultural interoperability**.



By project management phases



By stakeholders



Political leaders



Public administrations



Private companies



Academia



Citizens and civil society organisations



WHERE CAN YOU FIND IT ?

The Guidance document and the report can be found on Joinup, under the NIFO collection at this [link](#).

I n c e p t i o n



Political leaders

- Establish a **strategic and cross-sectoral political agenda** defining **citizen-centric** and **inclusive objectives**
- Promote **interoperability**, including through the enforcement of **interoperability standards** and the **EIF4SCC**
- Advocate for **data-driven decision-making processes**



Public administrations

- Adopt a **legislative framework** enabling **data sharing** and **transparency** and **facilitating the implementation of projects** by providing the **necessary resources** and **legal basis**
- **Prioritise interoperability** and **allocate budget for research and development of innovative technologies**
- Validate the **definition of KPIs/monitoring**



Recommendation #1 EIF4SCC Human-centric approach

Ensure that inhabitants and visitors play an active role by connecting, engaging and enabling them in policy-making, co-creation and testing of solutions for SCC.



Recommendation #20 EIF4SCC Legal interoperability

Put in place a solid and trusted legal framework to enable and facilitate data sharing across stakeholders and across domains at local, regional, national and European level

P l a n n i n g



Political leaders

- **Designate** or **create the unit in charge** of the **management of data processes**, simulation models and predictive services (e.g., smart city office and/or chief data and chief information officer)
- **Steer** and **validate** the **definition of reporting mechanisms**
- Steer the **organisational set up** of projects by **assigning** and **delegating clear responsibilities**



Public administrations

- Develop a **common approach** regarding **data and implement the strategic vision** developed by **political leaders**
- Consult and exchange **good practices** with **other cities and regions**, including by **participating in networks**
- Gather **technical, legal, and functional requirements** and conduct **market research**



Recommendation #13 EIF4SCC Interoperability governance

Define and implement a holistic governance of interoperability services across domains and stakeholders at the local level, complying with national and European interoperability requirements to ensure interoperability across cities/communities, regions and borders.



Recommendation #18 EIF4SCC Cultural interoperability

Ensure that diverse stakeholders (inhabitants, businesses, visitors, organisations and cities/communities administrators) are involved in a multidisciplinary process of definition and/or design of interoperable services so that societal and cultural differences are accounted for.

Implementation



Political leaders

- Lead the **exchange of information** between public administrations and with **external stakeholders**, including through the **set-up of a community of practices**
- Enforce the [Once-Only principle](#) and the [interoperability by design approach](#)
- **Monitor accountability for project risks** (responsibility assigned for the use of algorithms, data, formatting data sources, accountability for malfunctions)



Recommendation #22 EIF4SCC Organisational interoperability

Put in place an organisational structure to establish and maintain clear roles and responsibilities of processes to deliver services at local level.



Public administrations

- **Develop and deploy the tools, services, and platforms** needed to **share data**
- Continue the **implementation of interoperability standards** to promote the development of interoperable services
- Organise **regular meetups** to exchange on the **general management of the project** and/or **technical issues**



Recommendation #16 EIF4SCC Integrated service governance

Establish, publish and maintain API design framework(s) to facilitate the automation of data sharing and data access for cities and communities to enable the development of (new) services and solutions

M o n i t o r i n g



Political leaders

- **Promote inclusion** of users in the **project monitoring/ feedback**



Public administrations

- Provide the **tools to collect feedback from users** on public services and **enable citizens participation** in project creation (e.g., new ideas, new functionalities)
- Address the **lack of digital skills** or **digital literacy** through **life-long learning**
- **Collect and analyse performance indicators**, including on **accessibility aspects**



Recommendation #7 EIF4SCC Management of data ethically, socially responsible

Make sources of information available to inhabitants, business, etc and city/community administrators ensuring security, trust and privacy in accordance with the relevant legislation and contribute to the EU data space for climate neutral and smart communities



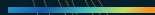
Recommendation #19 EIF4SCC Cultural interoperability

Monitor and audit software codes and ensure transparent and accountable use of AI algorithms, to avoid biases (economic, ethnic, religious beliefs, gender, etc.) that can discriminate people



Q&A

Closing remarks





Feedback session

Did you think this coffee talk was useful?

Do you have any recommendations for the next editions of the coffee talks?

What other topic do you wish to discuss during the next NIFO coffee talk?



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innovation ∞ govtech ∞ community

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