



# Cross border co-operation and Interoperability

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Delivering Excellence in eBusiness and eGovernment

# The Greek Interoperability Centre (GIC)

- A European Research Infrastructure, supported by the FP7 Programme, hosted in NTUA
- The centre aims at:
  - Promoting **Digital Services in eGovernment** in South-Eastern Europe and the Mediterranean
  - Demonstrating state of the art **solutions for Interoperability** in Digital Public Services
  - Contributing to Interoperability **Standardisation and Research**
  - Acting as a **dissemination and engagement** point for research centres, administrations and enterprises

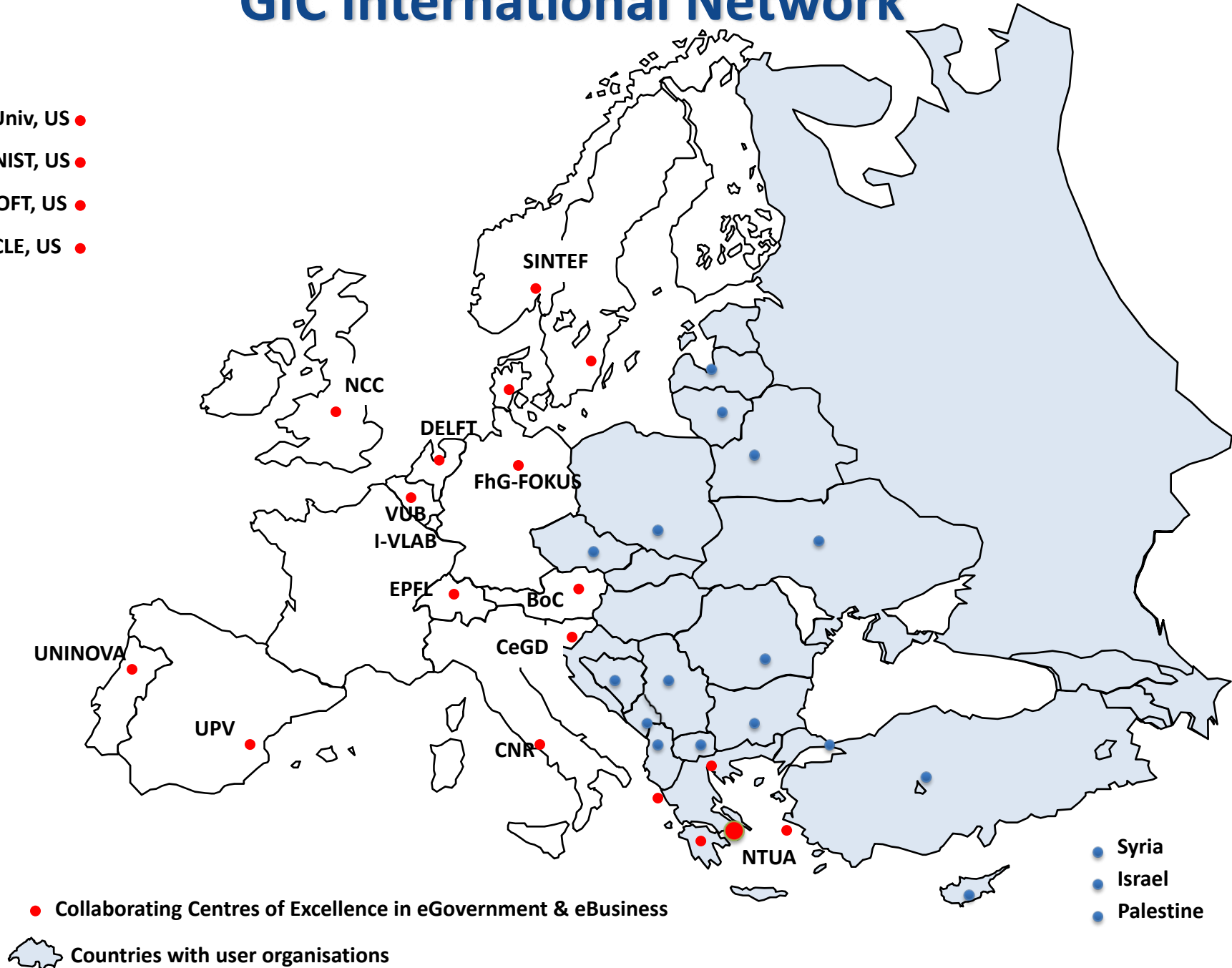
# GIC International Network

ALBANY Univ, US ●

NIST, US ●

MICROSOFT, US ●

ORACLE, US ●



# Agenda on Interoperability

- What (is it) ?
- Why (we need it) ?
- How (we can achieve it) ?
- What's in it for me ?
- What's next ?

# What is Interoperability ?

- Interoperability is the ability of two or more systems to collaborate seamlessly, exchanging information and adapting to new behavior, in depth of time
- Comments:
  - interoperability  $\neq$  integration
  - Interoperability has a “fractal behavior”: it concerns organisations, systems, data, processes from the largest to smallest

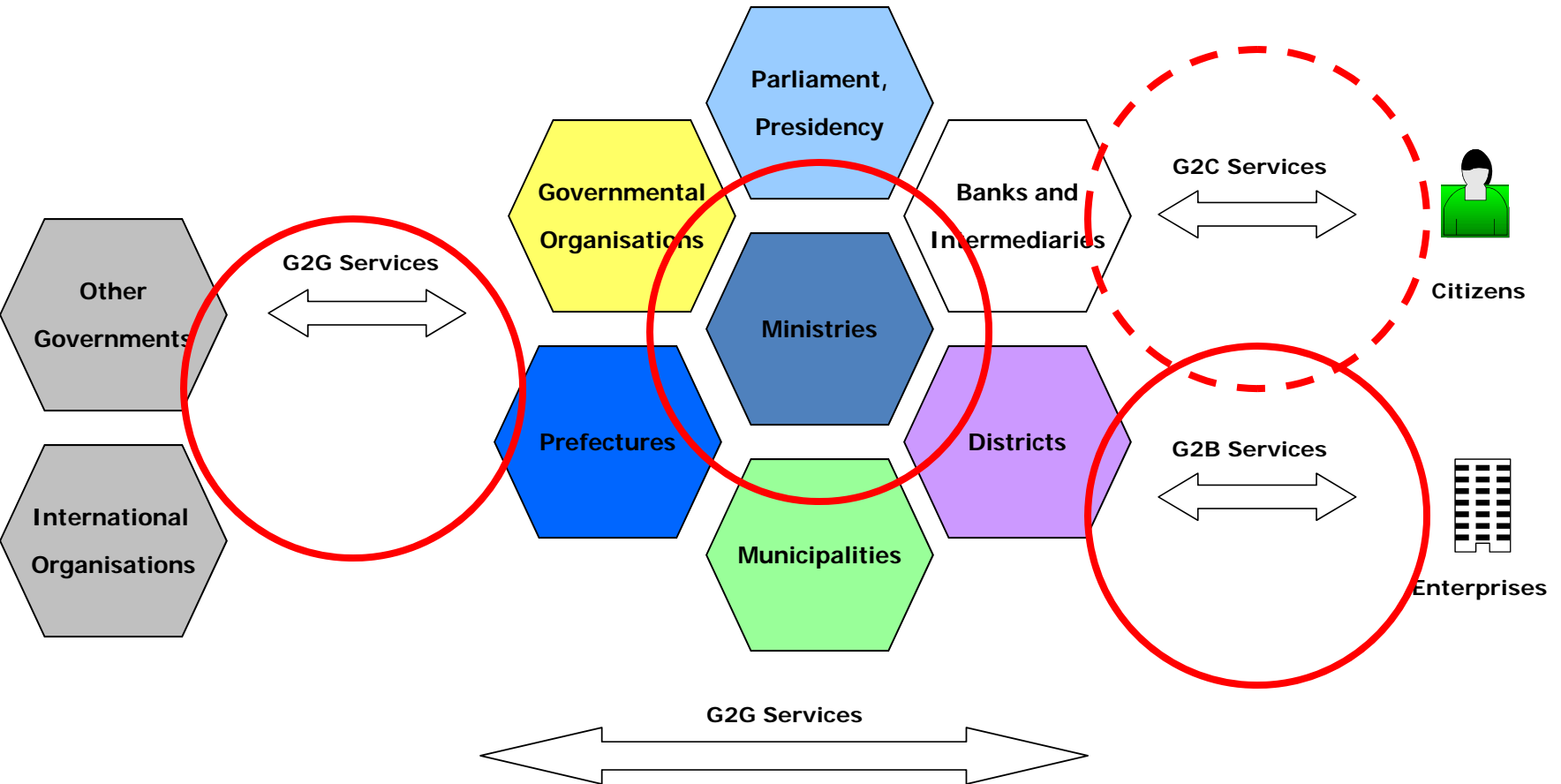
# Why do we need interoperability ?

- We spent 60 years building information systems, without paying attention to their interconnection
- Today, more than 40% of the information systems cost is integration and interoperability (Forrester Research)
- Interoperability can cut cost by 45% and execution time by 90% in governmental processes (GIC simulation)
- Connected governance and cloud - based services can achieve service provision in “1 second – 1 stop – 1 cent” for businesses and citizens

# How Collaboration and Interoperability can turn a “introvert” public sector to a citizen-oriented

	1960's	1990's	2020's
Overall Model	Paper-based	Paper & IT	Collaborative IT
<b>Citizen Time and Cost</b>			
Citizen Waiting Time	Weeks	Days	Seconds
Citizen “stops”	~ 10	~5	1
Quality of Service	Non defined	Un managed	Managed
Service Accessibility	Medium	Medium	High
<b>Government Spending</b>			
Service provision (Production)	60%	60%	30%
Book keeping, reporting (Mgmt)	35%	25%	5%
IT Infrastructures (IT)	0%	5%	15%
Service design / citizen collab. (Mrkt)	Low	Low	30%
Training and Skills management (HR)	Low	Low	20%

# Interoperability in Government: Where ?





# The Ingredients of Interoperability

Cooperating partners having compatible visions, and focusing on the same things.

**Political Context**

The appropriate synchronization of the legislation in the cooperating MS so that electronic data originating in any given MS is accorded to proper legal weight and recognition wherever it needs to be used in other MS.

**Legal Interoperability**

**Legislative Alignment**

The processes by which different organisations such as different public administrations collaborate to achieve their mutually beneficial, mutually agreed eGovernment service-related goals.

**Organisational Interoperability**

**Organisation and Process Alignment**

Ensuring that the precise meaning of exchanged information (concept, organisation, services, etc) is preserved and well-understood

**Semantic Interoperability**

**Semantic Alignment**

The technical issues involved in linking computer systems and services (open interfaces, interconnection services, data integration, middleware, data presentation and exchange, accessibility and security services, ...)

**Technical Interoperability**

**Syntax, Interaction & Transport**

# Current European Commission Initiatives

EIF 2.0

European Interoperability Framework (EIF) v2.0: the new set of interoperability guidelines for European Member States

SEMIC.eu: The European Semantic Interoperability Centre, an infrastructure for reusing semantic components



NIFO

A National Interoperability Frameworks Observatory, studying the interoperability standards in 27 member states

# Cross-border Interoperability



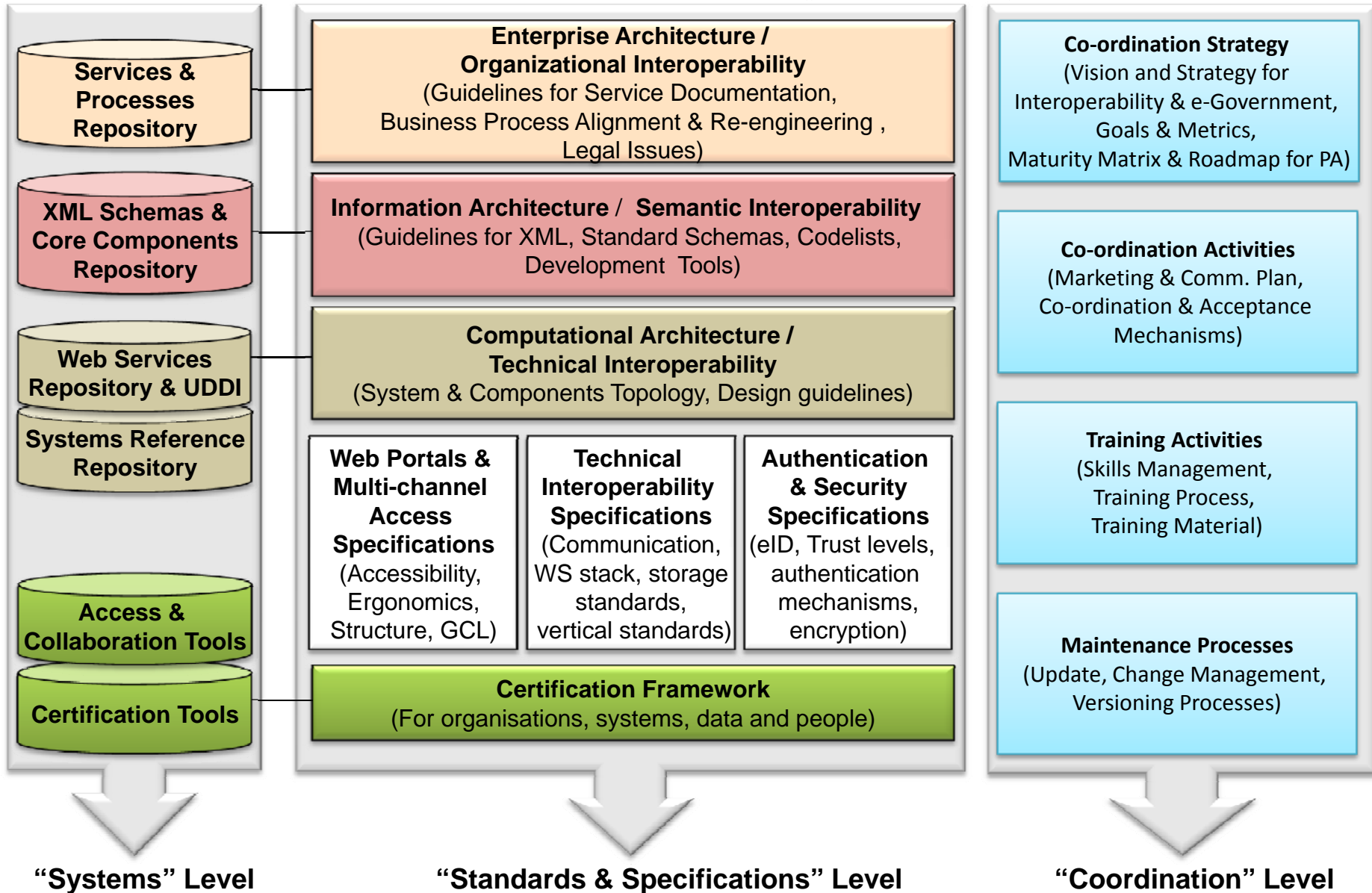
STORK: Secure Identity Across Borders Linked (Pilot-A project for interoperable eID in EU member states)

PEPPOL: Pan-European Public eProcurement On-Line (Pilot A project to facilitate EU-wide interoperable public eProcurement).



SPOCS: Simple Procedures Online for Cross-border Services (Pilot project for the EU-Service Directive)

# The Greek eGovernment Interoperability Framework



# The Greek eGIF today



- Technical, semantic and organisational interoperability standards
- XML Schemas for public documents, government codelists
- An interoperability infrastructure (services registry), for administrations (1,000 services, 500 XML schemas, tools)
- Training Material for public officials and eGIF Experts
- Certification Mechanism (for administrations, industries, practitioners, training centres)

## Interoperability : An opportunity for Western Balkans

- United Nations Development Programme (UNDP) developed a study on Government Interoperability Frameworks for Asia-Pacific Countries (2008) with the support of ORACLE and IBM
- Each of the countries continued to develop their own framework, with much greater speed and less risk
- This way, cross-border cooperation is “embedded” in the government standardisation from the beginning
- A similar approach can be followed for Western Balkans, gradually making the area a worldwide case of “cross-border connected governance”

**More ?**

Interoperability

# The CROSSROAD Project

- Aims to deliver a new research roadmap for the European Commission, on “ICT for Governance and Policy Modelling” – the global picture
- CROSSROAD, managed by Technical University Athens, follows a truly collaborative approach
- Crossroad organises the **eGovernance Summit**, in Samos, in July 5-8, 2010
- Participate and propose your ideas for “next generation governance” in [www.crossroad-eu.net](http://www.crossroad-eu.net)





## The PADGETS project

- Managed by Aegean University, PADGETS is a research project exploiting the use of social media and societal modelling for public services design
- Join at [www.padgets.eu](http://www.padgets.eu)



## The ENSEMBLE project

- To start in June 2010, ENSEMBLE project will develop the new European Commission research roadmap for Interoperability and Future Internet systems
- Also, ENSEMBLE will deliver a first vision for Interoperability Scientific Establishment

**Thank you for your attention**

Stay tuned at

<http://t-government.blogspot.com>

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