



1) Please state your level of agreement with the following statement: In my country, the current strategies or frameworks in place, or those in the process of being published, take the 47 EIF recommendations and its 12 principles into account. [\[Recommendation 1\]Ensure that national interoperability frameworks and interoperability strategies are aligned with the EIF and, if needed, tailor and extend them to address the national context and needs.](#)*

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Don't know

Comments:

2) Which strategies or frameworks currently in place in your country, or those that are in the process of being published, take the 47 EIF recommendations and its 12 principles into account? [\[Recommendation 1\]Ensure that national interoperability frameworks and interoperability strategies are aligned with the EIF and, if needed, tailor and extend them to address the national context and needs.](#)*

3) Please explain why the 47 EIF recommendations or its 12 principles are not taken into account by your national strategies or frameworks. [\[Recommendation 1\]Ensure that national interoperability frameworks and interoperability strategies are aligned with the EIF and, if needed, tailor and extend them to address the national context and needs.](#)*

4) When developing new IT solutions, does your country actively consider the use of open source software and account for it in the total cost of ownership of the solution? [\[Recommendation 3\]Ensure a level playing field for open source software and demonstrate active and fair consideration of using open source software, taking into account the total cost of ownership of the solution.](#)*

- Yes
- No
- Don't know

Comments:

5) How does your country actively ensure the use of open source software? [\[Recommendation 3\]Ensure a level playing field for open source software and demonstrate active and fair consideration of using open source software, taking into account the total cost of ownership of the solution.](#)*

6) Due to their positive effect on interoperability, the use of [open specifications \(An open specification is a specification created and controlled, in an open and fair process, by an association or a standardization body intending to achieve interoperability. If the openness principle applies in full all stakeholders have the opportunity to contribute to the development of the specification and a public review is part of the decision-making process. In addition, the specification is available for everyone to study and the intellectual property rights to the specification are licensed on FRAND⁹ terms, in a way that allows implementation in both proprietary and open source software¹⁰, and preferably on a royalty-free basis.\)](#) has been encouraged by many EU initiatives, such as the [ICT standardisation in public procurement](#) initiative led by DG GROW.

With this in mind, does your country promote the use of open specifications to public administrations? [\[Recommendation 4\]Give preference to open specifications, taking due account of the coverage of functional needs, maturity and market support and innovation.](#) [\[Recommendation 33\]Use open specifications, where available, to ensure technical interoperability when establishing European public services.](#)*

- Yes
- No
- Don't know

Comments:

7) In your country, which measures are taken to promote the use of open specifications? [\[Recommendation 4\]Give preference to open specifications, taking due account of the coverage of functional needs, maturity and market support and innovation.](#) [\[Recommendation 33\]Use open specifications, where available, to ensure technical interoperability when establishing European public services.](#)*

8) To what extent is your country meeting the requirements set by the [Single Digital Gateway Regulation](#) on the online availability and accessibility of the administrative procedures? *Please indicate to which extent the requirements are met for each of the following 21 administrative procedures. [\[Recommendation 5\]Ensure internal visibility and provide external interfaces for European public services.](#)**

	Not at all	Very little	Some-what	To a great extent	Don't know
1. Requesting proof of registration of birth	()	()	()	()	()
2. Requesting proof of residence	()	()	()	()	()
3. Applying for a tertiary education study financing, such as study grants and loans from a public body or institution	()	()	()	()	()
4. Submitting an initial application for admission to public tertiary education institution	()	()	()	()	()
5. Requesting academic recognition of diplomas, certificates or other proof of studies or courses	()	()	()	()	()
6. Request for determination of applicable legislation in accordance with Title II of Regulation (EC) No 883/20046	()	()	()	()	()
7. Notifying changes in the personal or professional circumstances of the person receiving social security benefits, relevant for such benefits	()	()	()	()	()
8. Application for a European Health Insurance Card (EHIC)	()	()	()	()	()
9. Submitting an income tax declaration	()	()	()	()	()

10. Registering a change of address	()	()	()	()	()
11. Registering a motor vehicle originating from or already registered in a Member State, in standard procedures	()	()	()	()	()
12. Obtaining stickers for the use of the national road infrastructure: time-based charges (vignette), distance-based charges (toll), issued by a public body or institution	()	()	()	()	()
13. Obtaining emission stickers issued by a public body or institution	()	()	()	()	()
14. Claiming pension and pre-retirement benefits from compulsory schemes	()	()	()	()	()
15. Requesting information on the data related to pension from compulsory schemes	()	()	()	()	()
16. Notification of business activity, permission for exercising a business activity, changes of business activity and the termination of a business activity not involving insolvency or liquidation procedures, excluding the initial registration of a business activity with the business register and excluding procedures concerning the constitution of or any subsequent filing by companies or firms within the meaning of the second paragraph of Article 54 TFEU	()	()	()	()	()
17. Registration of an employer (a natural person) with compulsory pension and insurance schemes	()	()	()	()	()

18. Registration of employees with compulsory pension and insurance schemes	()	()	()	()	()
19. Submitting a corporate tax declaration	()	()	()	()	()
20. Notification to the social security schemes of the end of contract with an employee, excluding procedures for the collective termination of employee contracts	()	()	()	()	()
21. Payment of social contributions for employees	()	()	()	()	()

Comments:

9) Which of the following actions does your country perform to foster the reuse of existing IT solutions or [building blocks](#) 'building block' is a self-contained, interoperable and replaceable unit encapsulating an internal structure. before developing a new one? *Please tick all that apply.*
[\[Recommendation 6\] Reuse and share solutions, and cooperate in the development of joint solutions when implementing European public services.](#)*

In my country, there is a national catalogue of generic and reusable building blocks

In my country, generic and reusable building blocks are managed like portfolios using a common reference architecture

In my country, public administrations are encouraged to reuse IT solutions by using an Application Programming Interface (API)

In my country, testing environments and organised plug-tests are offered to public administrations

None of the above

Other - Please specify: _____*

Don't know

Comments:

10) In your country, are there national collaborative platforms that facilitate the reuse, sharing and development of IT solutions? [\[Recommendation 6\]Reuse and share solutions, and cooperate in the development of joint solutions when implementing European public services.](#)*

- Yes
- No
- Don't know

Comments:

11) Please specify which kind of collaborative platforms are used to facilitate the reuse, sharing and development of IT solutions. [\[Recommendation 6\]Reuse and share solutions, and cooperate in the development of joint solutions when implementing European public services.](#)*

12) In your country, how do you ensure that citizens and businesses are free to adopt technologies or IT products that are most appropriate for their needs when accessing or reusing public services? [\[Recommendation 8\]Do not impose any technological solutions on citizens, businesses and other administrations that are technology-specific or disproportionate to their real needs.](#)*

13) Please state your level of agreement with the following statement: In my country, data is easily transferable between systems and applications supporting the implementation and evolution of public services without unjustified semantic, technical, organisational and legal restrictions. [\[Recommendation 9\]Ensure data portability, namely that data is easily transferable between systems and applications supporting the implementation and evolution of European public services without unjustified restrictions, if legally possible.](#)*

- Strongly disagree
- Disagree

Neither agree nor disagree

Agree

Strongly agree

Don't know

Comments:

14) What legal rules, guidelines or requirements does your country have in place to ensure data portability? [\[Recommendation 9\]Ensure data portability, namely that data is easily transferable between systems and applications supporting the implementation and evolution of European public services without unjustified restrictions, if legally possible.](#)

15) Based on existing [legislative instrumentsThe Services Directive 2006/123/EC \(Points of Single Contact\), Regulation \(EC\) 764/2008 \(Product Contact Points\), non-binding, Recommendation 2013/461/EU \(SOLVIT\) and Memorandum of Understanding of 2001 \(FIN-NET\)](#) several portals and Points of Single Contacts (PSCs) exist at national and European level, to facilitate the access to public services and to provide information/assistance.

Which of the following areas are covered by the PSCs made available by your country to citizens and businesses? *Please tick all that apply.* [\[Recommendation 11\]Provide a single point of contact in order to hide internal administrative complexity and facilitate users' access to European public services.](#)*

Travel within the Union

Work and retirement within the Union

Vehicles in the Union

Residence in another Member State

Education or traineeship in another Member State

Healthcare

Citizens' and family rights

Consumer rights

Protection of personal data

Starting, running and closing a business

Employees

Taxes

- Goods
- Services
- Funding a business
- Public contracts
- Health and safety at work
- None of the above
- Don't know

Comments:

16) In your country, which mechanisms are currently used to ensure user-centric public services? [\[Recommendation 12\]Put in place mechanisms to involve users in analysis, design, assessment and further development of European public services.](#)*

17) In your country, which of the following are currently meeting the requirements set by the European accessibility standard [EN 301 549](#)? *Please tick all that apply.* [\[Recommendation 14\]Ensure that all European public services are accessible to all citizens, including persons with disabilities, the elderly and other disadvantaged groups. For digital public services, public administrations should comply with e-accessibility specifications that are widely recognised at European or international level.](#)*

- Public sector eGovernment portals published on or after 23 September 2018
- Public sector eGovernment portals published before 23 September 2018
- All public sector mobile apps
- None of the above
- Don't know

Comments:

18) In your country, are there [security and privacy frameworks](#) [Regulation \(EU\) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.](#) [Directive \(EU\) 2016/680 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data by competent authorities for the purposes of the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties.](#) [Regulation \(EU\) 910/2014 on electronic identification and trust services for electronic transactions in the internal market.](#) defined for public authorities to ensure a secure and trustworthy environment for citizens and businesses? [\[Recommendation 15\] Define a common security and privacy framework and establish processes for public services to ensure secure and trustworthy data exchange between public administrations and in interactions with citizens and businesses.](#) *

Yes

No

Don't know

Comments:

19) In your country, at which level are security and privacy frameworks defined for public authorities to ensure a secure and trustworthy environment for citizens and businesses? *Please tick all that apply.* [\[Recommendation 15\] Define a common security and privacy framework and establish processes for public services to ensure secure and trustworthy data exchange between public administrations and in interactions with citizens and businesses.](#) *

EU level

National level

Sub-National level

Don't know

Comments:

20) Please state your level of agreement with the following statement: In my country, the following 21 administrative procedures from the [Single Digital Gateway Regulation](#) give users access to instructions for completing the procedure in another official EU language broadly understood by the largest possible number of potential cross-border users. *Please tick all that apply.* [\[Recommendation 16\]Use information systems and technical architectures that cater for multilingualism when establishing a European public service. Decide on the level of multilingualism support based on the needs of the expected users.](#) *

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
1. Requesting proof of registration of birth	()	()	()	()	()	()
2. Requesting proof of residence	()	()	()	()	()	()
3. Applying for a tertiary education study financing, such as study grants and loans from a public body or institution	()	()	()	()	()	()
4. Submitting an initial application for admission to public tertiary education institution	()	()	()	()	()	()
5. Requesting academic recognition of diplomas, certificates or other proof of studies or courses	()	()	()	()	()	()
6. Request for determination of applicable legislation in accordance with Title II of Regulation (EC) No 883/20046	()	()	()	()	()	()
7. Notifying changes in the personal or professional circumstances of the person receiving social security benefits, relevant for such benefits	()	()	()	()	()	()

8. Application for a European Health Insurance Card (EHIC)	()	()	()	()	()	()
9. Submitting an income tax declaration	()	()	()	()	()	()
10. Registering a change of address	()	()	()	()	()	()
11. Registering a motor vehicle originating from or already registered in a Member State, in standard procedures	()	()	()	()	()	()
12. Obtaining stickers for the use of the national road infrastructure: time-based charges (vignette), distance-based charges (toll), issued by a public body or institution	()	()	()	()	()	()
13. Obtaining emission stickers issued by a public body or institution	()	()	()	()	()	()
14. Claiming pension and pre-retirement benefits from compulsory schemes	()	()	()	()	()	()
15. Requesting information on the data related to pension from compulsory schemes	()	()	()	()	()	()
16. Notification of business activity, permission for exercising a business activity, changes of business activity and the termination of a business activity not involving insolvency or liquidation procedures, excluding the initial registration of a business activity with the business register and excluding	()	()	()	()	()	()

procedures concerning the constitution of or any subsequent filing by companies or firms within the meaning of the second paragraph of Article 54 TFEU						
17. Registration of an employer (a natural person) with compulsory pension and insurance schemes	()	()	()	()	()	()
18. Registration of employees with compulsory pension and insurance schemes	()	()	()	()	()	()
19. Submitting a corporate tax declaration	()	()	()	()	()	()
20. Notification to the social security schemes of the end of contract with an employee, excluding procedures for the collective termination of employee contracts	()	()	()	()	()	()
21. Payment of social contributions for employees	()	()	()	()	()	()

Comments:

21) In your country, which of the following base registries are accessible with Graphic User Interfaces (GUI) in more than one official EU language? *Please tick all that apply.* [\[Recommendation 16\]Use information systems and technical architectures that cater for multilingualism when establishing a European public service. Decide on the level of multilingualism support based on the needs of the expected users.*](#)

- Population
- Vehicle
- Tax
- Land
- Business
- None of the above
- Don't know

Comments:

22) In your country, do you apply a long-term preservation policy for information owned and management by public administrations? [\[Recommendation 18\]Formulate a long-term preservation policy for information related to European public services and especially for information that is exchanged across borders.*](#)

- Yes
- No
- Don't know

Comments:

23) In your country, which of the following elements are evaluated to assess the efficiency and effectiveness of interoperability solutions? *Please tick all that apply.* [\[Recommendation 19\]Evaluate the effectiveness and efficiency of different interoperability solutions and technological options considering user needs, proportionality and balance between costs and benefits.*](#)

- Return on investments
- Total cost of ownership
- Reusability
- Adaptability
- Risks
- Administrative burden
- Simplification of administrative processes

User satisfaction

User-centricity

None of the above

Other - Please specify: _____*

Don't know

Comments:

24) A holistic governance of interoperability activities across all administrative levels (local, regional and national) and sectors is crucial for the creation and delivery of public services and it should cover all layers: legal, organisational, semantic and technical. How does your country ensure interoperability governance with a holistic approach across all administrative levels and sectors? [\[Recommendation 20\]Ensure holistic governance of interoperability activities across administrative levels and sectors.](#) *

25) In your country, do you have defined processes for the selection and adoption of standards and specifications? [\[Recommendation 21\]Put in place processes to select relevant standards and specifications, evaluate them, monitor their implementation, check compliance and test their interoperability.](#)*

Yes

No

Don't know

Comments:

26) Standards and specifications (e.g. [CPSV\(-AP\)](#), [DCAT-AP](#), [ADMS](#)) are necessary to ensure interoperability. Which of the following steps are generally used by your public administrations to manage standards and specifications? *Please tick all that apply.* [\[Recommendation 21\] Put in place processes to select relevant standards and specifications, evaluate them, monitor their implementation, check compliance and test their interoperability.](#), [\[Recommendation 22\] Use a structured, transparent, objective and common approach to assessing and selecting standards and specifications. Take into account relevant EU recommendations and seek to make the approach consistent across borders.](#) and [\[Recommendation 44\] Put in place catalogues of public services, public data, and interoperability solutions and use common models for describing them.](#)*

Identify candidate standards and specifications existing at EU or national level, based upon specific needs and requirements

Assess identified candidate standards and specifications using standardised, transparent, fair and non-discriminatory methods

Implement standards and specifications according to plans and practical guidelines followed by your public administration

Monitor compliance with the standards and specifications

Manage change relating to the chosen standards and specifications with appropriate procedures

Document standards and specifications, in open catalogues, using a standardised description

None of the above

Don't know

Comments:

27) When identifying ICT standards and specifications, which of the following [\[ICT catalogues\] A catalogue is defined as reference list.](#) do your public administrations consult? *Please tick all that apply.* [\[Recommendation 23\] Consult relevant catalogues of standards, specifications and guidelines at national and EU level, in accordance with your NIF and relevant DIFs, when procuring and developing ICT solutions.](#), [\[Recommendation 44\] Put in place catalogues of public services, public data, and interoperability solutions and use common models for describing them.](#)*

[EU Catalogue of ICT Standards](#)

National Catalogue of ICT Standards

[European Interoperability Cartography \(EIC\)](#)

[Joinup's catalogue of solutions](#)

Catalogues of other countries

None of the above

Other - Please specify: _____*

Don't know

Comments:

28) Does your country use [CAMSS](#) or a similar method to assess and select standards and specifications? [\[Recommendation 22\]Use a structured, transparent, objective and common approach to assessing and selecting standards and specifications. Take into account relevant EU recommendations and seek to make the approach consistent across borders.](#) *

Yes

No

Don't know

Comments:

29) What method is your country currently using to assess and select standards and specifications? [\[Recommendation 22\]Use a structured, transparent, objective and common approach to assessing and selecting standards and specifications. Take into account relevant EU recommendations and seek to make the approach consistent across borders.](#) *

30) Please indicate with which of the following organisations your country has collaborated on specific standardisation initiatives, over the last year. *Please tick all that apply.* [\[Recommendation 24\]Actively participate in standardisation work relevant to your needs to ensure your requirements are met.](#) *

[CEN](#) (European Committee for Standardization)

[ETSI](#) (European Telecommunications Standards Institute)

[W3C](#) (World Wide Web Consortium)

[ITU](#) (International Telecommunication Union)

[UNCEFACT](#) (United Nations Centre for Trade Facilitation and Electronic Business)

[OASIS](#) (Open Architecture for Accessible Services Integration and Standardisation)

None of the above

Other - Please specify: _____ *

Don't know

Comments:

31) In your country, which of the following elements are part of the governance for the provision of public services? *Please tick all that apply.* [\[Recommendation 25\]Ensure interoperability and coordination over time when operating and delivering integrated public services by putting in place the necessary governance structure.](#) *

Definition of an organisational structure, including roles and responsibilities and decision-making processes for all stakeholders involved

Setting up of specific interoperability requirements, such as quality and scalability

Definition of a change management plan

Definition of a business continuity/disaster recovery plan

None of the above

Don't know

Comments:

32) In your country, do public administrations cooperate with each-other through [interoperability agreements](#)[Interoperability Agreements are agreements detailed enough to achieve their aim, i.e. to provide European public services, while leaving each organisation the maximum feasible internal and national autonomy. At semantic and technical levels, but also in some cases at organisational level, interoperability agreements usually include standards and specifications. At legal level, interoperability agreements are made specific and binding via legislation at EU and/or national level or via bilateral and multilateral agreements.](#) to provide public services? [\[Recommendation 26\]Establish interoperability agreements in all layers, complemented by operational agreements and change management procedures.](#) *

Yes

No

Don't know

Comments:

33) In your country, through which kind of [interoperability agreements](#) *Interoperability Agreements are agreements detailed enough to achieve their aim, i.e. to provide European public services, while leaving each organisation the maximum feasible internal and national autonomy. At semantic and technical levels, but also in some cases at organisational level, interoperability agreements usually include standards and specifications. At legal level, interoperability agreements are made specific and binding via legislation at EU and/or national level or via bilateral and multilateral agreements.* do public administrations cooperate with each-other to provide European public services? [\[Recommendation 26\] Establish interoperability agreements in all layers, complemented by operational agreements and change management procedures.](#) *

Interoperability agreements including standards and specifications

Bilateral interoperability agreements

Multilateral interoperability agreements

Interoperability agreements formalised through national legislation

Interoperability agreements formalised through EU agreements (e.g. implementation act, memorandum of understanding)

None of the above

Other, please specify: _____ *

Don't know

Comments:

34) In your country, which of the following elements are considered when drafting a new legislation? *Please tick all that apply.* [\[Recommendation 27\] Ensure that legislation is screened by means of 'interoperability checks', to identify any barriers to interoperability. When drafting legislation to establish a European public service, seek to make it consistent with relevant legislation, perform a 'digital check' and consider data protection requirements.](#) *

Identify any potential barriers to digital exchange

Assess the expected ICT impacts on stakeholders

Identify existing ICT solutions for potential reuse

Ensure the coherence of the new legislation with already existing initiatives at national, EU or international levels

Design new processes and procedures as outlined in the legislative initiative

Ensure adherence to data protection requirements

None of the above

Other, please specify: _____ *

Don't know

Comments:

35) In order for different administrative entities to be able to work together efficiently and effectively to provide public services, they need to align their existing business processes or define and establish new ones.

In your country, which [modelling techniques \(e.g. Business Process Modelling Notation, Unified Modelling Language \(UML\) Diagrams\)](#) are used to document business processes? [\[Recommendation 28\]Document your business processes using commonly accepted modelling techniques and agree on how these processes should be aligned to deliver a European public service.](#) *

36) Service Level Agreements (SLAs) and Memoranda of Understanding (MoUs) are formal service agreements between two or more parties that define the terms and conditions of a particular service organisational relationship. In your country, are service agreements formalised between providers and consumers? [\[Recommendation 29\]Clarify and formalise your organisational relationships for establishing and operating European public services.](#) *

- Never
- Rarely
- Sometimes
- Very often
- Always
- Don't know

Comments:

37) In your country, which of the following core vocabularies or their extensions/applications profiles have been implemented? *Please tick all that apply.* [\[Recommendation 31\]Put in place an information management strategy at the highest possible level to avoid fragmentation and duplication. Management of metadata, master data and reference data should be prioritised.](#) *

- [Registered Organisation Vocabulary](#)
- [Core Location Vocabulary](#)
- [Core Person Vocabulary](#)
- [Core Public Service Vocabulary](#)
- [Core Criterion & Evidence Vocabulary](#)

[Core Public Organisation Vocabulary](#)

[Core Public Event Vocabulary](#)

None of the above

Other - Please specify: _____*

Don't know

Comments:

38) In your country, which of the following policies related to metadata, [master data](#) [Master data is data used by various applications and systems across the enterprise. Governments store their master data in what has been called "base registries".](#) and [reference data](#) [Reference data is small, discrete sets of values that are not updated as part of business transactions but are usually used to impose consistent classification. Reference data normally has a low update frequency. Reference data is relevant across more than one business systems belonging to different organisations and sectors.](#) are in place? *Please tick all that apply.* [\[Recommendation 31\]Put in place an information management strategy at the highest possible level to avoid fragmentation and duplication. Management of metadata, master data and reference data should be prioritised.](#) and [Recommendation 39\]Match each base registry with appropriate metadata including the description of its content, service assurance and responsibilities, the type of master data it keeps, conditions of access and the relevant licences, terminology, a glossary, and information about any master data it uses from other base registries.](#)*

Metadata management policies

Masterdata management policies

Reference data management policies

None of the above

Don't know

Comments:

39) Does your country work or has been working on [agreementse.g. formalised in legislations on reference datae.g. taxonomies, controlled vocabularies, thesauri, code lists and reusable data structure/models](#) to achieve semantic interoperability? [\[Recommendation 31\]Put in place an information management strategy at the highest possible level to avoid fragmentation and duplication. Management of metadata, master data and reference data should be prioritised.](#)*

Yes

No

Don't know

Comments:

40) In your country, which of the following base registries include agreements on [reference datae.g. taxonomies, controlled vocabularies, thesauri, code lists and reusable data structure/models](#). *Please tick all that apply.* [\[Recommendation 31\]Put in place an information management strategy at the highest possible level to avoid fragmentation and duplication. Management of metadata, master data and reference data should be prioritised.](#)*

Population

Vehicle

Tax

Land

Business

None of the above

Don't know

Comments:

41) In your country, do sector-specific and/or cross-sectoral communities exist in fields affected by interoperability? [\[Recommendation 32\]Support the establishment of sector-specific and cross-sectoral communities that aim to create open information specifications and encourage relevant communities to share their results on national and European platforms.](#)*

Yes

No

Don't know

Comments:

42) In your country, which are the existing communities in fields affected by interoperability? [\[Recommendation 32\]Support the establishment of sector-specific and cross-sectoral communities that aim to create open information specifications and encourage relevant communities to share their results on national and European platforms.](#)*

43) In your country, for which purposes do public administrations take into account the conceptual model proposed by the EIF? *Please tick all that apply.* [\[Recommendation 34\] Use the conceptual model for European public services to design new services or reengineer existing ones and reuse, whenever possible, existing service and data components.](#) *

To design new public services

To connect or to integrate public services

To reengineer existing public services

To reuse existing service and data components

None of the above

Other - Please specify: _____ *

Don't know

Comments:

44) Please state your level of agreement with the following statement: In my country, the conceptual model proposed by the EIF has been taken into account when designing the 21 administrative procedures from the [Single Digital Gateway Regulation](#). [\[Recommendation 34\] Use the conceptual model for European public services to design new services or reengineer existing ones and reuse, whenever possible, existing service and data components.](#) *

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly Agree

Don't know

Comments:

45) Public administrations need to identify, negotiate and agree a common approach to interconnecting service components, designed in accordance to each country's organisational set-up. In your country, which is the common scheme for interconnecting loosely coupled service components and the necessary infrastructure for establishing and maintaining public services? [\[Recommendation 35\] Decide on a common scheme for interconnecting loosely coupled service components and put in place and maintain the necessary infrastructure for establishing and maintaining European public services.](#) *

46) Does your country have a shared infrastructure of reusable services and [information sources](#) (base registries, open data portals, and other authoritative sources of information) and services available not only inside the administrative system but also in the external environment can be used to create integrated public services as building blocks, that can be used by all public administrations? [\[Recommendation 36\]Develop a shared infrastructure of reusable services and information sources that can be used by all public administrations.*](#)

Yes

No

Don't know

Comments:

47) In your country, which of the following base registries are made available to other public organisations for the delivery of public services? *Please tick all that apply.* [\[Recommendation 37\]Make authoritative sources of information available to others while implementing access and control mechanisms to ensure security and privacy in accordance with the relevant legislation.*](#)

Population

Vehicle

Tax

Land

Business

None of the above

Don't know

Comments:

48) Please state your level of agreement with the following statement: In my country, base registries draw up and implement a data quality assurance plan to ensure the quality of their data. [\[Recommendation 40\]Create and follow data quality assurance plans for base registries and related master data.*](#)

Strongly disagree

Disagree

Neither agree nor disagree

- Agree
- Strongly agree
- Don't know

Comments:

49) The reuse of public sector data focuses on releasing machine-readable data for use by others to stimulate transparency, fair competition, innovation and a data-driven economy.

In your country, have you established procedures to integrate the opening of data in your business processes, working routines and development of new information systems? [\[Recommendation 41\] Establish procedures and processes to integrate the opening of data in your common business processes, working routines, and in the development of new information systems.](#) *

- Yes
- No
- Don't know

Comments:

50) In your country, which of the following external information sources and services are used by public administrations while developing public services? *Please tick all that apply.* [\[Recommendation 45\] Where useful and feasible to do so, use external information sources and services while developing European public services.](#) *

- Payment services provided by financial institutions or other actors
- Connectivity services provided by telecommunications providers
- Open data
- Data from other organisations (e.g. international organisations, chambers of commerce, etc...)
- Internet of Things sources (e.g. sensors)
- Social web applications
- eID
- eSignature
- None of the above
- Other - Please specify: _____ *
- Don't know

Comments:

51) When it comes to security and privacy, which of the following elements or measures are currently in place in your country? *Please tick all that apply.* [\[Recommendation 46\] Consider the specific security and privacy requirements and identify measures for the provision of each public service according to risk management plans.](#)*

Risk Management Plan

National security framework for public services

Business Continuity Plan

Back-up and/or Recovery Plans

Data Access and/or Authorisation Plans

eArchive

Qualified trust services and national eIDs in line with the eIDAS Regulation

None of the above

Other - Please specify: _____*

Don't know

Comments:

Thank You!