

Annex 5: Problem Statements

Template & problem statements for each TOM layer

Problem statement template

Template for a problem statement

➤ Process:

- Find out what users / stake holders consider to be the problem.
- Group the problems into categories.
- Condense the main categories into a problem statement.

➤ Problem Statement has following elements and answers to following questions:

- **What is the problem, its impact and the eventual risk if we do not react to this problem?** Brief one-two lines of description of the problem (including the list of issues).
- **Where the problem is appearing?** Relevant TOM layer + relevant geographical level (EU, sector specific, Member State specific)
- **Who has the problem / who is the client facing the problem?** Explains who needs a solution.
- **What form could the solution be?** Not a solution, but the expected form of the solution: white paper, web-tool, new product, brainstorming session, study .. (optional, when possible to identify)
- **Are there additional questions related to the statement?** Eventual questions towards the member states related to the problem statement.

(Based on Six Sigma, internet sources - Wikipedia, State of Washington)

Deloitte. - 14 -

The above template was used to define the problem statement for each TOM layer. It should be noted, that the first layer, politics and legal, was split into two separate statements. On the following pages each problem statement is presented.

Legal problems

➤ Problem Statement has following elements and answers to following questions:

- **What is the problem and its impact?** The differences in national legal frameworks do not facilitate cross-border exchange information between public administrations.

At European level, the lack of a horizontal EU legal framework for interoperability does not support an effective exchange of information cross-borders.
- **Where the problem is appearing?** EU level and national legislations- (for example in the following horizontal fields: Personal data protection and privacy, eID).
- **Who has the problem / who is the client facing the problem?** National public administrations: Lack of harmonization of already existing national frameworks, non existing national legal framework, non existing EU horizontal interoperability legal framework.
- **What form could the solution be?**
 - A EU legal framework on interoperability that fosters the exchange of information cross-border.
- **Question:**
 - Should something be done at EU level in the area of alignment of national legislations?
 - In case of no directive or other directing legislation at EU level?
 - In case an existing legislation?

Political problems

➤ Problem Statement has following elements and answers to following questions:

- **What is the problem and its impact?** There is insufficient awareness of the importance of interoperability for the delivery of European public services, and a resulting lack of political will to promote the necessary cross-border information exchange and interoperability, independently of shifting political agenda's.
- **Where the problem is appearing?** Political. Public administrations at national level.
- **Who has the problem / who is the client facing the problem?** Administration in charge of ICT and administrations in charge of providing European public services
- **What form could the solution be?**
 - Create high level political sponsorship through a communication strategy:
 - That links interoperability with issues that are on the political agenda (like mobility)
 - That links interoperability with what is of interest for the public (and therefore also for the politicians)
 - Build an awareness by promoting the proven added value of interoperability for ABC through a EU-wide interoperability communication scheme (seminars, fora, conferences...).

Information Exchange

➤ Problem Statement has following elements and answers to following questions:

- **What is the problem and its impact?** There is no common understanding between Member States. Lack of agreement and guidance on semantics and syntaxes, data format, data security, data access, data pricing, data storing and data archiving. The multilingualism does not facilitate the exchange of information.
- **Where the problem is appearing?** At cross-border information exchange level.
- **Who has the problem / who is the client facing the problem?** National public administrations in charge of implementing and designing European public services.
- **What form could the solution be?**

Meaningful and trusted exchanges of information requires:

- EU Dictionary of shared information meanings and structures
- Dematerialisation of the information (agree on a XML scheme – agree on a mapping for the translation)
- Agreement on data format for solving the problems related to technical interoperability
- Agreement on the procedures of data security
- Agreement on data archiving

Processes & Organisation

➤ Problem Statement has following elements and answers to following questions:

- **What is the problem and its impact?** There is a lack of leadership, coordination and guidance in the field of interoperability. It prevents from sharing and reusing sustainable solutions.
- **Where the problem is appearing?** At every level : local, national and European
- **Who has the problem / who is the client facing the problem?** All public administrations at national and European levels
- **What form could the solution be?**

At European level, create an agreed structure where to discuss and agree on interoperability. This would:

- aim at creating a community of interest through sustained communication and proactive coordination of cross-border interoperability endeavours
- be the recognised authority issuing rules and concrete guidelines for:
 - Legal recommendations
 - Role and process modelling
 - Architectural building blocks recognised as the most important for the cross-border interoperability
 - (Open) Standards to be used
 - Semantics
 - Define base registers and their access
 - Etc.
- inspire the coordination of the interoperability in the Member states

Services Offering

➤ Problem Statement has following elements and answers to following questions:

- **What is the problem and its impact?** Lack of ICT implications assessment and clear guidelines for the implementation of EU legislation in terms of interoperability. Lack of guidelines on services implementation. Lack of clear overview on available services in and between EU Member States.
- **Where the problem is appearing?** Services Offerings - At EU and MS level
- **Who has the problem / who is the client facing the problem?** Public administrations
- **What form could the solution be?**

Services on different levels:

- ICT assessment on interoperability aspects of new EU legislation issued by the sectors (DGs)
- Guidance: concrete guidelines on services implementation. Catalogue of services & best practices in and between EU Member States (pilot projects). Participatory platforms that support the sharing of interoperability assets between European public administrations (Open Source Repositories and observatories; Semantics)
- **Question:** Are there needs for European infrastructure?