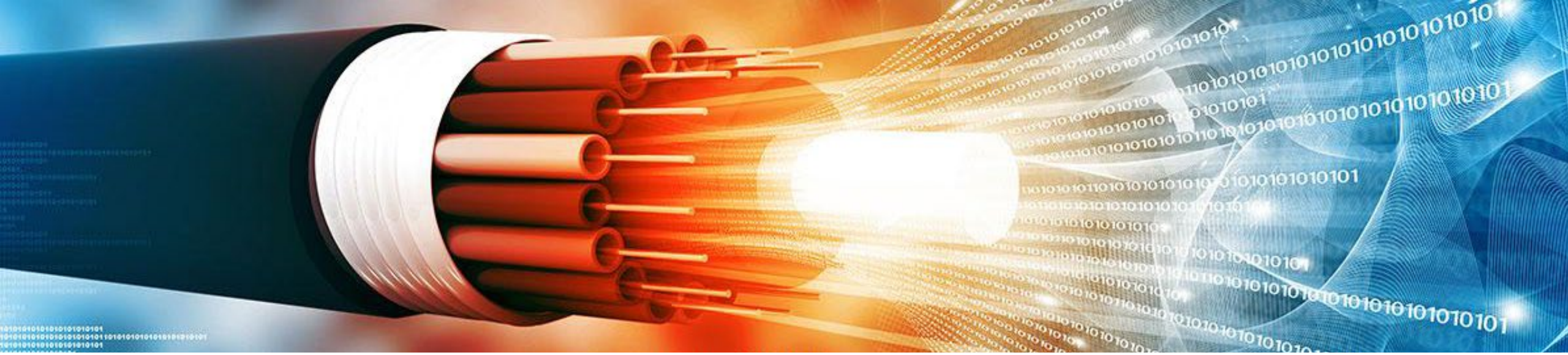

Interoperability and service maturity: customer perspective

Ahti Saar, Ilja Livenson, ETAIS/UT

EOSC-Nordic final event, 05.10.2022

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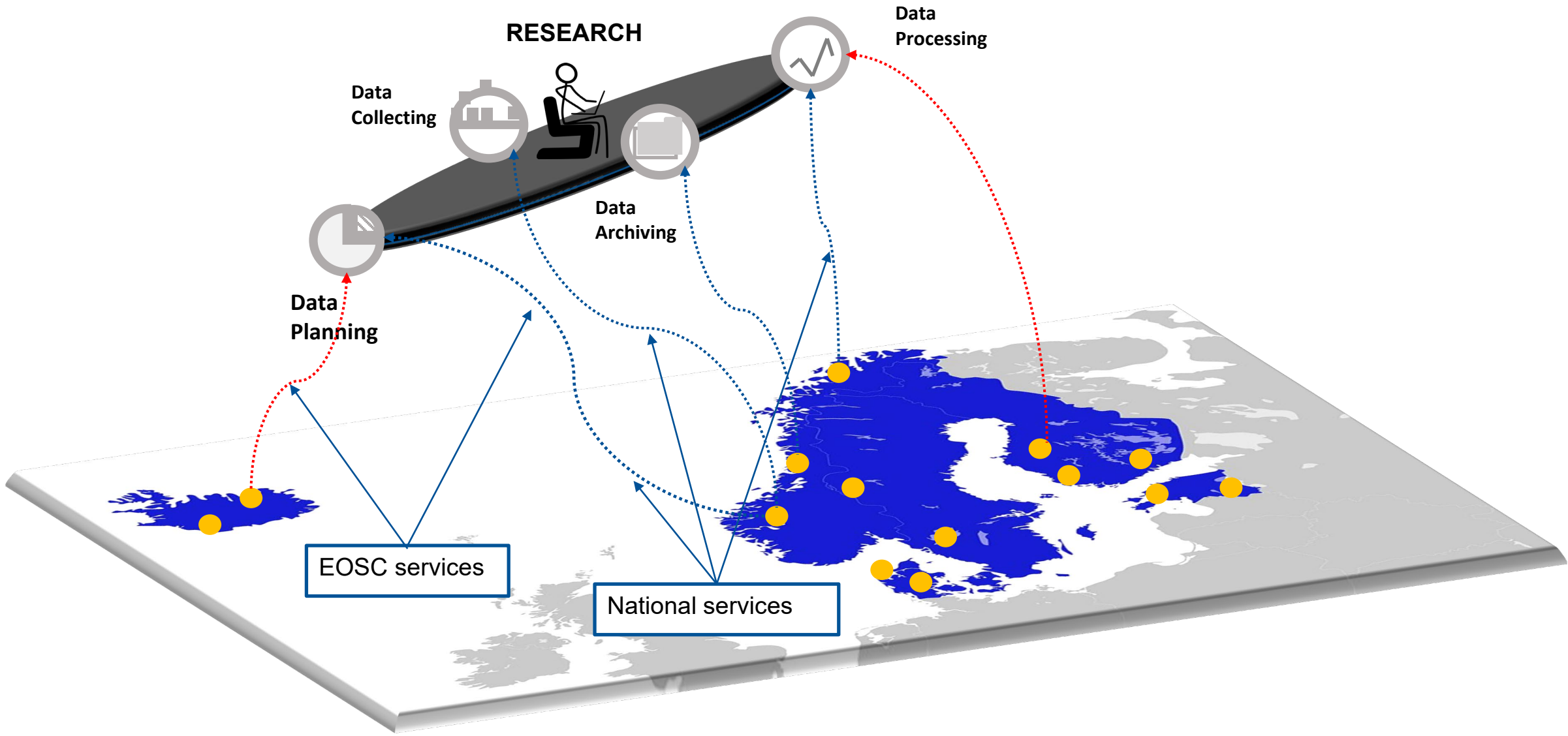
INTEGRATION AND INTEROPERABILITY

OF NATIONAL SERVICE PROVIDERS IN NORDIC AND BALTIC COUNTRIES

EOSC NORDIC



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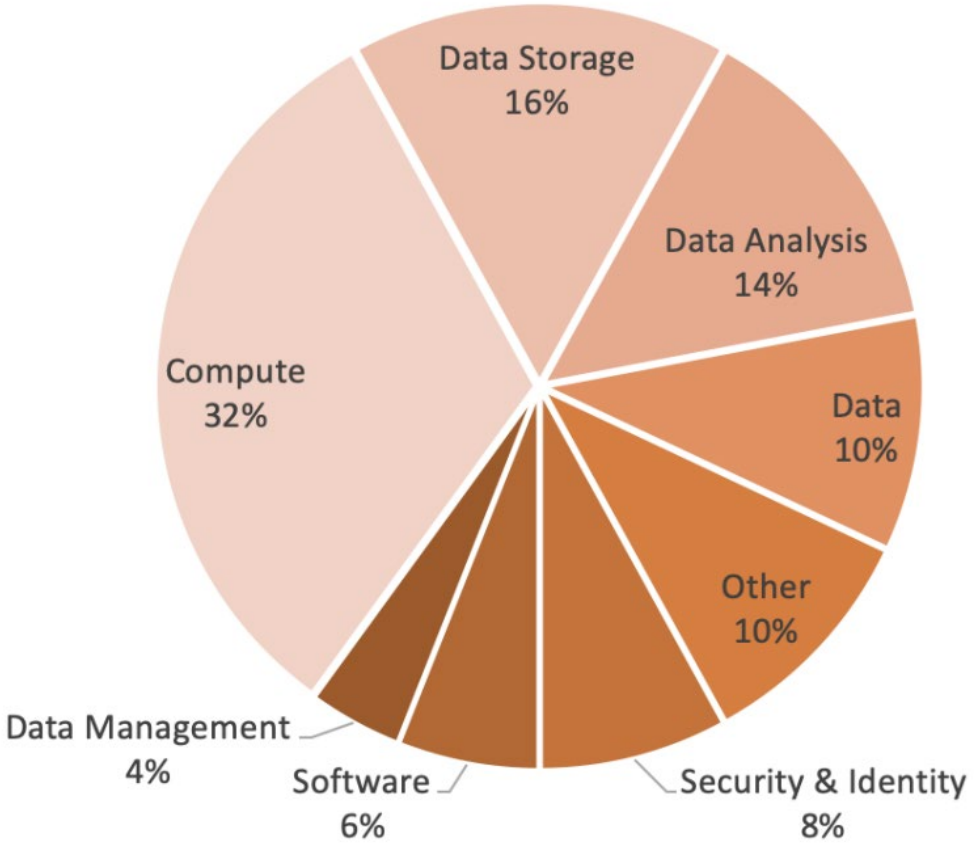
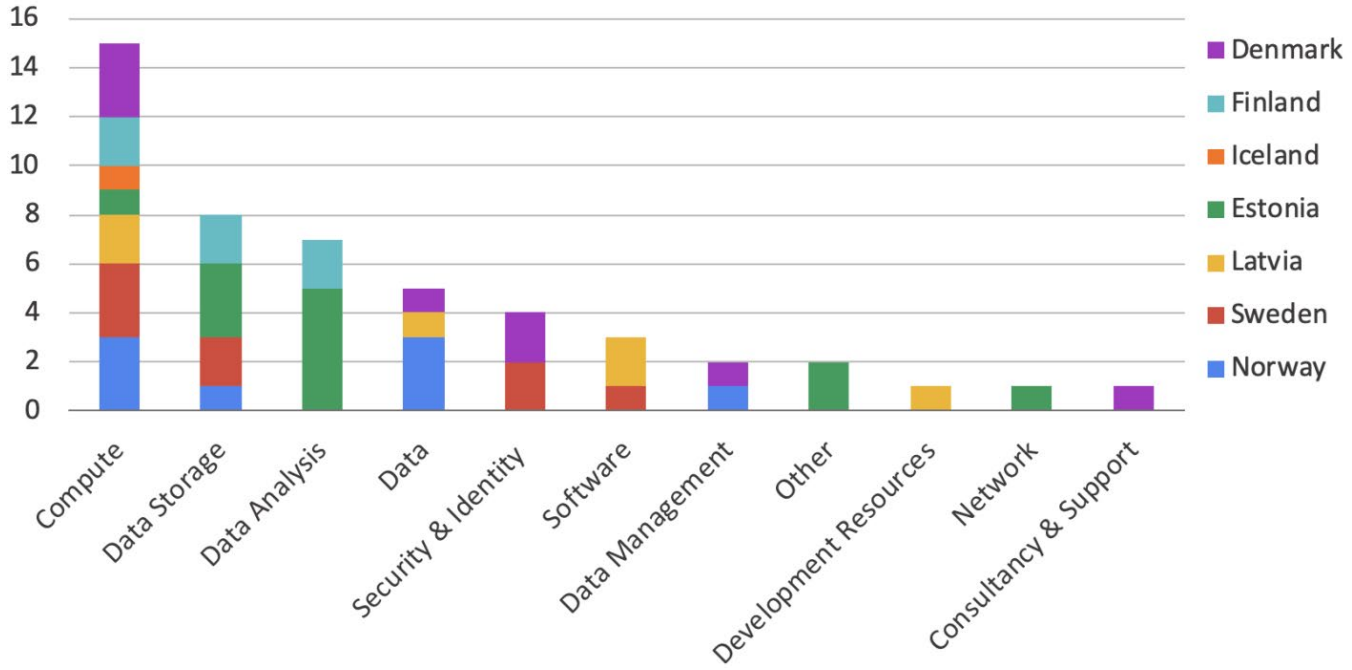
EOSC Nordic approach

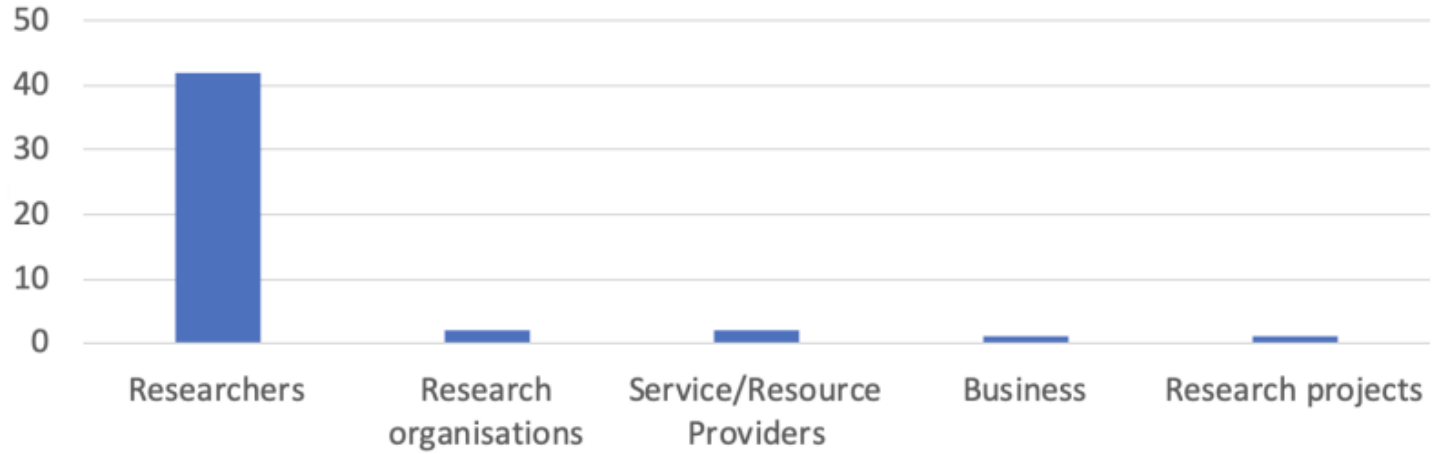
- Making consumable services more mature and predictable
  - Design a simple method for **maturity assessment**
  - Align with EOSC requirements

- Making services more similar from the researcher perspective
  - EOSC-Nordic **Interoperability Framework**
  - Actionable guidelines

Landscape of analyzed Nordic-Baltic services (49 services / 18 service providers)



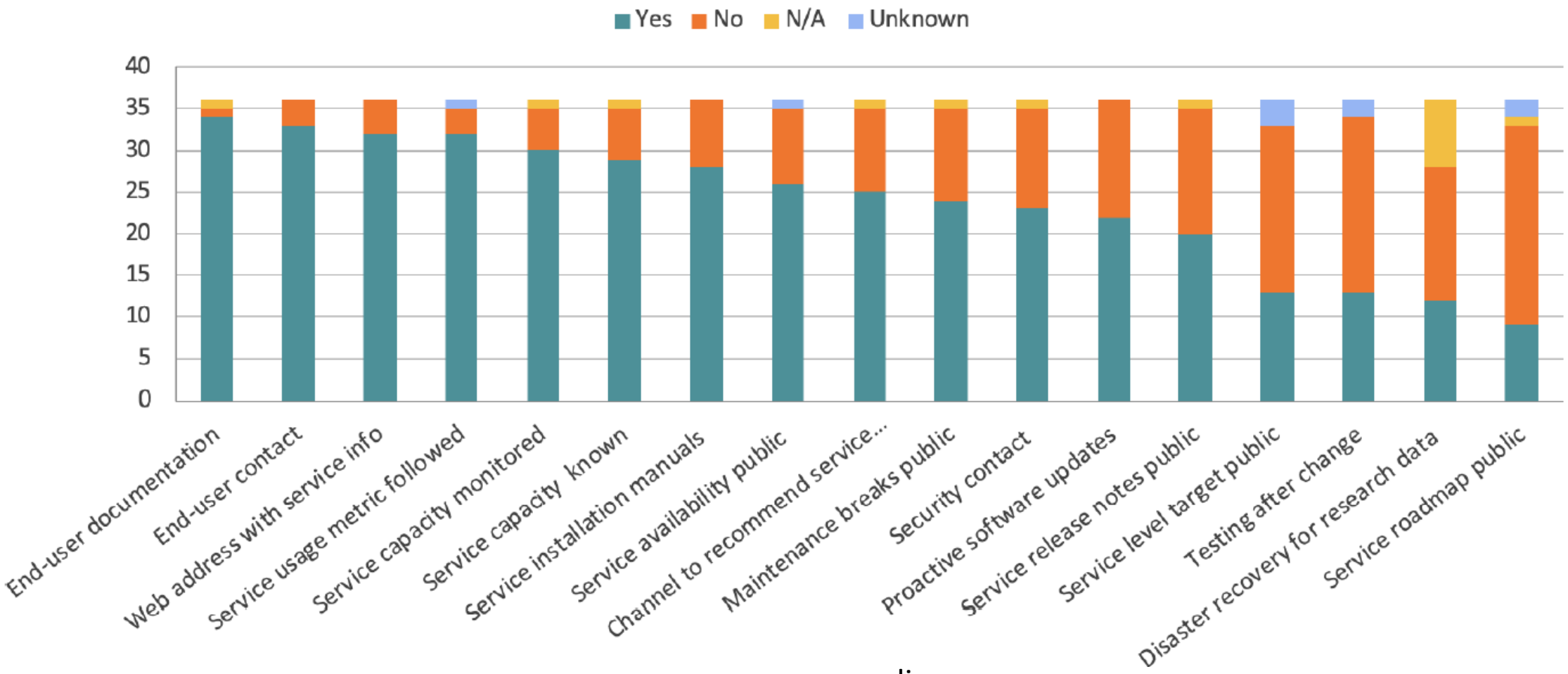




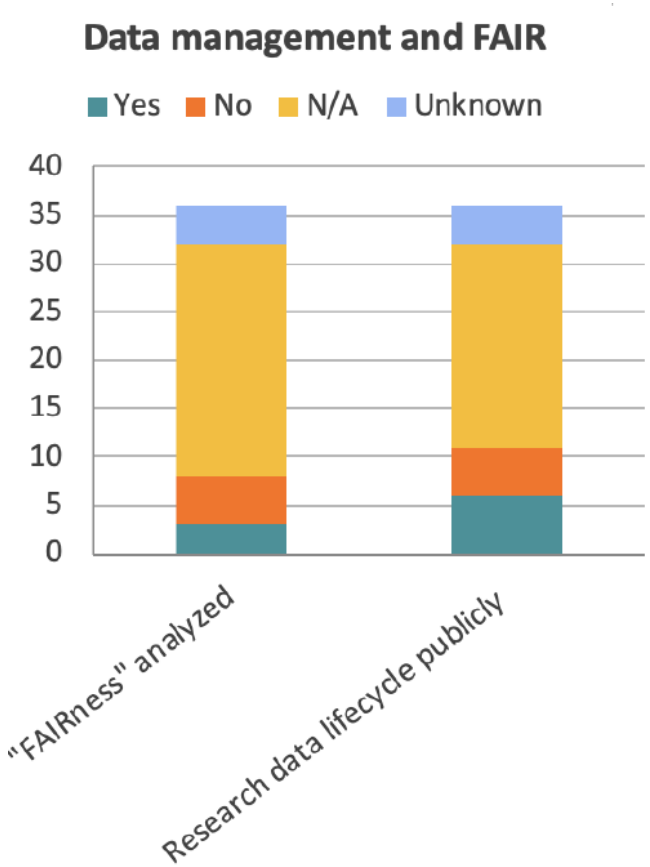
Maturity checklist

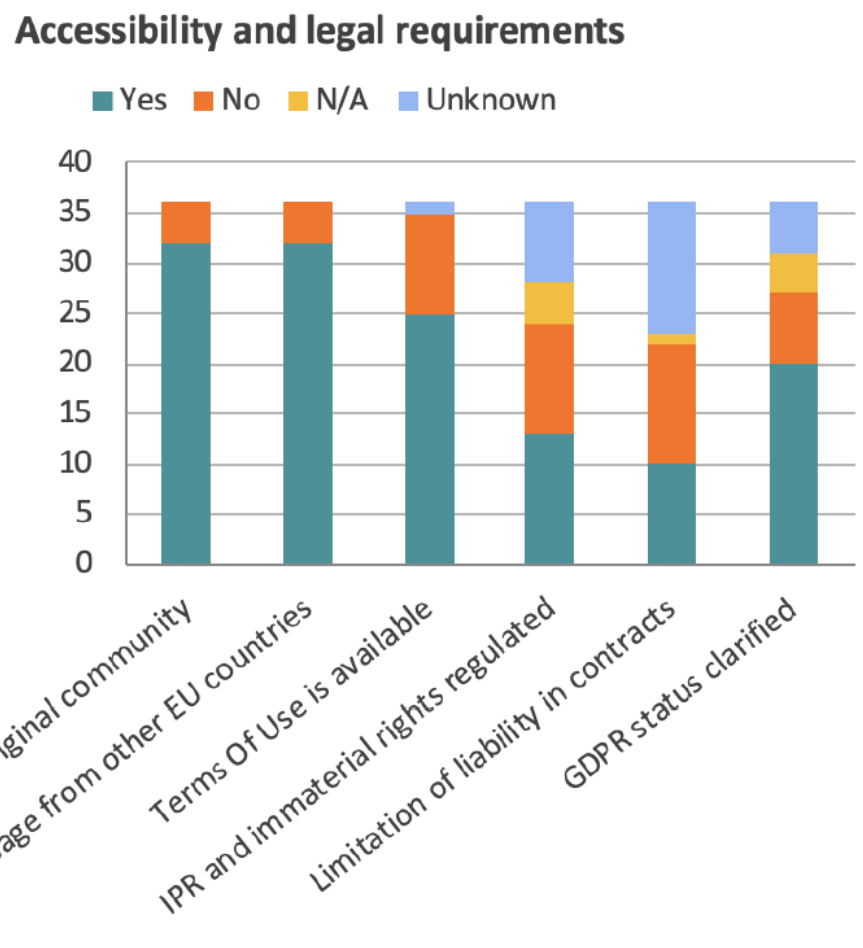
- 5 different categories
  - Service management (17 questions)
  - Data management and FAIR data requirements (research data repositories only) (2)
  - Accessibility and legal requirements (6)
  - Sustainability (1)
  - EOSC architecture compatibility (6)

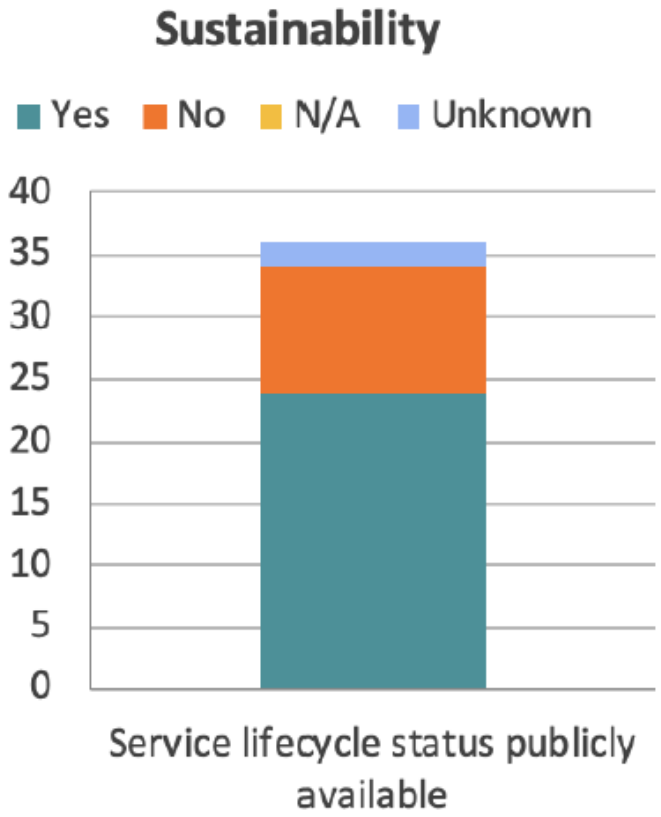
Outcome of the maturity assessment



Outcome of the maturity assessment







What is interoperability from the customer point of view?

- Core principles
  - Technological neutrality, transparency, reusability
- Generic user needs and expectations
  - User-centricity, security, privacy, multilingualism
- Legal
  - Users' consent, intellectual property rights, limitations
- Technical and organizational
  - Documentation, SLAs
- Semantic
  - Supporting different data formats

Examples from “Generic user needs and expectations” section

- Does your service have a single point of contact that end users can use for service requests?
- Do you have formalized feedback mechanisms to involve users e.g user surveys, advisory boards, etc?
- Does your service comply with the accessibility directive?
- Does your service currently support multiple languages?
- Does your service have a roadmap for supporting multiple languages?

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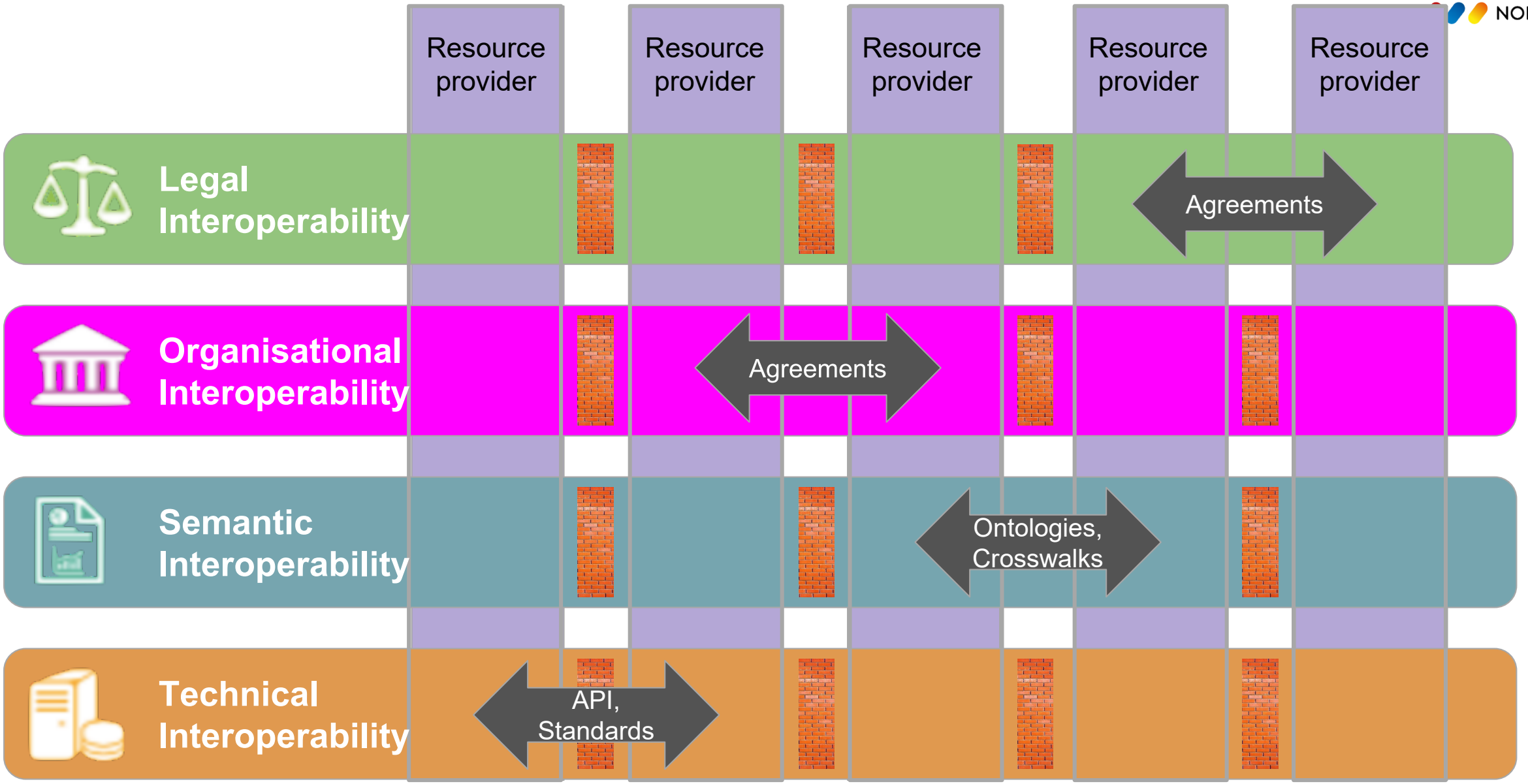
Thank you!


Resource provider
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Legal Interoperability
Agreements
Organisational Interoperability
Agreements
Semantic Interoperability
Ontologies, Crosswalks
Technical Interoperability
API, Standards