Interoperability and service maturity: customer perspective

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EOSC-Nordic final event, 05.10.2022
INTEGRATION AND INTEROPERABILITY
OF NATIONAL SERVICE PROVIDERS IN NORDIC AND BALTIC COUNTRIES

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Data Planning \rightarrow Data Collecting \rightarrow Data Archiving \rightarrow RESEARCH \rightarrow Data Processing

EOSC services

National services

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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

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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

Data management and FAIR
- Yes
- No
- N/A
- Unknown

Accessibility and legal requirements
- Yes
- No
- N/A
- Unknown

Sustainability
- Yes
- No
- N/A
- Unknown

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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!
Legal Interoperability

Organisational Interoperability

Semantic Interoperability

Technical Interoperability

Resource provider

Resource provider

Resource provider

Resource provider

Resource provider

Agreements

Agreements

Ontologies, Crosswalks

API, Standards

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