Eric Brouwer – OpenForumEurope (Brussels), June 8th 2016

By 2017 (…), businesses and citizens can interact with governmental bodies entirely digital.

Topics are:
- Digital by default
- Once only for businesses
- All governmental bodies act like one
- User centricity

And for sake of interoperability and avoidance of vendor lock-in, the Dutch government acknowledges the vital importance of open standards.
Part of which, is the policy towards open standards for digital data exchange:
- B to G
- C to G and
- G to G

But standards are never a goal, but always a means towards the goal of providing good public services to our citizens.

This visualization pictures a first draft of the fundaments for a "grand-design": the Dutch Generic Digital Infrastructure (GDI), our national building blocks. The key of this visualization is that the (domain specific and generic) application and network infrastructure (layers 3 and 4) does not stand on its own, but supports on the one hand the digital services towards the citizens in their everyday lives (upper layer) and on the other hand the civil servants (the organizational layer above).
The pipelines stand for the information that flows through all layers.

Open Standards are needed on all these levels, to ensure that the different elements can connect and interoperate with each other.

The NORA -the Dutch National Interoperability Framework or NIF- supports all the domain (reference) architectures at strategic and operational level. In particular to stimulate and secure use and re-use of existing solutions, building blocks and standards.

But also to pass on knowledge of and insight into issues at a national level on topics such as semantics, security, archiving information and 'mobility'.

Alignment with the requirements from the domains is done through regular consultation (5 times a year) and through surveys and thematic meetings.

Therefore, the NORA is the backbone of the Dutch Architecture.

The strategic use of open standards is reflected in NORA with:

• the fundamental BP04 (Customers experience uniformity in service delivery through the use of standard solutions).

And the operational implementation is based on:

• the Derivative Principle AP07 (http://noraonline.nl/wiki/Gebruik_open_standaarden) concerning the use of Open Standards and

• the Derivative Principle AP08 (http://noraonline.nl/wiki/Gebruik_de_landelijke_bouwstenen) concerning the use of Building Blocks
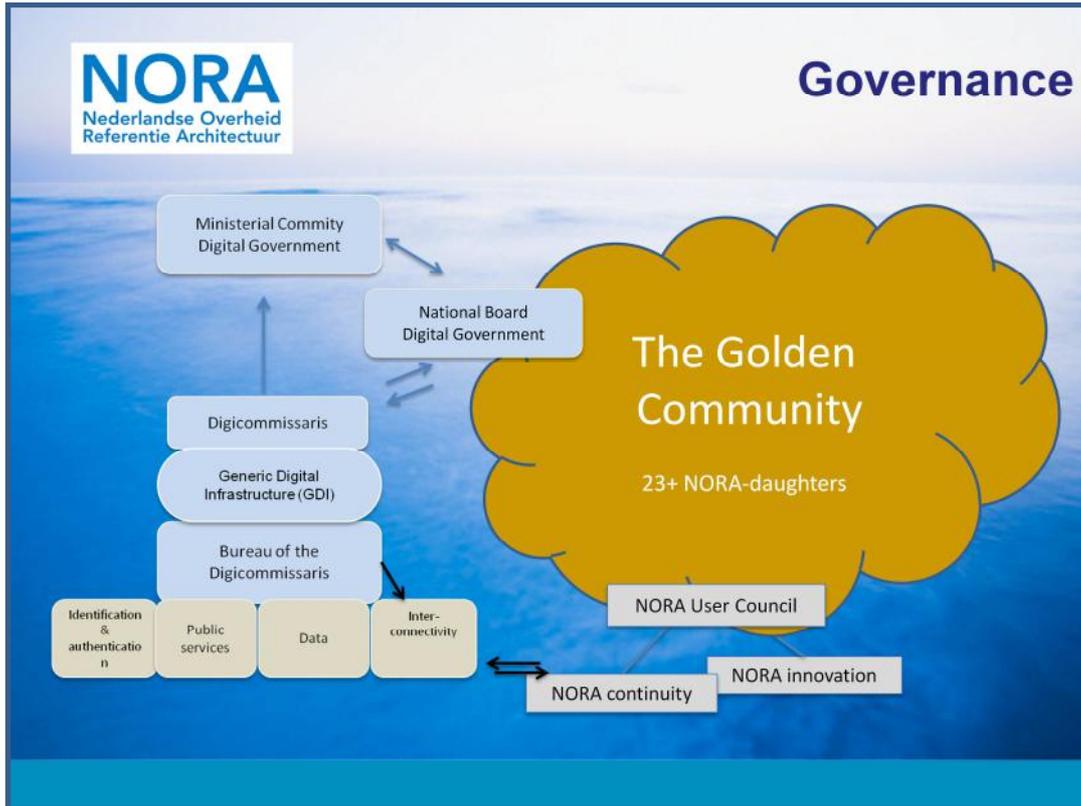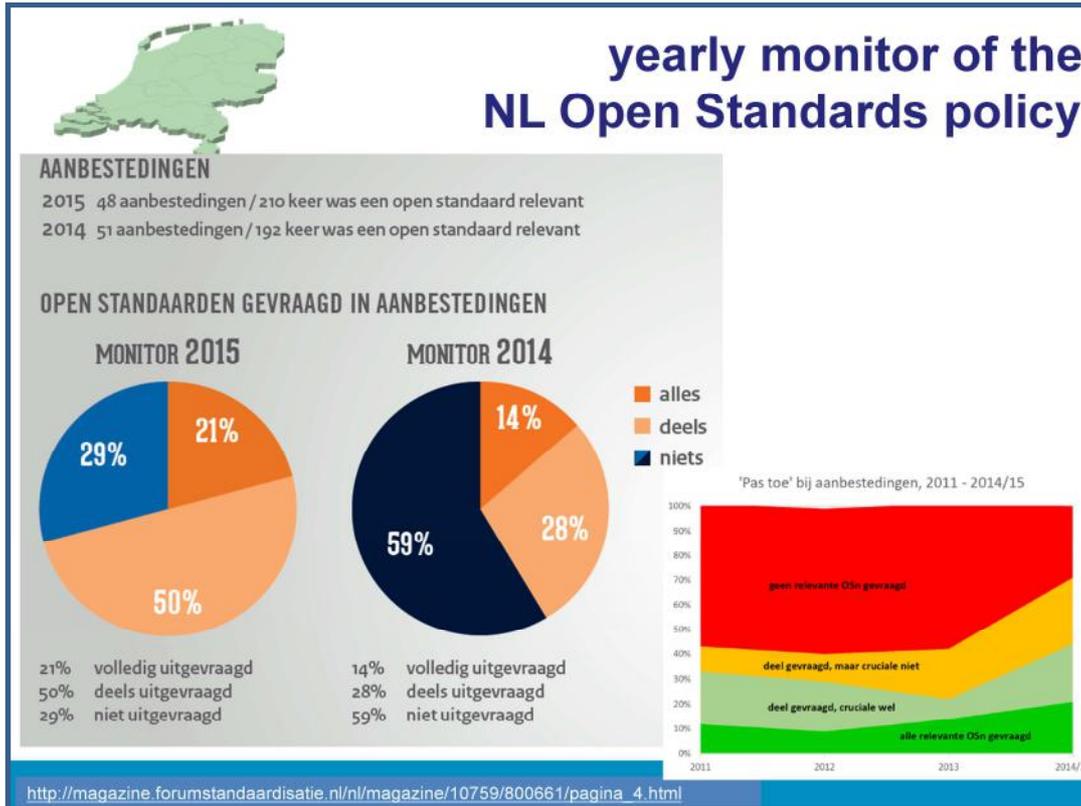
NORA governance according to the BOMOS-standard.

The Board members are the highest level civil servants and representatives of all the Dutch governmental organizations and sets the future outlines.

Propositions on these outlines are made by the representatives of the NORA-daughters, the (reference)architectures of the domains. They collect input from the operational level in their organizations and co-working partners.

Major changes in the NORA follow a process of "open review" among public, but also private, organizations (BOMOS).

AANBESTEDINGEN

2015   48 aanbestedingen / 210 keer was een open standaard relevant
2014   51 aanbestedingen / 192 keer was een open standaard relevant

OPEN STANDAARDEN GEVRAAGD IN AANBESTEDINGEN

MONITOR 2015

29%   21%   50%

MONITOR 2014

14%   28%   59%

alles
deels
niets

'Pas toe' bij aanbestedingen, 2011 - 2014/15

geen relevante OSn gevraagd

deel gevraagd, maar cruciale niet

deel gevraagd, cruciale wel

alle relevante OSn gevraagd

2011   2012   2013   2014/1

21%	volledig uitgevraagd
50%	deels uitgevraagd
29%	niet uitgevraagd

14%	volledig uitgevraagd
28%	deels uitgevraagd
59%	niet uitgevraagd

http://magazine.forumstandaardisatie.nl/nl/magazine/10759/800661/pagina_4.html

If we want to promote the use of open standards, it is important to monitor their current use. In the Netherlands, we do this annually for the Dutch digital public services.

http://magazine.forumstandaardisatie.nl/userfiles/usersdata/1163/library/10759/pagina_1/monitor_osb_2015_definitief.pdf

https://www.forumstandaardisatie.nl/actueel/item/titel/monitor-open-standaarden-als-online-magazine/

https://www.forumstandaardisatie.nl/open-standaarden/beleid-en-monitoring/

Just asking about procurement procedures and the use of open standards has led to an increase of about 30% in tenders !
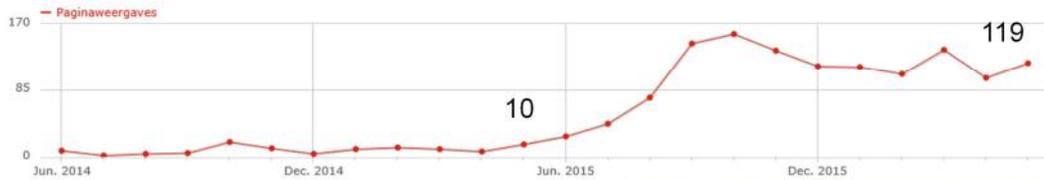
Hands-on info is 24 x 7 available via the NORA-wiki.

The NORA uses this monitoring data to enrich the information about both standards and building blocks: if you want to use a certain building block, what standards will you need to implement?

We have seen a large increase in the monthly visitors since we first published the digital version of the Monitor, both on the overview page and on the individual pages of each standard and building block. We use the feedback of our visitors to improve the information and the monitor: the goal is to share experiences and improve together.

We believe that increased knowledge sharing is key to successful implementation of standards. Knowledge about the standards itself and the potential benefits will need to be spread to increase awareness and acceptance of standards. And, equally important, knowledge about the hands-on experience with implementation and use of the standards needs to be shared to improve the overall process and standard itself.

Lets take a closer look at the adoption- and implementation processes which are needed for standardization.

"All good standards come in threes":
- the previous standard that is still temporarily supported
- the current standard
- a new standard that is in the making

But many, many standards more are still in use !

Because standards are not set in a green-field situation, a mandatory policy should apply only for new investments, not installed base.

How to transition from old / current to new ?

How can we ensure that organizations can cope with these transitions smoothly ?

How useful / feasible is a standard that is far away from daily practice ?

Which standards are adequate for a domain (such as Education of Care) and which ones must be cross-domain (such as IAA) ?

Many questions, still to be answered.

How to improve ?

work together !
share your experiences
help each other realize the benefits

Analysis

lack of awareness
no standard procedures
lack of expertise

Some bottlenecks experienced:

- medium-sized municipality: tender with relevant mandatory standards once in 7 years, but ministries: 2 or 3 times every year

- "not an IT-project" / "not a new application"

- "we are special, standard X is not applicable"

- "do we have to check a list containing 40 standards?"

- functional scope & organisational working scope

- IT-expertise needed to incorporate standards in project design

- "how do we request for standard(s) effectively"?

Some success factors:

o Goal: not open standards as such, but interoperability
   (and reducing vendor lock in)

o Awareness, monitoring, information, formats, decision tree,
   help desk

o Incremental change
   (standards mandatory for new investments only, not installed base)

o Keep it simple, emphasise the benefits

o Interoperability is a key requirement to tackle chain issues

o Incorporate standards policy in architectural frameworks

Due to globalization, various standards arise from agreements that need to be made. Also outside Europe.

For example, standards regarding containers for transport logistics.

But what arrangements are made for the digital transport with its electronic bits and bytes?

A good example of a global eGovernmental service is the eCTD, the Electronic Common Technical Document for Marketing Authorization for a medicinal product.

(btw, banking is a private service …)

So we look for a worldwide standard for encoding into 0's and 1's the global public services to citizens and to businesses!

What a big difference we see there still between countries ...

The European Committee could do a great preparatory work here, together with involved MS's, to help solve global issues.

Questions & Answers

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Please, feel free to contact me !