Abstract:

Margarida Abecasis, Commission Head ISA-programme, Belgium - 'The achievements of ISA and ISA2'

Authentic sources or base registers are key enablers of modern public services. End-to-end digital, fully automated and personalised services and the implementation of the so-called "once-only" principle are not possible without underlying interoperable base registers.

Europe-wide statistics and surveys on public services show low scores of indicators depending on interoperability and accessibility of underlying base registers such as "Automated services" and "Transparency".

The presentation will focus on the activities of the ISA and ISA² programmes in this area, addressing supporting tools to help administrations improve interoperability and accessibility of base registers.