

Improve the public sector data exchange methodology

Executive summary

Technical Support Instrument

Supporting reforms in 27 Member States



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1 INTRODUCTION

This document is part of Phase 4 of the project "IMPROVE THE PUBLIC SECTOR DATA EXCHANGE METHODOLOGY - REFORM/SC2021/036" and aims to plan and detail the TO-BE business model of the process of stipulation/renewal of digital services and data exchange between INAIL and other organisations, public and private, based on the target solution identified by INAIL in "REFORMSC2021036 - D05 - Business Case for the targeted reform".

The deliverable's aim was to co-design with INAIL stakeholders the future business model to identify and describe the new business process. This was achieved using the Business Process Model Notation (BPMN), through this notation it was possible to represent the main differences between the AS-IS model and the TO-BE model of INAIL.

Furthermore, this document includes the RACI matrix that allows to analyse the actors involved in the new process. This matrix related resources (in this case structures) with activities through the classification of resources in the 4 standard roles.

2 METHODOLOGICAL APPROACH

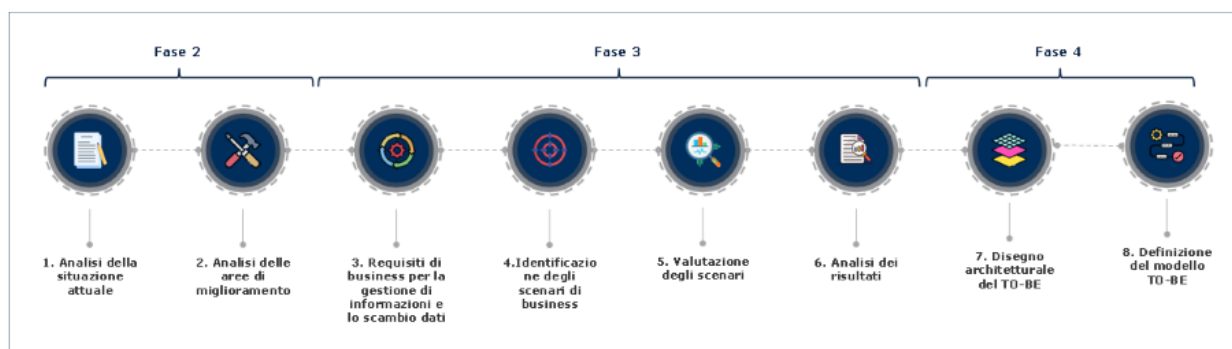


Figure 1 – Methodology

In order to achieve the objectives outlined within the project activities, it was adopted a methodological approach based on the following steps:

1. **Analysis of the current situation:** in this phase, formalised within deliverables D02 and D03, was carried out an in-depth analysis of INAIL's AS-IS status. The analysis was based on the study of extensive documentation, which was conducted through a series of evaluation activities with INAIL's project referents and main stakeholders. The activities described above concluded with the formalisation of the current data exchange situation, which was formalised through the European Interoperability Reference Architecture Framework (EIRA) and the BPMN notation for the description of the organisation's internal processes.
2. **Analysis of the improvement areas:** it was carried out an analysis in order to identify the improvement areas within the whole data exchange agreements stipulation and renewal process. This analysis was carried out, through the exploitation of the previous phases' information and through the continuous collaboration with the beneficiary.
3. **Business requirements for information management and data exchange:** as the result of the identification of improvement areas in the data exchange process between INAIL and other organisations, specific business requirements were developed in collaboration with INAIL. These requirements lay the foundations for the definition of the target scenario, optimising the potential improvement elements identified.

4. **Business Scenarios Identification:** Identification and description of the three alternative TO-BE business scenarios developed based on the identified requirements. In particular: a "Basic" scenario, a "Reengineering" scenario and an "Innovative" scenario.
5. **Scenarios Evaluation:** Analysis of business scenarios through a set of standard criteria, resulting from international best practices such as the EIRA framework, that enables the scenarios' evaluation. Specifically, the selected criteria are: impacts legal, organizational and technical area and coverage of business requirements, time to impact and risks.
6. **Results Analysis:** Comparison of the results that were obtained by analyzing the scores that came out in the evaluation activities.
7. **TO-BE Architectural design:** Preparation of the architectural model of the TO-BE situation based on the design of the AS-IS situation and based on the analysis related to the features of the target solution identified by INAIL in the "REFORMSC2021036 - D05 - Business Case for the targeted reform".
8. **Definition of the TO-BE model:** Formalisation of the target solution and its TO-BE model through the Business Process Model and Notation (BPMN). Furthermore, there will be a detailed description of the activities expressed in a flow. It will be represented the incremental evolution of INAIL's processes through the merging of fragmented activities, the elimination low added value activities and the digitalisation of the processes as provided by the solution identified by INAIL in "REFORMSC2021036 - D05 - Business Case for the targeted reform".

3 DEFINITION OF THE TO-BE MODEL

In order to represent the process, it was used the Business Process Model and Notation (BPMN) methodology. The BPMN is a model based on a standard graphic representation using a flowchart technique. This representation is able to provide a complete overview of its methodology in a clear graphical notation.

This representation of the TO-BE model of the digital service and data exchange system is structured in two macro-phases. In the first one, it will be analysed the administrative process.. Furthermore, it is described how 3-I S.p.A. defines the functional specifications contained in the technical annex. The second phase will describe the macro-phases relating to the technical development and service start-up activities that are carried out after the formal conclusion of the Convention/Agreement between INAIL and the other organisations.

The following actors are involved in the RACI matrix:

- **INAIL Contact Structure (SDC):** structure that manages operational level relations between INAIL and 3-I S.p.A., connecting INAIL's Product Departments with 3-I S.p.A. In this document, this structure manages all the administrative activities related to data exchange management between INAIL and other public and private organisations, including the collection of INAIL's internal requirements, monitoring activities and the status of current agreements;
- **Product Department (DP):** INAIL departments responsible for INAIL's business activity. In this document, it may express needs related to data exchange between INAIL and other public and private organisations;
- **3-I S.p.A. (3-I):** italian in-house providing. This company will have the task of developing, maintaining and managing the software solutions and IT services of INPS, ISTAT, INAIL, the Presidency of the Council of Ministers, the Ministry of Labour and Social Policies and other public administrations. In this document, the company manages all the technical activities related to the data exchange between INAIL and other organisations, coordinating with the INAIL Contact Structure (SDC) to meet INAIL's needs;

- Public Administrations – Public and private organisations (PA-SP/SPR): Organisation that stipulates data exchange agreements with INAIL.

Shown below are the BPMN model prepared for each process and the RACI matrix of the actors involved in the new process.

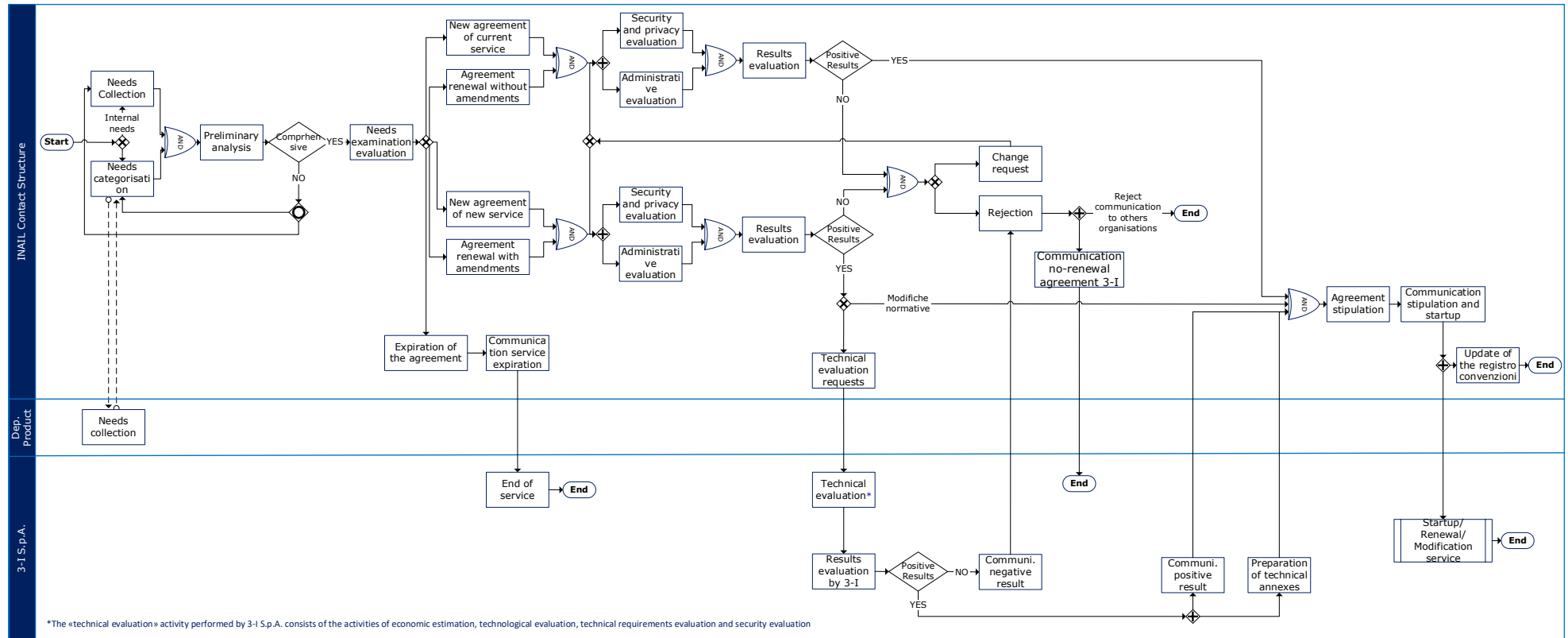


Figure 2- BPMN TO-BE

ID	Attività	SdC	3-I	DP	PA-SP/SPR
4.1	Data exchange needs Collection	R - A			
4.2	Data exchange needs Categorisations	I		R - A	C
4.3	Preliminary analysis	R - A		C	
4.4	Data exchange needs examination and evaluation	R - A			
4.4.1	New agreement of current Data exchange service	R - A			
4.4.2	New agreement of new Data exchange service	R - A			
4.4.3	Agreement renewal without amendments	R - A			
4.4.4	Agreement renewal with amendments	R - A			
4.4.5	Expiration of the agreement	R - A			
4.5	Communication of service expiration	R - A			
4.6	End of service		R - A		
4.7	Security and privacy verification	R - A			
4.8	Administrative verification	R - A			

ID	Attività	SdC	3-I	DP	PA-SP/SPR
4.9	Results evaluation	R - A			
4.10	Rejection	R - A			
4.10.1	Communication of no-renewal agreement to 3-I S.p.A.	R - A			
4.11	Change request about specifications	R - A			
4.12	Technical evaluation requests	R - A			
4.13	Technical evaluations		R - A		
4.13.1	Security evaluation		R - A		
4.13.2	Technological verification		R - A		
4.13.3	Economic estimation		R - A		
4.13.4	Technical Requirements Verification		R - A		
4.14	Results evaluation by 3-I S.p.A.		R - A		
4.14.1	Communication of negative results to INAIL Contact structure		R - A		
4.14.2	Communication of positive results to INAIL Contact structure		R - A		
4.15	Preparation of technical annexes		R - A		
4.16	Agreement stipulation	R - A			
4.17	Communication stipulation and start-up	R - A			

ID	Attività	SdC	3-I	DP	PA-SP/SPR
4.18	Startup/Renewal/Modification of the agreement		R - A		
4.19	Update of the registro delle convenzioni	R - A			

Table 1- RACI Matrix



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