

## Interview iMio

For more information about this interview, please contact Mr. Maxim Chantillon (KU Leuven Public Governance Institute – [maxim.chantillon@kuleuven.be](mailto:maxim.chantillon@kuleuven.be))

### Remarks on Presentation

Project highly interesting to improve the relations among different levels in Belgium → There was an existing Workshop at transversal level : ICED (for example for Best Address)

Need for a federal project that binds the regional and local level → gap between functioning of the two. Be CAREFUL to include all levels in order to make no enemy. Respondent does not believe that the “European Interoperability Framework” will solve things.

If we go at the end of the project with normalization norms → iMio will advise its members to include it in their Public Markets to enhance to dissemination of information. VICTOR : same philosophy as iMio. This philosophy comes from a need for innovation for needs but also for survival.

Agence du numérique : more focused on private sector.

### Location based e-services

iMio has a lot of projects with geospatial issues.

For example Fixmystreet : The citizen does not care about the level but only sees the roads. They integrated the needs of regions and local levels by using the cards of geomatics department of SPW → Problem of technical requirements : no all compatible for levels. Imposition of Interoperability Standard Open311 (but also API that also gives business functionalities to back office) to integrate flux between POI. The goal of this kind of project is the cut costs. It good for the regional level that does not have to care about the needs of local levels (because customizable software)

POI : the administration requires a quality higher than the one of the citizens → Need to reconcile both. Public administration needs to have control over the data (Authentic Sources), careful about Open Data licenses.

Gestion Urbanisme : the law is changing (Code d’aménagement du territoire), application in 2017 and impact on a number of softwares (rewriting of a number of software to improve harmonization of processes, interoperability,...). They have to rewrite the back office of DGO3 and DG04 and that the regional can be reused at local level.

Icare Best Address (at Walloon level) : it will use a list of addresses from the same authentic sources. Need to have an integrated web-service to deal with it.

They currently develop a geolocalization e-service for Namur Smart City that offers services/POI/adapted portal to citizens depending on their location.

### Thoughts on interoperability among levels

You can only mutualize the problems at the same level → iMio thinks it is possible through levels (ex: FixMyStreet and Urbanisme is the same). You need to have common processes among different power levels.

But interoperability does not always work. iMio had a conflict with the federal level concerning the use of Cloud Computing because the local servers are not powerful enough in communities → Conflict with CBSS because sensible data that will be at the Cloud. But good relations with FEDICT. (always Best Effort but no SLA, need to responsabilize each producer of sources)

Harmonization among FPS : it will be difficult because of regionalization, they tend to “hide” the federal more and more: for example via the ESB (Cadastral will be linked at BCED that will be connected at the federal).

The Tax-On-Web will be reused at local level (mandate of Smals).

CIRB has a service delivery at 95% >> Tension with Fedict that is Best effort

You have to be pragmatic : who has the need ? the infrastructure to answer it ? the contract ?

Relation with provinces : not a pro-province, don't go through them but through the authentic sources of Wallonia.

CIRB is transversal among levels (but is able to do so because it only deals with 19 communities)

### **Relation with CIVADIS**

It is a collaborator and a competitor. It is a private sector company that answers to Public Market but purchased by NRB (1000 persons). It has a Monopol for application of taxes, comptability, population. However it uses Proprietary systems and no open interface >< Philosophy of iMio

### **Requirements**

There is no tension between the requirements of local communities because they use component-oriented software that are adaptable and customizable. There was a fear of high requirements for Charleroi, Liège, Namur but they have been adopted by smaller cities.

Inclusion of Citizens : It is difficult to include them for two reasons when they are the end users of the future system:

- already a lot of issues to take into account without this extra layer
- when you handle mutualisation, each actor has its own personal interests. iMio tries to find the common interests. They don't go on the level of citizen level because it is the responsibility of the local communities to interact with their citizens. iMio does not want to interfere and cause frictions. For example, it was the responsibility of the city (Sambreville) that collected requirements via workshops.

### **Agile**

Methodology a little based on SCRUM but nothing formalized in a methodology (sprint 5 days). Problem: too many clients because they handle 250 Communities, Ticketing system to formalize the client exchange (good transparency), formalized and normalized flow. They used the formalization of the open source community (quality first). The need for AGILE comes from the International Open Source Community with all actors (ex: use of programming language Python).

Motivation to adopt AGILE : closer client/developer relationship because no need for project leader (less costs). The Waterfall model is too far from end users, it does not include the end users.

### **INSPIRE**

It is more the domain of geomatics (cf. SPW) but not a transversal issue, and nothing implemented in Wallonia (apart for "Portail de la géomatique").

Lack of harmonized view, only referent is "Geomatics" Department

### **Smart Cities**

Good initiatives but not a priority : administrative flows are a priority because the citizen only care about efficiency. E-government is a phase within the smart city (Open Data, Participation). Smart City is a good buzzword to make the stakeholders understand the need for ICT improvements.