



## Bridging the Gap

Our future strategic plans all depend on a common need to better harness information to meet the fundamental challenges facing us. To help bridge the information gaps and enable holistic integration across our services, our combined strategies outline a system-wide approach to empower and exploit the future potential of automating and improving our use of operational information, technology and data.

As a result, we will seek to:

- recognise successful local examples of interoperable, digital working
- understand where and why operational teams and services have not managed to fully harness the potential of **interoperability**
- share and build on examples of best practice.

**Interoperability** refers to the ability of two or more *systems* to share, communicate and co-operate. Systems can mean organisations, partners, people and IT systems. Interoperability can be defined as “the ability of two or more systems or components to exchange information and to use the information that has been exchanged productively.”

## How will we achieve interoperability?

Achieving interoperability requires two problems to be solved:

### Technical interoperability – the “how”:

This is the process of moving data between two systems. It is not dependent on the type of the information being moved or the distance between systems; it is concerned with the orchestration of a reliable delivery of information between systems.

### Semantic interoperability – the “what”:

Semantic interoperability is the process of ensuring that each system can understand the information received from the others. It must ensure that information can be used and interpreted without ambiguity.

Organising and storing data in common ways is core to the success of all interoperability based solutions and services.



### Related Strategies

Datacentre Strategy

Network Strategy

Application Strategy

Information Strategy

Digital Strategy

Security & Identity  
Management Strategy

### Key Drivers:

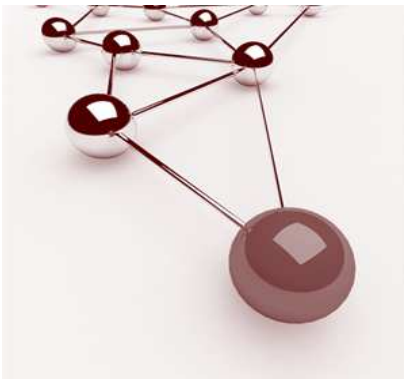
- Partnership working
- Mobility
- Security
- Reliability
- Availability
- Accessibility
- Cost Reduction
- Resilience

## An Interoperable World

Whilst technical considerations are important, the “interoperability” discussion needs to be moved out of the technical domain and into dialogue with the services in order to identify key business functionality that we are looking to deliver; the benefits enabled and how they can support providing improved citizen-centred services.

Importantly, this strategy is not about dictating how a specific local initiative must be delivered but aims instead to set out a framework for interoperability from which local service development can take their direction, whilst still adhering and aligning to the overall enterprise direction of travel and key underpinning standards.

The focus of the strategy is to enable the development of an open environment for information sharing to support emerging models of service delivery based on open APIs and underpinned by key open standards.



Interoperability is the goal, whereas integration is the means of achieving it. Integration is sorting out all the issues that prevent interoperability from happening. This is achieved by either agreeing the communication protocols upfront or by mediating later. Either way, agreeing common standards and communicating to fully understand desired outcomes are key to achieving successful interoperability.

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## Vision for 2020

The information and systems that we manage, along with the intelligence and knowledge that we have in systems and people are a huge asset that we need to make sure we get the best from. Interoperability will help us achieve this, supporting multi agency strategies such as East Sussex Better Together and enabling people to work with ease across traditional boundaries, assisting, for example, Health interoperability and informing Digital roadmaps.

- Integration will always occur; we will work to understand exactly what communication is needed between domains / systems / processes / devices and design around that knowledge.
- We will work to agree standards that will help solve the integration challenges to ensure successful interoperability.
- We will design for interoperability where possible; accepting that in many cases, it won't be known how integration points will be used, now or in the future.

