



# EWP Interoperability Reinforcement Plan

**A change of paradigm for all network users**





# Introduction

- Enabling the interoperability of Erasmus Without Paper is a critical step to successfully advance the digitalisation of the Erasmus+ programme.
- One year onwards from the expected implementation of the Erasmus+ Inter Institutional Agreements and Learning Agreements it's quite clear that the situation remains critical for many HEIs
- The matter has been the object of a technical analysis in the first quarter of 2022 and the organisation of two webinars with thousands of participants in early April also allowed for powerful insights into this situation.
- As a result an Action Plan is being brought forward, paving the way for decisive action. it is focused on the upcoming 6 months, with some actions extending beyond this timeline.





# Overarching priorities



Establishing a more regulated data environment



No end users left behind



An enhanced cooperation framework with 3PP





# Establishing a more regulated data environment

**Problem to be tackled:** A key issue currently affecting interoperability has to do with the fact that the EWP specifications are not always implemented in full, with some key nodes deploying only a subset of the envisaged functionalities (e.g. only cooperation conditions and not the default IIA data which are part of the IIA API and the official IIA template).





# Establishing a more regulated data environment

## Action 1

Definition of mandatory business requirements for the IIA and LA processes which set out in clear terms what the baseline EWP implementation scenarios are.

Start: M1 / End: M2





# Establishing a more regulated data environment

## Action 2

The EWP technical team will proactively debug interoperability issues affecting EWP critical nodes. This entails investigating errors stemming from data exchanges processes, identifying solutions and liaising with the affected nodes to accelerate their resolution.

Start: M1 / End: M6





# Establishing a more regulated data environment

## Action 3

Industry compliant conformance testing of EWP nodes. This will entail the revision and expansion of existing testing protocols in a manner designed to ensure the significance of the final results.

Start: M1 / End: M6 (phase 1)





# Establishing a more regulated data environment

## Action 4

Technical tools to log all communication errors in the EWP Network will be deployed, allowing for a constant and detailed oversight of troublesome nodes and situations.

Start: M1 / End: M2, from this point onwards implementation in EWP nodes will ensue







## No users left behind

**Problem to be tackled:** The feedback of those attending the April webinars made it clear that many colleagues are not receiving the support they need to successfully complete the digital transition. This is not acceptable in the least, which is why several actions are also envisaged to improve the status quo.





# No users left behind

## Action 1

All EWP users experiencing interoperability issues will be invited to report them to the ESCI Service Desk. The resolution of such tickets will then be escalated to the relevant service provider as required, and they will be asked to report when said tickets are successfully closed.

Start: M1 / End: M6 (including Service Desk refactoring)





# No users left behind

## Action 2

The establishment of system specific business user groups (e.g. those using a particular third-party provider), aiming to facilitate the exchange of information and discussion about issues affecting them. Those user groups will become part of the new ESCI governance structure.

Start: M1 / End: M6





# No users left behind

## Action 3

New Town Hall format meetings with end users, complementing the webinars and trainings foreseen for 2022, with a view to allow more regular communication with IROs and stakeholders. Two interactive Town Hall meetings are foreseen, one in July and one in Autumn. The Town Hall meetings will follow a Q&A style, where participants can ask questions.

Milestone: town halls meetings on M1 and M4

Start: M1 / End: M6





# No users left behind

## Action 4

An EWP assessment report will be published in September (tbc) regarding the progress achieved, containing and overview of information available about the readiness to exchange data as per ESCI roadmap requirements. This action will contribute to ensure transparency regarding the overall state of play of the Erasmus digital transformation.

Milestone: September 2022 assessment report





# An enhanced cooperation framework with third-party providers

**Problem to be tackled:** it's essential to recognise the importance of third-party providers in achieving the seamless exchange of electronic data in EWP. Current challenges cannot be overcome without their active involvement, so this is an endeavour in which we must succeed together. In practice this means considerably more resources will be made available to support and improve their EWP implementation.





# An enhanced cooperation framework with third-party providers

## Action 1

Organise two technical workshops for developers responsible for API and client implementation for IIAs and LAs where the implementation of specific functionalities and business processes is jointly reviewed and validated.

Dates: to be agreed jointly with 3PP





# An enhanced cooperation framework with third-party providers

## Action 2

Open the EWP Service Desk to queries from third-party providers, complementing the work and exchanges already being carried out through the Infrastructure Forum and EWP GitHub.

Start: M1 / End: M6







# An enhanced cooperation framework with third-party providers

## Action 3

Create a relationship manager role focused on enhancing cooperation with and compliance of the third-party providers and in-house systems.

Start: M4 / End: M12





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