

Dimension	Comment/Description to assist interviewer
General Information	
Interviewee	Name and background
Case Study Title	Name
Member State	Name of member state 'owning' API/API Platform
Provider	Name of Department/Agency 'owning' API/API Platform
Level (National/Regional/Local)	Level of government 'owning' API/API Platform
Sector	In this case study, which sector is the API/API Platform designed to support/enable?
Key Stakeholders	Who are the key stakeholders specific to this API/API Platform?
Non-Technical Aspects	
Setting the scene – APIs and the organisation	
Summary of organisations' API Strategy & Vision	What is your organisations API Strategy & Vision? How does the organisation use APIs, and how does the organisation aspire to use APIs in the future - standalone point solutions or the creation of large scale platforms and ecosystems? Is this seen as a key enabler to digital government?
Interoperability	Are your APIs designed to foster interoperability? Do you see APIS as an important tool in interoperability between departments, agencies and states?
Overview of API policies	Are legal and technical contracts mandated? Have particular standards and specifications been mandated? What data is allowed to be exposed? Do you have specific policies that relate to APIs?
Resourcing/Competencies	Does the organisation have the skilled resources required? Has the organisation invested in bringing in competencies either permanently or via partners? A few words on composition of the team, who is involved in setting up an API – technologists and?
General position on access and usage	What is your general position on access and usage? Normally open or restricted? Allow reuse without condition, or place limitations on public/commercial use?
Funding	What is the funding source for API development? Is it sustainable? Depends on the requirement?
General position on business model type	Normally free or chargeable?
Views on EU support/involvement in APIs	What are your views on support that could be provided by the EU, or anything that you believe is missing at the EU level to support API adoption, e.g. regulations, guidelines, a standard for interoperability?
Relating to a specific API or API	
Description of the 'purpose' of the API/API Platform	What is the purpose of the API/API Platform? Examples might include:

	<ol style="list-style-type: none"> 1. Enable web and mobile applications 2. Integrate internal applications 3. Interface with micro services 4. Publish data 5. Create cloud and SaaS integrations 6. Enable IoT 7. Engage customers/citizens 8. Extend the Organisation 9. Create an ecosystem with citizens, customers, partners and suppliers
Objectives of the API/API Platform	What does the API/API Platform allow access to? Why was it commissioned?
Target users/consumers of the API/API Platform	Who are the target users/consumers of the API/API Platform? How about across the entire API ecosystem?
Public Services enabled by the API/API Platform	Which public services are supported by the API (or as a result of making the API available?)
Usage Statistics for the API/API Platform	<ul style="list-style-type: none"> • Statistics (how many users are using / was designed for, how many services are using the API) • How many services have taken advantage of the API? How many users is the API designed for? Add to design piece? Is it used, how much is it being accessed?
Date made available	When was the API/API Platform live?
Maturity of the API/API Platform	What is the maturity level of the API – Exploratory, or in production...beta or live?
Cross-border (yes/no)	If the API/API Platform has been designed to be Cross-border among European Union Member States, and is it being used in that way?
Cross-sector (yes/no)	If the API/API Platform has been designed to be cross-sector, and is it being used in that way?
Economic Case of the API/API Platform	Was there an economic case/imperative for building the API/API Platform?
Political Case of the API/API Platform	Was there a political case/imperative for building the API/API Platform? Policy context, traceability, Federal policy because of state case, e.g. Italian region looking into cross-border with greater Italy.
Location Data: As data (e.g. road network)	How is location data used?
Location Data: As a service (e.g. geolocation)	How are location services used?
Main sources of cost of the API/API Platform/API Ecosystem	What are the main costs of developing and maintaining the API/API Platform? Infrastructure, staff, maintenance, licenses?
Which part of the organisation funded this specific API/API Platform	Which organisation has funded the API/API Platform?
Benefits provided/anticipated from the API/API Platform	Has the API/API Platform resulted in value creation, or the creation of a wider ecosystem?
Enablers for the API/API Platform	What has facilitated/enabled the development of the API, the API Platform or the API ecosystem? EU/National policies?
Barriers to the API/API Platform	What has been a barrier to API/API Platform development and maintenance? Lack of EU/National policies? For example, it can be difficult working cross department when there is a lack of an agreed API standards?

	How do you leverage data from different systems in different formats and structures?
Risks & Mitigations	What risks exist, and how have you mitigated them?
Best practices/Guidelines	What best practices or guidelines have been adopted?
Training & Events	Do you engage with the developer community through training or events?
API License/Source code	What license, if any, is used for this API?
API Lifecycle – Design, Build, Test, Support & Ongoing Product Management	
API Design	
Standard	Is your API/API Platform based on a standard?
Specification	Did you use a specification to document the API/API Platform?
API first or consultation led	How did you design the API? Did you consult, or do what was easiest for you?
Interface models	Which interface model does the API use?
Data Formats	Which data format does the API use?
Message Exchange Protocols	Which message exchange protocol does the API use?
Messaging Protocols	Which messaging protocol does the API use?
Granularity	How granular is the API/are the APIs?
Authentication, Security & Privacy	What method of authentication do you use?
API Building Tools/Integration Platforms	Did you use API build or integration tools?
Testing	Did you use any API test tools?
API Support	
Developer Portal provision	Do you have an API portal for developers?
Documentation	How do the developers document their API? Complete, consistent, tested, 'Technical contract'?
Communication	How do you communicate with developers across the ecosystem? Updates, issues management, community support (via portal)
Administration	How do you provision access? Provisioning, API Key Management, Billing & Payment
Implementations	How do you provision access? Sample code, Libraries and SDKs , Sandboxes, Test harnesses
API Management	
Governance model	Who owns API Governance? Who is involved in setting and managing API Governance? IT? Business? Separate unit?

API Product Management	How do you manage Roadmaps, versioning, testing, security, access management, monitoring and analytics?
Contractual & Commercial – For this API/API Platform	
Legal contract	Is there a legal 'contract' available covering the aspects below?
Business model	Free, pay per call, subscription?
Access Rules	Is this API public, or restricted in some way? Open, Closed, Limited? Intellectual Property rights? Are protecting their data or are they protecting their APIs? Combine data from different sources, does this give issues?
Usage Policies	Are there any limits on numbers of calls/access of the API? Are there any constraints on what the API can be used for?
EULA	End user license agreement required?
SLA	Is there a service level agreement which describes the service level that developers can expect from you should there be incidents/issues/problems associated with your API?
What could be better	
SWOT/Concerns	A general questions about the SWOTs that exist in relation to this API