

## Turkey

In Turkey, the Birlikte Çalışabilirlik Esasları Rehberi – Principles of Interoperability Guide is published as a single document. It is self-containing, in that it includes the Prime Minister's Circular that mandates the guide, the introductory and descriptive texts, and the standards themselves. With the publication of version 2.0, The Principles of Interoperability Guide has reached maturity. Published four years after version 1.0, the maintenance cycle is now planned to publish a revised version of the Guide every year.

The Interoperability Guide has been initiated by the Turkey eTransformation Project under the Information Society program. In the Introduction of the Interoperability Guide, the need for standards is articulated to support the creation and provision of “services to the public in electronic form that interoperate among all [government] organisations.”

The stated goals of the Information Society Strategy 2006-2010 are:

- Social Transformation;
- ICT Adoption by Business;
- Citizen-Focused Service Transformation;
- Modernisation in Public Administration (the interoperability standards form part of this objective);
- Globally Competitive IT Sector;
- Competitive, Widespread and Affordable Communication Infrastructure and Services;
- Improvement of R&D Innovation.

The Interoperability Guide is mandatory for all new government information systems. It is mandated by the Circular of the Prime Minister, as part of the Turkish eGovernment strategy and action plans, and as such has a legal foundation.

The Information Society Department of the State Planning Organisation is the primary author of the Interoperability Guide. There is a working group, consisting of stakeholders from both government departments and NGOs, that discusses the standards and proposes updates when necessary. The ISD is responsible for updating the Guide with the new standards. At present there is no formal control mechanism to ensure compliancy during the procurement process. The ISD is however involved in IT budget/investment rounds within the central government and is able to mandate compliancy to the published standards through the acceptance (or rejection) of IT budget/investment proposals.

There is no explicit process to gather and share best practices. The change management process of the Interoperability Guide is internal to ISD, being the owner of the publication and having final say over its contents.

ISD can be contacted by phone and e-mail to provide (partial) support. There is no skill management or training currently in place.

Related to interoperability are the plans to replace traditional paper based ID cards with a smartcard-based “Citizenship Card” in the near future. This card will enable highly secure electronic ID authentication using biometric data and user passwords based on a PKI solution for services provided both in the electronic environment and in traditional ways.