

D02.02 – Minutes of Meeting – Working Group Webinar II

Action 1.3 Catalogue of Services

Specific Contract under Framework Contract DI/07171 – Lot 2

Project:	Action 1.3 Catalogue of Services	Meeting Date/Time:	19/11/2014 – 14:00-16:00
Meeting Type:	Webinar	Meeting Location:	Online
Meeting Coordinator:	Miguel Alvarez-Rodriguez	Issue Date:	22/11/2014

Attendee Name	Initials	Organisation/Country
Eduards Cauna	EC	Latvia
Ilze Magrica	LS	
Liene Strazdina (excused)	IM	
Marcin Kraska (excused)	MK	Poland
Andrzej Jarzewski (excused)	AJ	
Jaroslav Tomaszewski (excused)	JT	
Niina Etelavuori	NE	Finland
Jarmo Kovero (excused)	JK	
Konstantitas Peciulis	KP	Lithuania
Loukia Demiri	AS	Greece
Antonis Stasis (excused)	LD	
Manuel Mateos	MM	Spain
Patrocinio Nieto	PN	
Peter Reichstaedter	PR	Austria
Mihkel Lauk	ML	Estonia
Marco Aarts	MA	The Netherlands
Miguel Alvarez-Rodriguez	MAR	ISA, European Commission
Peter Burian	PB	
Vassilios Peristeras (excused)	VP	
Agnieszka Bajno (excused)	AB	DG MARKT, European Commission
Nikolaos Loutas	NL	PwC EU Services
Michiel De Keyzer	MDK	
Sebastiaan Rousseeuw	SR	

Meeting Agenda

1. Introduction of new Working Group members (5')
2. Final validation: Common working terminology on key concepts (10')
3. Presentation and discussion: List of business events and public services on the PSCs (15')
4. Presentation and discussion: Analysis of the data models used for describing business events and related public services on the PSCs (10')
5. Presentation and discussion: 1st version of the CPSV-AP and Issues raised (30')
6. Next steps and Q & A (10')

Presentation: <https://joinup.ec.europa.eu/node/104692>

Summary of Meeting

Topic	Summary
Introduction of new WG members and collaboration in the WG	<ul style="list-style-type: none"> Representatives from Austria, Spain and the Netherlands participated for the first time in the webinar and introduced themselves. MDK explained that a one hour interview will be set up with each of the representatives of the Member States to receive detailed feedback on the following: <ul style="list-style-type: none"> The analysis of business events and related public services available on the PSC of the particular country (https://joinup.ec.europa.eu/node/107357); The analysis of the data model for describing business events and related public services on the PSC of the particular country; Feedback on the current version of the CPSV-AP;
Final validation: Common working terminology on key concepts	<ul style="list-style-type: none"> The WG agreed on the following definitions of the key concepts: <ul style="list-style-type: none"> Administrative formality: An administrative formality is a public service that is mandatory to be executed in the context of a business event. Public Service: A set of deeds and acts performed by or on behalf of a public administration for the benefit of a citizen, a business or another public administration. Business Event: A certain stage in the business lifecycle with which a bundle of public services is associated in the context of a particular Member State. Public Service Portfolio: The complete set of public services that is managed by a governmental service provider. The service portfolio is used to manage the entire lifecycle of all public services, and includes three categories: service pipeline (proposed or in development), service catalogue (live or available for deployment), and retired services. The Business Lifecycle: The Business Lifecycle is the Lifecycle of a business from its creation until its termination. It is comprised of different stages a business can be in during its existence. These stages are called business events. For the following key concepts, some comments were raised in the Working Group and a new version of the definition will be elaborated: <ul style="list-style-type: none"> Key Business Event: The list of Key Business Events needs revision. Also a small description of each key business event needs to be included. These are some of the comments that were raised by the WG: <ul style="list-style-type: none"> Some of the events currently in the definition are not to be considered as key business events (for instance Innovation, Funding). Some key business events are missing (for instance Starting a new branch) Some key business events are sector specific (for instance Premises & Environment, Legal and Regulatory). Also there the WG had a discussion on the difference between selling and closing a business. When closing a business, it stops to exist which means for instance removal from the business register. Selling a business does not include ceasing of activities and thus it is a different stage from a business point of view and also involves different public services. The WG agreed on having closing and selling a business as two separate business events. Catalogue of Public Services: It needs to be made clear that the public service descriptions should not be created originally confirming the common data model but they can be also mapped to it. The Working Group raised the question to create a mapping between the Key Business Events from the definition in CPSV-AP and the business event on the PSCs and from Your Europe. The project team confirmed that this will be one of the next steps. AC asked how the definitions of Public Service and Key Business Event relate to the granularity of public services. NL explained that the in the CPSV-AP the minimum level of granularity is the public service. The (Key) Business Events in CPSV-AP can be perceived as aggregations of public services. A clarification will be added in the specification.
Presentation and discussion: List of business events and public services on the PSCs	<ul style="list-style-type: none"> Due to timing issues, this topic was not discussed during the Webinar. This topic will be further explained in individual interviews with the participating countries and in the third webinar. This will be subject of the 1-hour interview to receive detailed feedback from the participating countries.
Presentation and discussion: Analysis of the data models used for describing business events and	<ul style="list-style-type: none"> MDK gave an impression on the work performed regarding the analysis and mapping of the data models of the PSCs in the different Member States (section 3): https://joinup.ec.europa.eu/node/107879 This will be subject of the one hour interview to receive detailed feedback from the participating countries.

related public services on the PSCs	
Presentation and discussion: 1st version of the CPSV-AP and Issues raised	<ul style="list-style-type: none"> MDK summarised what is currently included in the model. MDK presented the issues that were raised on the Joinup platform: https://joinup.ec.europa.eu/asset/cpsv-ap/issue/all The following issues were discussed in the WG during the webinar: <ul style="list-style-type: none"> Formal Framework - addition of properties: https://joinup.ec.europa.eu/node/109779 <ul style="list-style-type: none"> The WG agreed on adding Title, Description, Type, Language and Reference as properties. Formal Framework needs to be aligned with the European Legislation Identifier (ELI) Ontology (http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52012XG1026%2801%29) Input - addition of properties: https://joinup.ec.europa.eu/node/109787 <ul style="list-style-type: none"> The WG agreed to rename this property to cover a broader scope than only templates of forms to be filled in. Rule – addition of properties: https://joinup.ec.europa.eu/node/109780 <ul style="list-style-type: none"> The WG agreed on adding Title, Description, Type and Language as properties. Agent – addition of properties: https://joinup.ec.europa.eu/node/109788 <ul style="list-style-type: none"> The WG agreed on adding Name, Type and homepage as properties. Public Organisation - addition of class and properties: https://joinup.ec.europa.eu/node/109784 <ul style="list-style-type: none"> Public Organisation will be a sub-class of Agent and thus inherits all its properties. The WG agreed on adding Identifier, Alternative name and Public Organisation Type as properties for this class. The WG indicated that the organisation providing a Public Service is not always Public Organisations. Also the organisation responsible for providing the Public Service is called the Competent Authority. This needs to be reflected in the model. It should also be clear on which Administrative Level the Competent Authority is operating. Business Event – addition of properties: https://joinup.ec.europa.eu/node/109777 <ul style="list-style-type: none"> The WG agreed on adding Business Event as a class to the model. The WG agreed on adding Name, Description, Language as properties. Business Event - association with Channel: https://joinup.ec.europa.eu/node/109778 <ul style="list-style-type: none"> The WG agreed that defining a relationship between Business Event and Channel would be redundant. Public Service - addition of properties: https://joinup.ec.europa.eu/node/109783: <ul style="list-style-type: none"> Cost, Processing Time, Sector and Keyword will be added as properties. The WG need to decide if an "additional information" property is required. Channel - ways through which a public service is offered/executed: https://joinup.ec.europa.eu/node/109781 <ul style="list-style-type: none"> "Digital assistant" will be investigated whether it can be added as a type of Channel. Superclass of Person, Competent Authority and Legal Entity: https://joinup.ec.europa.eu/node/109882 <ul style="list-style-type: none"> A comment was raised that in some countries, from a legal point of view a Person can be both a Natural Person (which is called Person in CPSV-AP) and a Legal Person (which is called Legal Entity in CPSV-AP). This will be added as a footnote in the document to avoid confusion. Decide which classes and properties are mandatory and which one are optional: https://joinup.ec.europa.eu/node/109815 <ul style="list-style-type: none"> The WG is invited to investigate the current version of the CPSV-AP and see which classes/properties would be mandatory/optional for them. A suggestion on which classes/properties should be mandatory/optional will be elaborated and discussed on the next webinar. MA asked whether the CPSV-AP will include controlled vocabularies for properties where these are applicable. NL explained that we will indeed suggest some controlled vocabularies and decide on them collectively with the WG. The MSs would then create mappings between these controlled vocabularies and the ones that are used on the national level.
Next steps and Q & A	<ul style="list-style-type: none"> The next webinar will be December 11 14:00-16:00. More information can be found on Joinup: https://joinup.ec.europa.eu/node/107382 MDK explained that PwC will share a proposal on which classes and properties are mandatory

	<p>and which are optional before the third webinar. PwC will also come up with a proposal for the controlled vocabularies of the properties that need one.</p> <ul style="list-style-type: none"> MDK explained what is expected from the WG before the next Webinar: <ul style="list-style-type: none"> Organise a one hour interview with each of the representatives of the Member States before December 9. Review the current version of the CPSV-AP. Provide input on what classes and properties are mandatory and which one are optional. Spain requested to start the next webinars on 15:00 CET instead. The suggestion is to start at 14:30 CET instead, taking into account the difference in time zones. The WG is invited to comment, should they not agree with this change in timing. In order to complete the analysis and the definition of the CPSV-AP, the European Commission counts on maximal participation of the MS Representatives in the Working Group, through the individual interviews with each country and the forthcoming webinars, in the coming weeks.
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Action Nr	Action description	Target Date	Action Owner
01	Schedule a short interview (approximately 1 hour) to receive detailed feedback on: <ul style="list-style-type: none"> The analysis of business events and related public services on your PSC; The analysis of the data model used for describing business events and public services on your PSC; The latest version of the CPSV-AP; 	2014-11-21	MS representatives
02	Share a new version of the CPSV-AP specification on Joinup	2014-11-24	PwC
03	Review the current version of the CPSV-AP.	Next webinar (2014-12-11)	MS representatives
04	Provide input on what classes and properties are mandatory and which ones are optional.	Next webinar (2014-12-11)	MS representatives
05	Send meeting minutes to the WG.	2014-11-24	PwC
06	Addition of the Netherlands to the analysis of the key business events and public services available in the country's PSCs.	2014-11-24	PwC
	Addition of the Netherlands to the analysis of the data model used for documenting the business events and related public services on the PSCs.	2014-11-24	
07	Collect the feedback through the interviews and feed it in new versions of the two reports.	Next webinar (2014-12-11)	PwC
08	Share a proposal with the WG on which classes and properties are mandatory and which are optional.	Next webinar (2014-12-11)	PwC
09	Share a proposal with the WG on which controlled vocabularies will be included for which properties.	Next webinar (2014-12-11)	PwC