Meeting Minutes – Webinar 3

Action 2016.29 Catalogue of Services

Project:	Action 2016-29 Catalogue of Services	**Meeting Date/Time:**	10/09/2018 10:30-12:30
Meeting Type:	Webinar	**Meeting Location:**	Online
Meeting Coordinator:	Michiel de Keyzer	**Issue Date:**	12/09/2018

Attendee Name	Initials	Organisation/Country
Ana Rosa Guzmán	ARG	Ministerio de Hacienda y Función Pública, Spain
Alexandros Gerontas	AG	University of Macedonia, Greece
Fergal Marrinan	FM	Derilinx, Ireland
Kenji Hiramoto	KH	Chief Strategist National strategy office of IT, Cabinet Secretariat, Government of Japan
Mihkel Lauk	ML	PwC, Estonia
Marco Combetto	MC	Trento PaT, Italy
Joseph Azzopardi	JA	Ministry for Sustainable Development, the Environment and Climate Change, Malta
Eva Christina Andersson	ECA	EuropeAid, Belgium
Francesca Gleria	FG	Trento PaT, Italy
Karolina Wolniewicz	KW	Institute of Logistics and Warehousing, Poland
Yannis Charalabidis	YC	AgID, Italy
Giorgia Lodi	GL	AgID, Italy
Nicola Guarino	NG	AgID, Italy
Jim Clendon	JC	Department of Internal Affairs, New-Zealand
Eric Baes	EB	BOSA, Belgium
Aniko Gerencser	AG	Publications Office, Belgium
Marco Aarts	MA	ICTU, The Netherlands
Ermo Tã¤ks	ET	Tallinn University of Technology, Estonia
Peter Winstanley	PW	Scottish Government, Scotland
Bart Hanssens	BH	BOSA, Belgium
Giampaolo Sellitto	GS	ANAC, Italy
Jorge Sousa	JS	Portugal
Miguel Álvarez Rodríguez	MAR	ISA² Programme, European Commission
Michiel De Keyzer	MDK	PwC EU Services
Florian Barthelemy	FB	PwC EU Services
Alexandre Tombeur	AT	PwC EU Services
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Meeting Agenda

1. Welcome and overview
2. Cross-border pilot: Spain & Portugal
3. Overview of the pilot activities and next steps for the chatbot pilot
4. Presentation from the Provincia Autonomia di Trento and discussion
5. List of generic public services
6. Presentation from the Department of Internal Affairs, New Zealand
7. Presentation from Logius, Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, The Netherlands
8. AOB and wrap-up

Presentation and meeting details: https://joinup.ec.europa.eu/event/catalogue-services-webinar-10-september-2018-1030-1230-cet

Summary of Meeting

Topic	Summary
Welcome and overview (MDK)	- MDK welcomed the participants to the webinar. - MDK went through the agenda, describing each topic and briefly introducing the different presentations from Working Group members.
Cross-border pilot: Spain & Portugal (AT)	- AT briefly described the context and outlined the main objectives of the pilot. The pilot consists of: - Collecting public services information from Spain and Portugal; - Mapping the data against the CPSV-AP; - Making the information available on a single user-friendly portal. - Most importantly, the cross-border pilot aims to test the usability and scalability of the standard data model and accompanying tools in an international context. - Spain and Portugal have been active in the field of public services information accessibility and interoperability for some time: - The Spanish System of Administrative Information (SIA) that is the inventory of public information of the National State Administration developed a catalogue of web services and conducted a study to map the catalogue against the CPSV-AP. Ultimately, SIA is working towards the integration of public services information at national level. - Portugal used the CPSV-AP as a base data model to create its own national data model, i.e. the CPSV-AP_PT. They are now implementing a national catalogue of public services based on their national data model. - Spain and Portugal used the suggested list of public services of Annex II of the SDG Regulation as a basis to come up with a list of common public services. They identified 17 common public services for which they both have public services information and 13 additional services for which either country has data available. - The data transformation process allowing for the creation of a searchable portal included the following steps: - Collecting public services data from Spain and Portugal in Excel format; - Mapping the data against the CPSV-AP; - Transforming the CPSV-AP compliant data into JSON to allow for the automation of the description creation process through the CPSV-AP Description Creator; - Tailoring the CPSV-AP Harvester for the purpose of the pilot to enable the automatic collection of data and the creation of a database to feed the portal; - Creating the portal allowing citizens and businesses to search for relevant public services information in Spain and Portugal. - The project team is currently fixing the last technical issues on the harvesting tool to make the portal fully functional. The final version of the pilot will be available in the coming weeks. - MDK said that what is different from other pilots is that we included automation and tools such as the Description Creator and Harvester. This experience has led to interesting results to secure the reliability and scalability of both the standard data model and accompanying tools in an international context.
Overview of the pilot activities and next steps for the chatbot pilot (FB)	- FB introduced the chatbot pilot and explained the rationale behind the use of this emerging technology in the context of the work around public services information accessibility and interoperability. - The project team developed a cross-border chatbot with the Federal Public Service Policy and Support (BOSA) and the Region of Epirus in Greece to answer two main questions: - Can the CPSV-AP help structure the information for building a chatbot? - Is the information included under the CPSV-AP sufficient to meet the information requests of chatbot users?

	• BOSA and the Region of Epirus shared public services information with the project team by filling a template based on CPSV-AP 2.0. The project team transformed the data to SQL, stored the data in a database and used Dialogflow (powered by Google) to create an engaging text-based conversational interface, i.e. the chatbot. • The project team trained the chatbot using specific tags to secure its ability to understand different phrasings, cope with typos and understand syntax variations. • FB made a demonstration of the chatbot and described its functioning step by step. He then made a second demonstration focusing on a specific public service to display more advanced and specific information. • What we see is that the CPSV-AP can help structure public services information to build a chatbot (first question). This enables the chatbot to make use of multiple sources of interoperable data such as BOSA and the Region of Epirus. This makes the chatbot scalable and reusable by different public administrations. • As to the second question, we see that the CPSV-AP models a core set of information required for answering specific questions about public services from a user perspective. The pilot shows that the information available in the CPSV-AP enables the chatbot to answer specific questions and redirect the user to more specific information where necessary. • FB showed the scheme that explains how the CPSV-AP structures public services information to make it usable by the chatbot. The project team used the scheme to document specific public services through online researches and make the information available to the chatbot. • YC asked whether the chatbot would also work if the information requested was not contextualised. FB explained that the chatbot technology allows for advanced information research across multiple sources. This allows the bot to ask questions allowing it to contextualise the information request where necessary.

Presentation from the Provincia Autonomia di Trento (FC/MC)	• The Provincia Autonomia di Trento organised an Open Data Hackabot (Hackathon + Chatbot) challenge as part of the INTERREG Europe Project OSIRIS. They used it to propose challenges developed by other public administrations.
	• The offered 50 students the opportunity to work on 11 real-life challenges prepared by 6 public administrations. 6 companies (SMEs) also took part in the challenges as mentors.
	• The objective was to use open government data to boost the data driven economy in Trento and help public administrations provide public services information to citizens and businesses. It was also a unique opportunity to raise awareness among different stakeholders (students, companies, public administrations) as to the importance and potential benefits of new technologies and open data.
	• Public services and online procedures information is structured differently and spread across multiple portals.
	• Students had to pick a service and improve data quality, accessibility and interoperability using standard data modelling and chatbot technology. They mapped manually the available service information against what could be included in the CPSV-AP_EU.
	• The user journey of the telegram chatbot shows how the user enters the portal and can access relevant information.
	• FC explained that the challenge resided in enabling the chatbot to collect and process information from different sources such as databases, data manually created by the user and IoT sensors.
	• One of the main benefits of the chatbot technology is its user centricity. It fosters the development of practical solutions meeting the information needs of users.
	• The Hackabot helped:
	    ○ Raising awareness concerning the value of interoperable data modelling;
	    ○ Increasing commitment to allocate resources to conform existing data to interoperable standards;
	    ○ Disseminating good practices on the improvement of data accessibility and interoperability.
	• The next step is to connect and align with other organisations making effort to improve public services data accessibility and interoperability.

	• They want to reiterate the experience, hopefully in Spring 2019. The objective is to build a community of practice aware of the resources and tools available and working towards the same objective.

List of generic public services (FB)	• MDK introduced the topic and said the project team has made a first exercise to create a list of generic public services. The purpose of the presentation is to show the first results and explain the next steps.
	• FB explained that following the willingness of WG members present in Sofia to start investigating the possibility to create a list of generic public services, the project team decided to take the first steps towards the development of the list.
	• The approach consisted of finding the common denominator between existing lists of public services to develop a list of generic public services.
	• The project team collected five lists of public services from different sources around the world:
	    ○ Italy;
	    ○ New Zealand;
	    ○ The Region of Trento;
	    ○ The Netherlands;
	    ○ Single Digital Gateway.
	• The project team started by comparing the 21 public services listed in the proposed list of generic public services in Annex II of the SDG Regulation with the ones contained in the list of New Zealand and The Netherlands. New Zealand was selected as first point of comparison because it is the most advanced list in terms of description and categorisation.
	• The list of public services from Trento was not used as most public services were already included in the broader Italian list.
	• The project team translated and transformed the data received and started building the list in an incremental way.
	• Once done the team reviewed the list internally to identify potential gap and find solutions to fill them.
	• FB gave an example of input and explained how a public service description can be structured and analysed for the purpose of creating a general taxonomy.
	• FB showed the spreadsheet used to compare and map the different lists and create the first list of generic public services.
	• FB went through a sample of the list of public services to give examples of public services matching the categories included in the first list of generic public services.
	• FB invited WG members to share existing lists of public services as well as suggestions on how to develop the generic list.
	• An option would also be to link the list of public services to business and life events. The project team is also exploring ways to categorise public services by thematic areas for example.
	• MDK said that this was a first trial as a starting point to initiate a discussion, explore the possibility and desirability to develop a list at an international level.
	• The project team and WG members agreed on the need to adopt a mixed approach between top-down and bottom-up approach.

Presentation from the Department of Internal Affairs, New Zealand (JC)	• The Government Enterprise Architecture (GEA) that is part of the System Transformation (ST) function of the New Zealand Government is currently developing the Government Digital Strategy.
	• The GEA developed a Business Taxonomy from three key sources:
	    ○ The New Zealand Government Location Service;
	    ○ The Australian Government Architecture;
	    ○ The US Federal Enterprise Architecture Framework.
	• The first source was already quite complete but parts of public services information were missing. Therefore, they looked at two other sources to fill-in the gaps.
	• New Zealand is keen to look at what the European Commission is doing as their different contexts lead them to perceive and do things differently. This is an important source of inspiration for common improvement.
	• JC showed how they modelled their list of public services to be able to sort and view the different taxonomy elements of each public service.

	• JC also showed a data-mapping prototype representing a breakdown of the elements composing their list of generic public services. The red dots are the generic public services and the blue dots represent the associated public services. • It is also important to note that the services categorisation is based on 33 user journeys. The journeys could potentially be reused in the context of an international list of public services. • JC expressed New Zealand's interest to collaborate with other government to improve public services information accessibility and interoperability, notably through the development of lists of generic public services and service catalogues.

Presentation from Logius, Ministerie van Binnenlandse Zaken en Koninkrijksrelaties, The Netherlands (MA)	• In The Netherlands, all municipalities and provinces adopted the Dutch Public Services standard.
	• The Dutch Public Services standard allows governmental organisations to publish their services information in a standard format to create a national virtual catalogue of public services. This, in turn, enables the creation of portals integrating all relevant public services data.
	• MA showed a graph representing the portal creation process. The different portals (local, regional, national) access public services information from the central database (virtual catalogue) that is filled with all individual public services (+100.000) available.
	• The reason why The Netherlands started developing a list of generic public services is because they had a virtual catalogue of public services with over 60.000 entries but had no idea what these entries were as they were just text-based. Developing a data model underlying public services descriptions helped service providers label their service information.
	• Using generic service labels makes it easier to:
	    ○ Point to a specific place in a local catalogue;
	    ○ Integrate the content in a portal or website;
	    ○ Offer citizens and business a complete, coherent package of services.
	• Looking at Overheid.nl, we see that all public administrations publish information under different names. If you apply generic services labels, it is much easier to find the relevant content at all levels.
	• MA explained how the central portal works. When the user launches a search, the portal connects to the virtual catalogue, which redirects the user to the relevant information by accessing the central public services information database.
	• At the moment, the generic list looks like a flat list of Uniform Product Names with attributes. In Q4, they want to add alternative names, category, product type and audience.

Chat conversation around the list of generic public services	• PW shared useful material for the list of generic public services: https://www.mygov.scot/. • NG said that this first list of public services is a very important first step. Next step would be to move from a list to a taxonomy. As mentioned in his message of September 6, a starting point in this direction could be the work done some time ago by Vassilios Peristeras on the Governance Enterprise Architecture (GEA). • NG shared a sketch of a public services taxonomy inspired by the work done by Vassilios Peristeras. It is certainly incomplete, and could be expanded considering the list of services developed so far: https://www.dropbox.com/s/cigcehlh5dpbs5i/Taxonomy%20of%20public%20services.pdf?dl=0 • NG said that life events are very important to access services, but not necessarily to organise services in a taxonomy. • YC referred to relevant work that had already been done: https://en.wikipedia.org/wiki/Government_Category_List • AR said that 'user journeys' are critical to provide good information on public services to citizens and business. • JC said that in NZ they have developed through their service innovation lab two production life event themed services, (1) Smart Start for having a baby, and (2) an end-of-life service for helping people with the loss of someone. They bring together all the information and services from government and non-government

	organisations. So registering a birth, finding a midwife, getting a birth certificate, prenatal care, post-natal care, financial assistance etc. • AR said that in Spain they have "life event guides" in PDF format, but she would like to have this info in a structured way. • KW said that in Poland they have "Life Situation Guides". The user answers a set of questions and gets a direct summary in PDF format. • GL said that with Public Administrations we are trying to promote the description of services based on the citizens' needs and not thinking only of the administrative perspective. There is also a language used in the back office that citizens will never understand. • AR said that she believes in multi-dimensional categorisation. The main approach for SDG should be user-centric. In order to improve quality in public services descriptions, we need public services archetypes (certification, registration, etc.) mixed with themes, sectors, and so on.
AOB and wrap-up	• MDK thanked all participants to the webinar and informed them that the project team will share the content of each presentation in the coming days. • MAR thanked all participants and said that the webinar was a good starting point for the development of the list of generic public services. The next steps will include collecting all feedbacks and inputs from WG members before proceeding with the actual development of the list.