

ISA Action 1.3: Catalogue of Services

Core Public Service Vocabulary Application Profile (CPSV-AP)



Goals of the workshop



- Explaining the context of CPSV-AP;
- Running through the process of consensus building;
- Going through the CPSV-AP specification;
- Explaining the process and results of mapping with the CPSV-AP.

Discussion and feedback!



Introduction

Context, challenges and benefits

Context



In the process of implementing the **Services Directive**, Member States have implemented electronic Points of Single Contact (**PSC**) that allow businesses to:

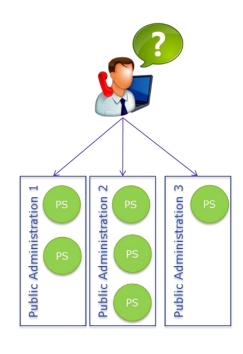
- Find information about business events and related public services,
- **Execute** the public services online (wherever possible).



Challenges



- Need for improving the coordination and interaction between the electronic PSCs within the same country.
- Fragmentation of responsibilities.
- Heterogeneous descriptions of public services and business events.
- Lack of multilingual descriptions.
- Administration-centric vs. business-centric approach.
- National vs. cross-border public service provision
- Need to foster and enhance existing and new portals as pan-European single windows for business events and related public services.





A common data model for representing business events and public services will enable Member States to coordinate the provision of information on business events and public services, which is currently scattered.

Benefits



For public administrations...

- Improve the Points of Single Contact in an easy, efficient and interoperable manner through a standard data model;
- Mapping different public services' models to a common model;
- Cost savings and reduction of administrative burden as a result of:
 - Having more efficient communication with businesses and reducing the amount of interactions with the front office;
 - Better management of public service information, i.e. describing public services only once and sharing these descriptions within and across MSs;
 - Reusing software solutions and specifications for implementing the PSCs;
 - Managing the lifecycle of public services and business events, e.g. identifying gaps, retiring unused services, collecting service evaluation information for better informed investment in new services.

Benefits



For businesses...

- It will lower administrative burden for businesses, while also improving their access to and experience of digital public services;
- Improve the efficiency and lower costs for businesses in taking care of administrative procedures;

of administrative procedures;
It will improve the **perception of administration**.

Business
Event



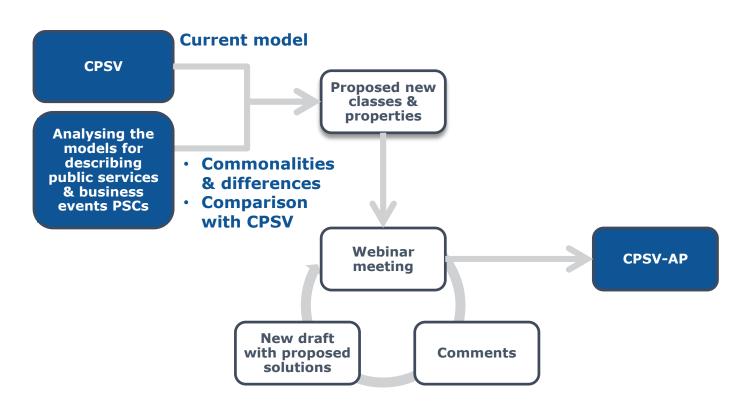
Process & methodology

ISA process and methodology for developing Core Vocabularies

Process & methodology



The work was conducted according to the **ISA process and methodology** for developing Core Vocabularies.



Process & methodology







- EUGO Network
- TIE Cluster
- CPSV WG
- CPSV-AP WG
- Your Europe
- eSENS

CPSV-AP WG

Webinar 1: November 3 14:00-16:00

Webinar 2: November 19 14:00-16:00 Webinar 3: December 11 14:30-16:30 Consultation period: February 10-March2

Webinar 4: March 12 10:00-12:00

CPSV-AP WG

CPSV-AP WG

CPSV-AP WG

https://joinup.ec.europa.eu/asset/cpsv-ap



How did you experience the collaborative development of the CPSV-AP?



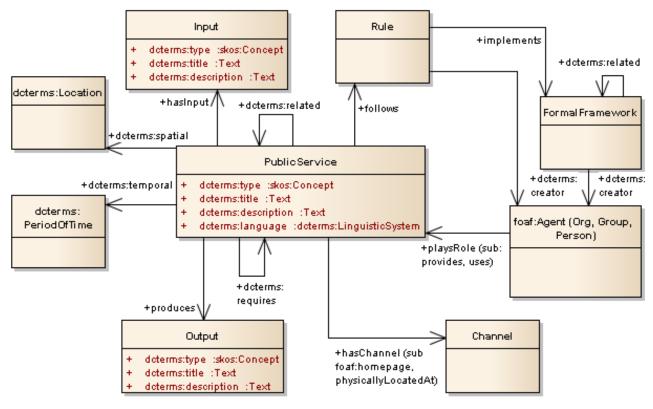
Core Public Service Vocabulary Application Profile

Use cases, UML Diagram, minimal requirements for complying, controlled vocabularies, RDF & XML Schema

The CPSV



The Core Public Service Vocabulary is a simplified, reusable and extensible data model that captures the fundamental characteristics of a service offered by public administration. It has been designed to make it easy to exchange basic information about individual public sector services.



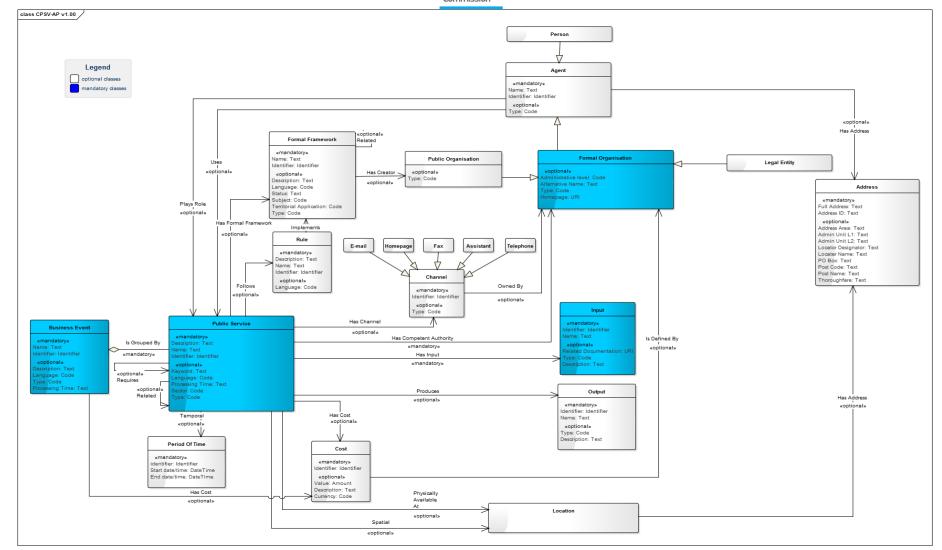
Use cases



- Managing portfolios of public services.
- Publishing descriptions of business events and related public services on the PSCs.
- Finding information on the PSC more easily.
- Building a European federated catalogue of PSCs.

The CPSV-AP





Mandatory classes and properties



A minimal implementation of the CPSV-AP at least provides information on the **mandatory properties** of the **mandatory classes**.

Business Event

• Identifier: Identifier

• Name: Text

Public Service

• Identifier: Identifier

• **Description**: Text

• Name: Text

Input

• Identifier: Identifier

• Name: Text

Formal Organisation

• Identifier: Identifier

• Name: Text

Controlled vocabularies



Class	Property	Controlled vocabulary			
Business Event	Language	European Publications Office's Languages Named Authority List (NAL)			
	Туре	List of Key Business Events: Starting business Starting cross-border business Doing business Closing business			
Public Service	Туре	COFOG taxonomy			
	Language	European Publications Office's Languages Named Authority List (NAL)			
	Sector	List of NACE codes			
Input	Туре	Due to the fact that for this property no Controlled Vocabulary has been defined on the European level, the MSs may use their own Controlled Vocabulary and the need for defining this Controlled Vocabulary has been identified.			
Output	Туре	Due to the fact that for this property no Controlled Vocabulary has been defined on the European level, the MSs may use their own Controlled Vocabulary and the need for defining this Controlled Vocabulary has been identified.			
Cost	Currency	European Publications Office's Currencies Named Authority List (NAL)			
Channel	Туре	 E-mail Homepage Fax Assistant Telephone 			

Controlled vocabularies



Class	Property	Controlled vocabulary			
Rule	Language	European Publications Office's Languages Named Authority List (NAL)			
Formal Framework	Language	European Publications Office's Languages Named Authority List (NAL)			
	Status	European Legislation Identifier: in force not in force partially applicable implicitly revoked explicitly revoked repealed expired suspended other			
	Subject	Eurovoc domains			
	Territorial Application	·			
Agent	Туре	 Resource Types Named Authority Lists (NAL) Agent Person Formal Organisation 			
	Administrative Level	NUTS taxonomy			
Formal Organisation	Туре	Formal OrganisationPublic OrganisationLegal Entity			
Public Organisation	Public Organisation Type	Due to the fact that for this property no Controlled Vocabulary has been defined on the European level, the MSs may use their own Controlled Vocabulary and the need for defining this Controlled Vocabulary has been identified.			

CPSV-AP Distributions



RDF

XML Schema



Which opportunities do you see for reusing the CPSV-AP in your country?



Mapping with the CPSV-AP

Process and results

Mapping



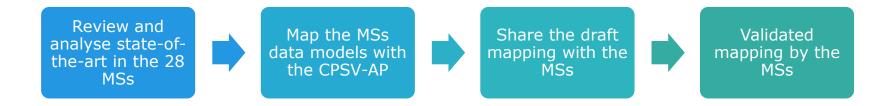
The **mapping** of the MSs' **data model** to the **CPSV-AP** was done between the way information is provided on the MS PSCs and the CPSV-AP.

Class - CPSV-AP	Property - CPSV-AP	Mapping type	Foreign Property	Foreign Class	Comments
Business Event		Narrow match▼		Topic	
Business Event	Identifier	Exact match >	Topic URL	Topic	
Business Event	Name	Exact match >	Name	Topic	
Business Event	Name	Exact match	Category	Topic	Some topic categories are further divided into subcategories, such as "Occupation Only topic categories for an entrepreneur have been examined.
Business Event	Description	Exact match T	Description	Topic	
Business Event	Description	Close match	Audience	Topic	Different topics are available based on the "Audience" selection (i.e. for a citizen; and for an entrepreneur,) The audience is thus a way for categorising topics and does not follow the controlled vocabulary of the CPSV-AP.
Business Event	Description	Related match	Links	Topic	Links to external websites with relevant information
Business Event	Туре	No match ▼			
Business Event	Language	No match ▼			
Business Event	Processing time	No match ▼			
Business Event	Has Cost	No match ▼			
Public Service		Exact match T		Service	
Public Service	Identifier	Exact match T	Service URL	Service	
Public Service	Description	Exact match -	Description	Service	
Public Service	Name	Exact match ~	Name	Service	
Public Service	Is Grouped By	Narrow match [™]	Related topic	Service	This property relates "service" with related "topic"
Public Service	Is Grouped By	Narrow match	Related service	Topic	It relates "topic" class with "service" class It is the same (opposite) attribute as the "related topic" of the class "service".
Public Service	Is Grouped By	Narrow match [™]	Related external servi	Topic	Links topic to external services, other than those documented in the Estonian PSC
Public Service	Туре	No match	Audience	Service	Different services are available based on "audience" selection (i.e. For a citizen; For an entrepreneur; and For an official). This property is used on the Estonian PSC for categorising the public services. However, it does not conform to the definition of Public Service - Type in CPSV-AP and can not be mapped to the recommended controlled vocabulary in the CPSV-AP.

Mapping



To map the way information provided on the MS's PSC and the CPSV-AP, we followed the **approach** below:

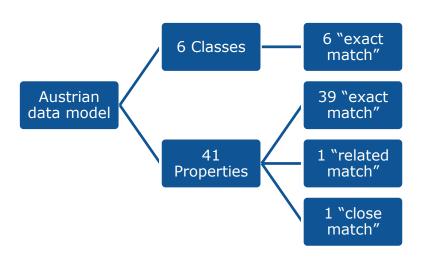


Mapping - Austria



- Austria has 9 different PSCs, one for each Austrian "Land".
- There is also a central Austrian PSC operating as an "umbrella" of the individual PSCs and as a gateway for easily finding each regional PSC.



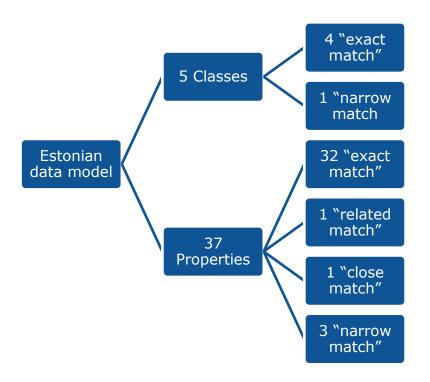


Mapping - Estonia



 Information and services on the Estonian PSC is categorized according to Topics which is a term with a wider meaning than Business Events.



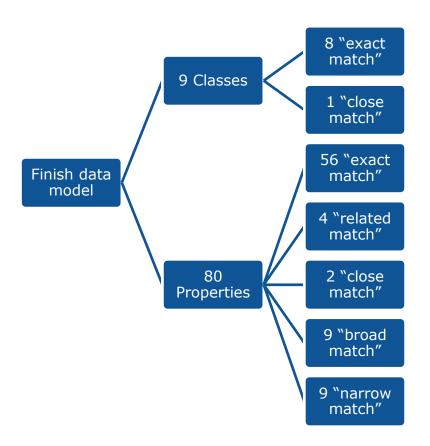


Mapping - Finland



- The Finnish PSC has the Service class which is an "exact match" to Public Service, but it also considers permits as a special subtype of services.
- Hence, Permits are narrowly mapped with Public Service as well.



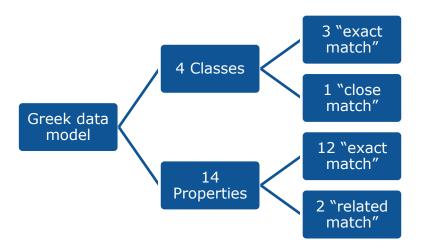


Mapping - Greece



The Business Event class of the CPSV-AP is only closely matched to the Provision Method of the Greek PSC which defines whether a service refers to business establishment, to cross-border business or both.



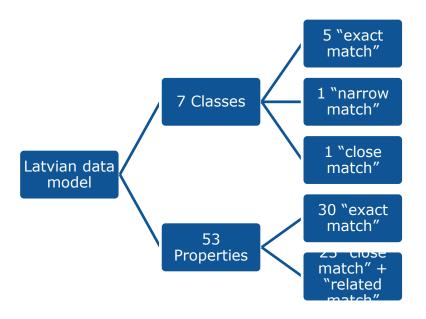


Mapping – Latvia



- The Latvian PSC is organized to support two types of services: e-Services and Services.
- The Business Event concept is not available on the Latvian PSC.



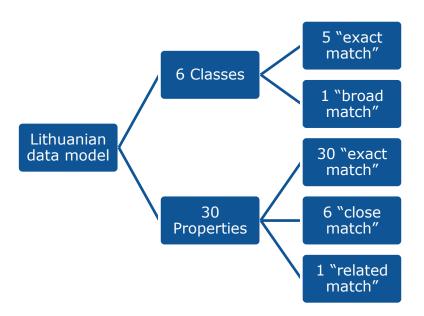


Mapping – Lithuania



 The information on the Lithuanian PSC is organized according to Business Events and Permits.



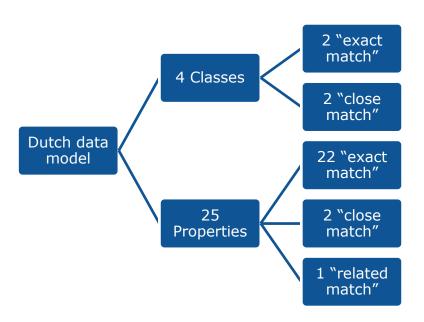


Mapping - Netherlands



 Information on the Dutch PSC is categorized according to Business Events, Subjects, Sectors, Subsidies and Taxes, while the concept of Public Service does not appear in it.



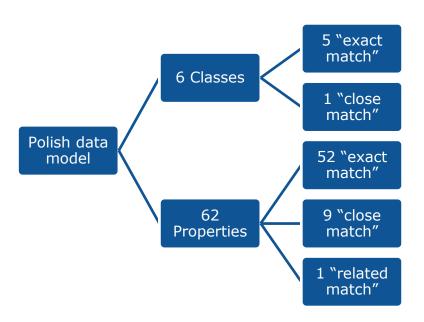


Mapping - Poland



- Public service information in Poland is being structured using a multi-level business event approach;
- Poland uses different ways for categorizing public services: type / subtype, profession, domain, class.



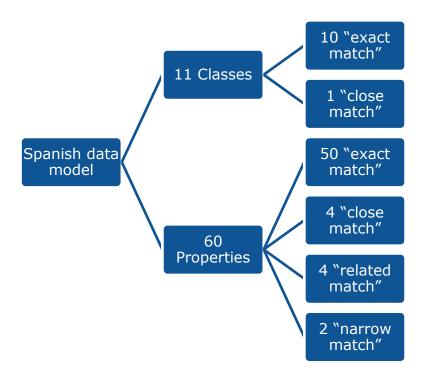


Mapping – Spain



 Spain categorises their public services according to Type of provision, Country of origin, Type of establishment, Legal form, Procedure group, Category, Type.



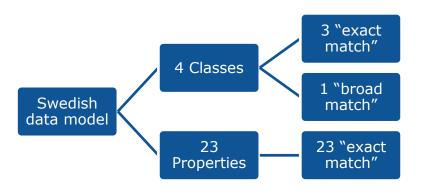


Mapping - Sweden



 The Swedish PSC is built around the concept of Permits which are considered the result of the Public Services.







How would you see this mapping as a first step towards interoperable exchange of public service information?

Contact us



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