

Meeting Minutes: Webinar on CPSV-AP (SEMIC - A04.03)

Project:	SEMIC	Date and Time:	20/06/2024 13:00 - 14:00
Meeting Type:	Webinar	Location:	Virtual
Coordinators:	Anastasia Sofou Emidio Stani Jean-Christophe Haffner	Issue Date:	XX/06/2024

Agenda of the webinar		
13:00 - 13:05	Introduction	Slides 1 - 7
13:05 - 13:10	CPSV-AP Update & Survey	Slides 8 - 12
13:10 - 13:30	The Finnish Service Catalogue	Slides 13 - 27
13:30 - 13:50	MITOS: the Greek National Registry of Procedures	Slides 28 - 59
13:50 - 14:00	Q&A	Slides 60
14:00 - 14:10	Survey	Slides 61 - 66
14:10 - 14:10	Closing	Slides 67 - 68

Meeting Slides
LINK

Participants		
Name	Initials	Organisation
Alex Michalidis	AM	International Hellenic University, Greece
Ana Rosa	AS	Ministry of Territorial Policy, Spain
Anastasia Sofou	AS	SEMIC Team
Annika Strupp	AS	Init, Germany
Antonella Lunelli	AL	Province of Trento, Italy
Arthur Schiltz	AS	SEMIC Team
Bart Hanssens	BH	BOSA, Belgium
Costas Simatos	CS	Sigma Cubed
Despoina Mitropoulou	DM	GRNET, Greece
Dimitris Zeginis	DS	University of Macedonia, Greece
Efthimios Tambouris	ET	Hellenic Open University, Greece
Emidio Stani	ES	SEMIC Team
Flávia Ferreira	FF	Winning Consulting, Portugal
Georges Lobo	GL	DIGIT
Georgia Vlamaki	GV	GRNET, Greece
Igor Trickovic Rifelj	ITR	Ministry of Public Administration, Slovenia
Inês Santos	IS	AMA, Portugal
Ioanna Drympeta	ID	Information Technology Institute, Greece
Iraklis Varlamis	IV	GRNET, Greece

Participants		
Name	Initials	Organisation
Irene Gkoni	IG	GRNET, Greece
Jean-Christophe Haffner	JCH	SEMIC Team
Josema Alonso	JA	SEMIC Team
Konstantinos Soulis	KS	Mind Digital, Greece
Kyriaki Konstantakopoulou	KK	Mind Digital, Greece
Lyubomir Blagoev	LB	United Software Writers, Bulgaria
Marios Skiadas	MS	Expertise France
Marko Latvanen	ML	Digital and Population Data Services Agency, Finland
Mathias Born	MB	Federal Statistical Office, Switzerland
Mathieu Tulpinck	MT	Digital Flanders, Belgium
Mika King	MK	Digital and Population Data Services Agency, Finland
Pavlina Fragkou	PF	DIGIT
Stelios Bourmpoulis	SB	University of Macedonia, Greece
Terhi Tuokkola	TT	Digital and Population Data Services Agency, Finland
Thomas Peltekis	TP	University of Macedonia, Greece
Vladou El Christina	VEL	Mind Digital, Greece
Xrysa Kasimi	XK	GRNET, Greece

Full Meeting Minutes

<p>Welcome & Introduction</p> <p>Slides 1 - 7</p> <p>Speaker: Anastasia Sofou</p>	<p>AS welcomes the participants and goes over the workshop practicalities.</p> <p>Next she introduces the agenda of today's webinar:</p> <ul style="list-style-type: none">● Introduction● CPSV-AP update and survey● The Finnish Catalogue of Services● MITOS: the Greek National Registry of Procedures● Q&A <p>Introduction</p> <p>The SEMIC focus areas are introduced:</p> <ul style="list-style-type: none">● Data Spaces● Catalogue of Services● Base Registries● Support in interoperability policy implementation● AI for interoperability and interoperability for AI <p>Next AS presents the overview of the SEMIC specifications, including the Core Vocabularies and Application Profiles.</p> <p>The objective of CPSV-AP is to describe public services related to business and life events and facilitate the set-up of catalogues of services oriented to business and citizens.</p>
<p>CPSV-AP Update & Survey</p> <p>Slides 8 - 12</p> <p>Speaker: Emidio Stani, Jean-Christophe Haffner</p>	<p>CPSV-AP Update</p> <p>CPSV-AP 3.2.0 was released in the beginning of May 2024. The changes applied in the new version are relatively small:</p> <ul style="list-style-type: none">- The ReSpec Styling was applied to CPSV-AP v3.2.0 specification.- Changes in classes, relationships, and properties were made to comply with authoritative sources, provide additional clarification, and move properties to different classes.- Updates were made to the introduction and usage notes of the specification to explicitly add the "execution" use case, update the language definition, and make certain usage notes more generic. <p>The full changelog can be found on GitHub.</p> <p>Survey on CPSV-AP Adoption</p> <p>Questions:</p> <p>The following questions were raised in the survey:</p> <ol style="list-style-type: none">1. Do you currently use CPSV-AP?<ol style="list-style-type: none">a. What is the current status/level of implementation?

	<ul style="list-style-type: none"> b. Which version are you using? c. Have you extended the version of CPSV-AP as provided by SEMIC? <ol style="list-style-type: none"> 2. Did you consider using CPSV-AP? 3. What barriers do you face for adopting/implementing CPSV-AP, which constraints are holding you back? 4. Are you currently using tools to describe and publish public services? <ul style="list-style-type: none"> a. Which tools do you use and for what purpose? 5. Are you using other SEMIC specifications in the context of describing public services (next to CPSV-AP)? 6. Would you be interested in receiving support from SEMIC on using and implementing CPSV-AP in your Catalogue of Services (CoS)? 7. How can SEMIC best support the development of your organisation's Catalogue of Services in the future? <p>Result: In total 11 responses were received. Six of the respondents declared using CPSV-AP and four of these six declared they extended CPSV-AP.</p> <p>The barriers respondents face for adopting or using CPSV-AP are: the presence of a pre-existing CoS, not having a clear use case, engaging data providers and budgetary constraints. To finish, the most prevalent challenges were conceptual challenges and modelling challenges.</p> <p>More details about the survey can be found at the end of the slides.</p>
<p>The Finnish Service Catalogue</p> <p>Slides 13 - 27</p> <p>Speaker: Terhi Tuokkola, Marko Latvanen</p>	<p>The Suomi.fi Finnish Service Catalogue (FSC) is a national centralised data repository in which organisations describe their services and service channels in a customer-oriented manner.</p> <p>Behind the FSC is a legislation that requires public administrations to describe their public services, including:</p> <ul style="list-style-type: none"> - Municipalities - Wellbeing regions (public health care services) - Central government <p>The FSC contains open data that can be accessed through an API. Organisations can reuse this API in their digital services (like chatbots among others).</p> <p>Before the existence of the FSC, organisations had to update their information through various channels. The FSC enables organisations to provide and update their data on public services through a single channel.</p>

Services and service channels are described and then published through OpenAPI. Information about organisations is also included, but this is not the focus of the FSC.

Key figures of the FSC are the following:

- 26 500 services
- 63 700 service channels
- 1500 organisations
- 7800 users (public service officials) that update the data
- 358 million API requests in a year
- 139 web services that use data

FSC is based on the Core Public Service Vocabulary Application Profile (CPSV-AP) with some modifications.

When CPSV-AP version 2 was made, Finland was asked to participate. In that sense FSC's data model also had an impact on CPSV-AP. The model can be found [here](#).

There are no big differences between the FSC and CPSV-AP, but not all elements of CPSV-AP are reused in FSC.

Basic parts are quite similar such as services and channels. However, the FSC contains only services and no events. The reason is that events are temporary real-world events such as campaigns, cultural events, and can be of too short of a duration to include.

FSC has parts that are not in CPSV-AP:

- General descriptions (text template) for services that every municipality and wellbeing region offers
 - These are unique for each municipality, but legally they are the same service
- Accessibility information in the FSC is considered the physical accessibility of the service locations
- Service collection

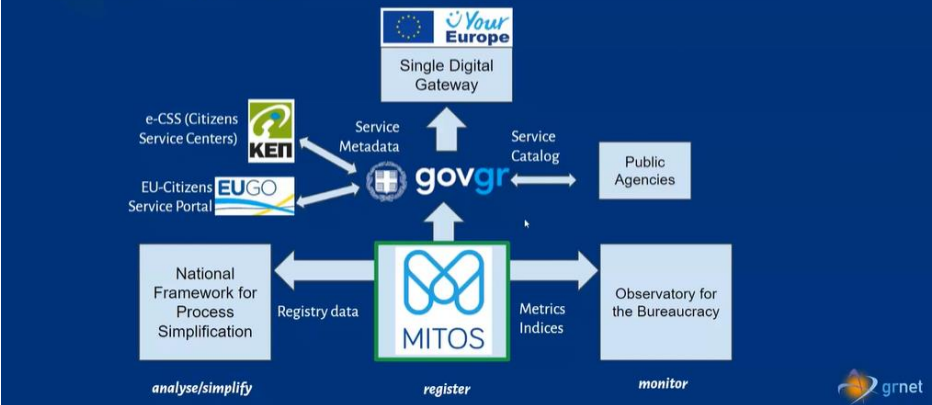
During the development of the FSC some challenges were faced:

- CPSV-AP was only in its initial stage and the FSC model had already been under development for longer.
- In the FSC, more of the end user's point of view has been included. In CPSV-AP, EU-level Interoperability is the focus.
- Making changes to the FSC's data model is challenging because many organisations use FSC's data, and it would be a big job (and an expensive one) for them if big changes were introduced to the data model.
 - Therefore, the FSC's data model has remained the same in recent years: the goal is not to make major changes to it.

The FSC promotes interoperability in a broad sense:

	<ul style="list-style-type: none"> • Uniform model for describing services: structure, data elements, metadata • It combines all public administration service data in one place <p>The FSC uses the Finnish interoperability platform:</p> <ul style="list-style-type: none"> • Code lists FSC uses • FSC's data model • Finnish Service Catalogue Glossary <p>Over 66 municipalities use FSC's data on their websites, additionally 17 out of 21 public health care services organisations use it on their website.</p> <p>As an example of FSC data implementation, entrepreneurs can use a wizard to find the type of permits they need to run a business.</p> <p>Lastly, the FSC comes with quality tools to help users create quality data:</p> <ul style="list-style-type: none"> • Text checking tool that gives correction suggestions for spelling mistakes, grammar mistakes and text that do not follow data model. • Automatic email notifications once a month, so that users remember to update the data. • General descriptions about those services that every municipality and public health care services (wellbeing regions) offer. • Reports about data's quantity and quality.
<p>MITOS: The Greek National Registry of Procedures</p> <p>Slides 28 - 59</p> <p>Speaker: Iraklis Varlamis, Efthimios Tamburis</p>	<p>The work plan of GRNET starts by registration of services in MITOS. Next, in the national framework the procedures are simplified. Lastly, the services are made digital and cross-border through national and international portals. MITOS is the first part in this puzzle.</p> <p>The citizen journey starts at the portal, then the citizen is redirected to MITOS where the service is described and finally to the website of the service provider (gov.gr).</p> <p>Using the metadata and details that MITOS provides, the European and Greek citizens can find information on services through YourEurope. In YourEurope they are redirected to MITOS, and from MITOS they will be redirected to gov.gr where they can access the digital public service.</p> <p>MITOS is the central pillar in the framework of public services, procedures and live events.</p>

A holistic approach to Public Services, Procedures and Life Events



MITOS has a well-defined governance model with

- Project Supervisors: Prioritise tasks and activities
- Administrative Officer: Resolves high-level issues (including regulatory, legislative issues)
- Executive Officer: Select the Admins
- Administrators: Define and supervise the editors, Compile the catalogue of procedures, Finalise changes/updates
- Editor: Register and update a small number of procedures
- Special Editors: Quickly register procedures of special interest

The collaborative platform is based on MediaWiki and has a form that can be edited for each case. However, more complex forms were added by using Page Forms. The advantage is that the editors can easily register their services without a lot of knowledge of the platform. On this platform, several validation rules are applied directly to ensure compliance.

MITOS interoperates with several external registries to retrieve values for:

- Organisations (National registry of public organisations - apografi.gov.gr)
- Fees (National registry of state fees)
- Life-events (Vocabulary from gov.gr)

Additionally, MITOS maintains several side registries for:

- Evidences
- Service delivery points
- Third party registries
- Procedure steps

These values can be used as controlled lists. On top of that, a set of scripts that run in the background to check for errors and inconsistencies have been developed.

	<p>MITOS contains more than 3400 public procedures, 500 of which are in English. For each procedure there is:</p> <ul style="list-style-type: none"> • Information on the input, output, costs, points of service, legislation etc. following the CPSV-AP standard • Information about the execution steps, and a visualisation of the procedure in BPMN 2.0 (auto-generated) format <p>MITOS reuses CPSV-AP, for example: Public Organisation, Public Service, Cost and Event. However, the description of the steps in procedures was the missing link in MITOS.</p> <p>MITOS uses BPMN (Business Process Model and Notation) for the description of these procedure steps. The team added a form to describe each step which then automatically converts the whole process to a BPMN diagram. The instructions for the diagram are created in XML and then converted to BPMN.</p> <p>The MITOS data is shared through a public API. In this manner MITOS can be used as a single source of truth by other digital services such as EUGO, YourEurope and the Greek AI powered service chatbot.</p> <p>The MITOS LOD initiative aims at publishing the existing MITOS data as linked open data in an RDF format. MITOS uses the Big Data Test Infrastructure (BDTI) to achieve this.</p> <p>The pipeline is simple:</p> <ul style="list-style-type: none"> • Data is fetched from MITOS with JSON context. • A python script maps the data to CPSV-AP and other vocabularies and transforms it to turtle. • It is stored in an RDF Triple store in Virtuoso using Apache Airflow. • Lastly the data is published on the semantic web. <p>The next step is to build front end interfaces to make use of the service more intuitively. Currently it can only be explored through SPARQL.</p>
<p>Q&A</p> <p>Slides 60</p> <p>Moderator: Emidio Stani</p>	<p>GL wonders how hard it is to use BPMN with Public Administrations from an organisational interoperability perspective. IV replies that the use of BPMN in practice helped public administrators to better understand their procedures and how to execute them. ET adds that it can provide a useful tool, but very detailed modelling can be quite hard.</p> <p>AS wonders whether the MITOS Labs is available in Greek only. IV replies that for the moment it is only available in Greek, but a next step would be to provide it in a different language. For the services they were translated automatically and then proofed in a second platform.</p> <p>JCH asks what the best practices are to promote local data providers to provide high-quality data. TT mentions that in Finland they offered courses and local workshops to improve local adoption. ES adds that</p>

	<p>the legal part is a strong driver, with which TT agrees. IV continues that similar things are happening in Greece with courses and workshops.</p> <p>GL wants to know how the data is exposed to the API in the FSC. TT points GL to the information on the specification for the API.</p> <p>AS asks whether the usage of the FSC is mandated to which TT replies that it is mandatory for public administrations through legislation.</p> <p>MT notices that the FSC integrates with an X-Road' s exchange layer and wonders whether the integration is leveraged to check public service requirements such as age majority. TT explains that X-Road is only used to provide the user with their own data, but not in any other applications, because every organisation is responsible for their own e-service.</p>
<p>Wrap-up & next steps</p> <p>Slides 67 - 68</p> <p>Speaker: Anastasia Sofou</p>	<p>AS thanks the audience for their participation. SEMIC is available for any questions related to CoS and CPSV-AP.</p>