



Suomi.fi-Finnish Service Catalogue

All necessary service data in one place



Background: Programme that produced Suomi.fi Services

The National Architecture for Digital Services Programme

Production use and development

Schedule 9.6.2014 - 31.12.2017

Projects

Suomi.fi Services for organizations

Steering
Ministry of
Finance



▪ Roles and authorizations →

e-Authorizations

Operation
Population
Register
Centre



▪ Service views →

Suomi.fi Web Service

Finnish Service Catalogue

▪ Data exchange layer →

Data Exchange Layer

Budget € 100 million

▪ Digital authentication →

e-Identification

Other digitalization
development

Messages

Maps

Payments

Producing and maintaining the services is a statutory task of Population Register Centre and other service producers.



Users and user groups Service ecosystems Public service providers Companies and communities

Service users



Web Service

SERVICE PLATFORM



Maps

e-Identification

e-Authorizations

Payments

Messages 

Service Management

Finnish Service Catalogue

Data Exchange Layer



Service providers



Web services

Systems

Registers

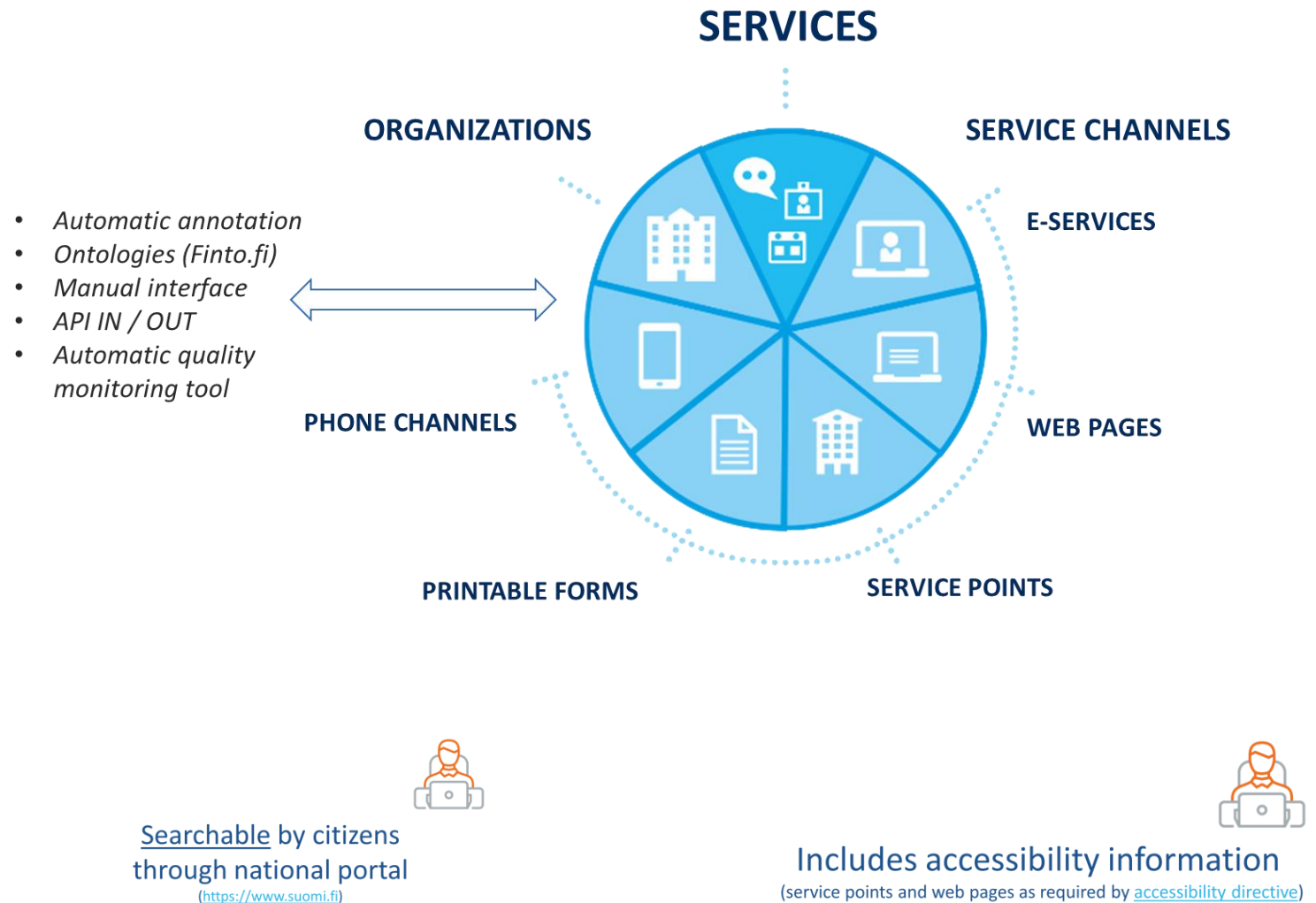
Authentication tools

Data center and operational services



Suomi.fi-Finnish Service Catalogue

- Shared national service for storing and sharing structured metadata of organizations, services and service channels.
- Creates a **base register** for service data that is being used in both national Suomi.fi-portal as well as many other public sector websites.
 - All information can also be found on <https://www.suomi.fi/frontpage/national-portal>.





Benefits for user

- Consistently presented service data, regardless of the web page or the context where it is used.
 - Services are represented in unified way regardless of service providers.
- The focus of the descriptions is on the customer as a user of services, not the organization that provides the service.
- User can find all the services for the same topic or life event with one search in a single service regardless of the actual service provider.
- Users can search data with the help of ontology-based keywords, regardless of the organization that provides the service.
- Data is trusted.
- Enables to find services via different channels and context.
- Enables to compare services of different service providers.

The screenshot shows the Suomi.fi search interface. At the top, there is a search bar with 'day care' entered and a search icon. To the right of the search bar are links for 'Identification', 'EN', and a 'MENU' icon. Below the search bar is a navigation menu with links for 'Home', 'For citizens', 'For companies or organisations', 'For authorities', and 'Instructions and support'. The main content area is titled 'Search "day care"' and shows '456 results, 1 filter'. The results are presented in a list of three items, each representing a different municipality:

- City of Helsinki**: **Three-family daycare**. Description: 'A three-family daycare group comprises four children from one or several families. The care is offered in the families' homes.'
- City of Vaasa**: **Municipal day-care**. Description: 'Children aged under 7 may receive day care organised by the municipality.' It includes a list of service channels: E-service (1 pcs), Printable form (1 pcs), Telephone service (1 pcs), and Service location (2 pcs).
- City of Kauniainen**: **Care at a private day-care centre**. Description: 'Kauniainen Ankkalampi-Duckies opened it's doors in spring 2015. We are located in the middle of Kauniainen center with good transport connections....' It includes a list of service channels: Service location (1 pcs).

On the right side of the page, there is a 'FILTER SEARCH RESULTS' section. It includes a 'Choose area' dropdown menu with the placeholder text 'Write municipality's name'. Below this is a section titled 'What are you searching' with a list of search filters, each with a checkbox and a count:

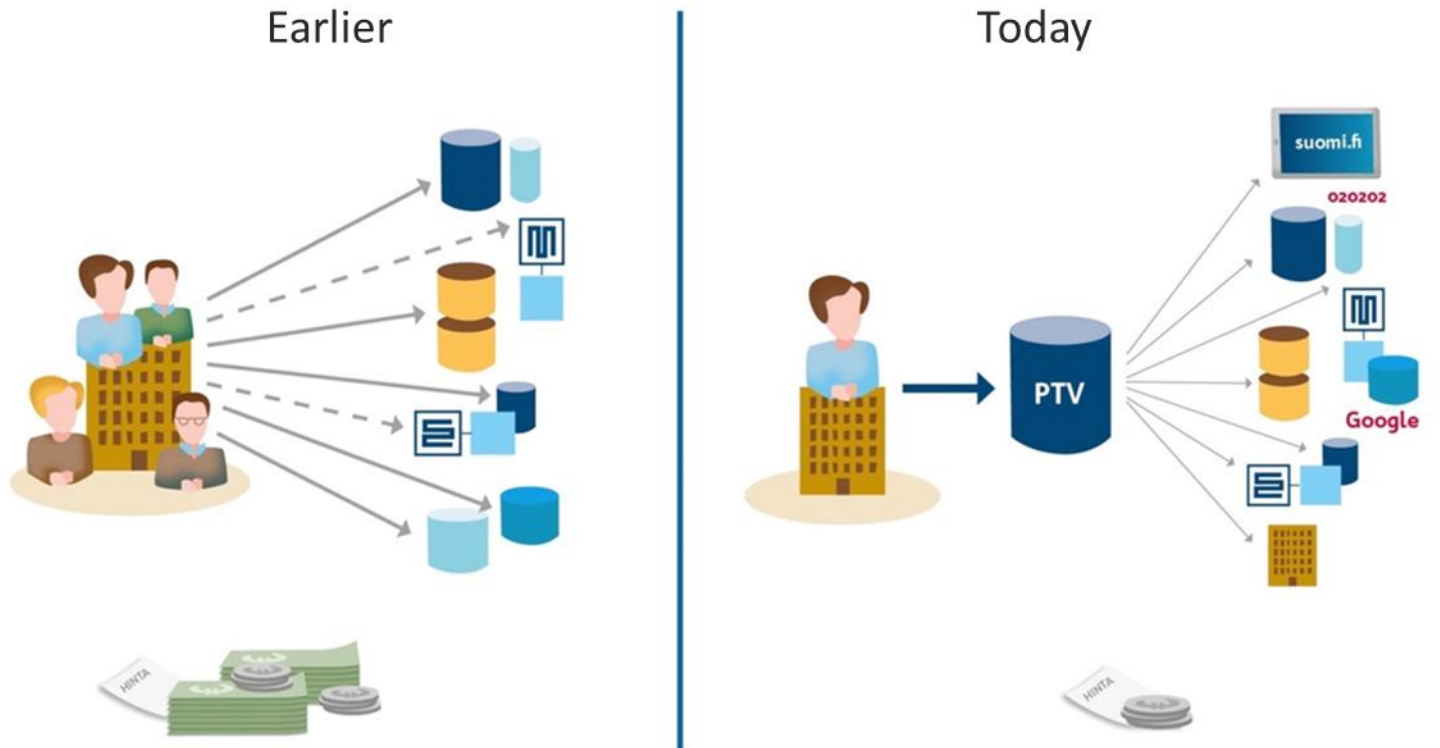
- Informative contents (257 pcs)
- Services (456 pcs)
- Permits (28 pcs)
- Professional qualifications (56 pcs)
- E-services (11 pcs)
- Forms (8 pcs)
- Service locations (2070 pcs)
- Telephone service (2 pcs)
- Info on website (1 pcs)
- Registers (0 pcs)
- Organisations (3 pcs)
- Instructions (10 pcs)
- News (1 pcs)



Benefits for organization

- The service data can be used in any online service via an open interface.
- With the Finnish Service Catalogue data model, service descriptions can be provided in such detail that the number of unnecessary customer queries and contacts are reduced.
- All data on public administration services is produced semantically consistently regardless of the level of government, governmental area, or service channel.
- Data analysis can be used to recognize overlapping and interacting services more effectively.
- Structured data makes it possible to provide citizens functionalities like:
 - finding services based on a life event, target group or an ontology word
 - finding available service channels and comparing them
 - providing routing to service points
- All above supports the “Leading with information” approach in the overall development of services on the national level.

Finnish Service Catalogue





Extent of Use

- **Mandatory by law** to use by all public sector organisations in Finland for providing information on public services and service channels.
- **Used by all Finnish Municipalities and Government organizations** as well as some third sector organizations and some private companies.
- Tens of organizations provide their data from other systems through API IN (e.g. the Cities of Helsinki and Turku), while tens of cities, municipalities and government organizations fetch data from API OUT for their own webpages and ICT-solutions.
- Several ICT-companies have built integrations to and from the Service Catalogue to make it easier for their clients to provide or use the data. Integrations are already made e.g. for Drupal, Wordpress, Liferay and Infoweb.



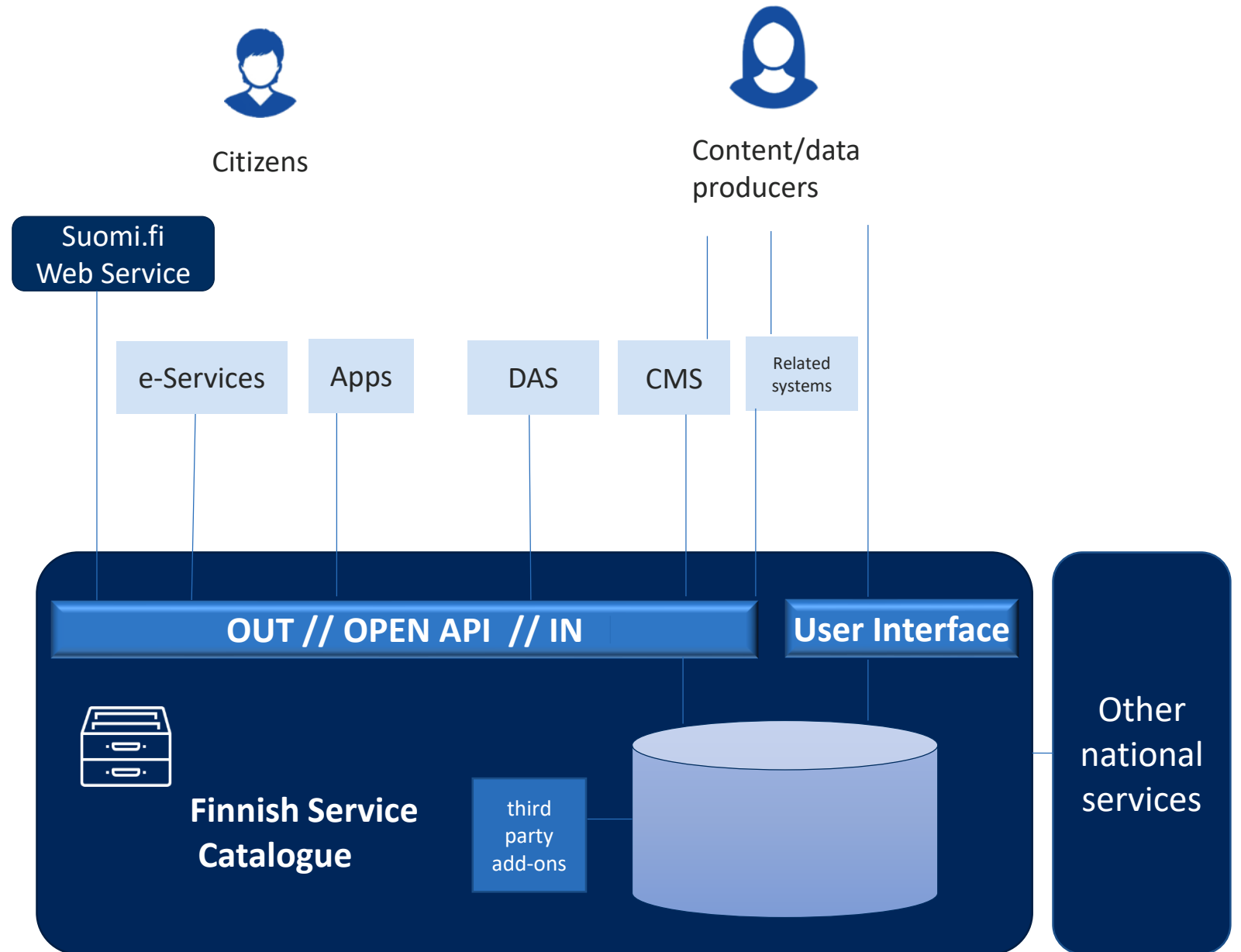
Statistics

- ~600 organizations entered data of services and service channels.
- ~34 000 individual service descriptions
- ~ 150 000 individual service channel descriptions in Finnish, Swedish, English and Sami-languages.
- Most service locations can be found on:
 - Education
 - Day care
 - Sports
- There are approximately 5000 content providers using the Catalogue through its user interface
- Tens of organizations provide data from their own systems automatically in the Service Catalogue through its API IN



Architecture

- Based on microservice-architecture (built on .Net and Docker and REST-API:s).
- Functionalities are separated from the user interface and communications go through internal API:s (e.g. data to logics and task handling and services to front-end built on ReactJS).
- Data model is based on structured data and the use of ontology-services for providing coherent data (service classifications, target groups, life situations, service provider types, keywords etc.).
- Provides end users both training and production environments for easy and safe self-learning of new features.





UI for entering and updating data

- Structured multilingual metadata of organizations, services and different type of service channels, based on CPSV-AP. Currently Finnish, Swedish, English and three Sámi languages are supported as is
- Multilingual user interface (Finnish, Swedish, English) for providing and updating the data.
- Search, copy, base-descriptions, tasks and notifications etc. for data administrators.
- Support for ontology-based keywords.

← BACK

Add service

EN ENGLISH + ADD LANGUAGE

Cancel Save Publish

Content type: Service (Service) Additional information ^

Language / status: English / Draft

LANGUAGE VERSIONS EDIT HISTORY CONNECTION HISTORY ID INFORMATION PUBLICATION DETAILS

Language and status	Name	Connections	Edited by	Edited
EN English Draft	New language version			

! Basic information ^ No language versions to compare

General description of the service ^ i

No general description selected.

Select general description

SERVICE TYPE -select- TYPE OF USE AREA -select-

Search Clear the search

Service type i

Service

Permit or other obligation

Professional qualification

Type of funding * i

-select-

Name * i

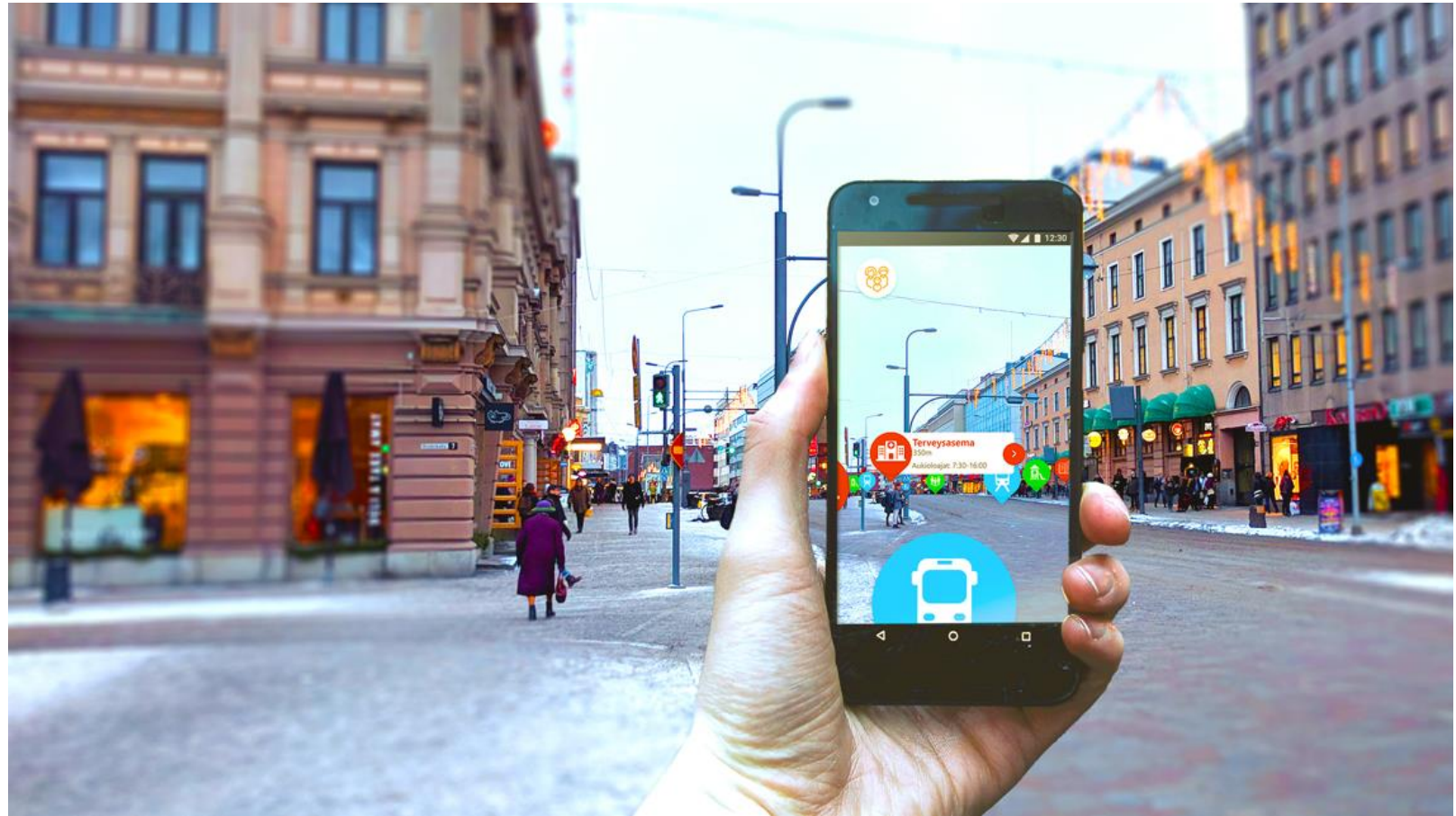
Enter a customer-oriented name that describes the service.

0/100



Innovation

- Crates an uniform structured data source for citizens to find public services and service channels regardless of service provider nationwide.
- Includes advanced use of:
 - Automatic annotation (based on Finnish ontology-services and automatic analysis of free text content).
 - A quality agent to automatically analyze the Finnish, Swedish and English free text for proof-reading and to suggest corrections in order to provide more accessible content.
 - Automatic integration to translations services.



Also available an experimental AR-solution as an Android app for citizens:
<https://play.google.com/store/apps/details?id=com.suomifi.palvelutietovaranto>



Governance Model

- Dedicated business owner who oversees the development and deployment roadmap.
- Roadmap is also published publicly as a part of the larger roadmap for all Suomi.fi-service (see: https://esuomi.fi/wp-content/uploads/2019/01/SuoJa_tiekartta_ENG_20190123.pdf).
- All development work is lead on the Population Register Centre's portfolio (based on SAFe-model) and prioritized within the development of whole Suomi.fi-platform (consisting of 9 different Suomi.fi-services).
- Collect of feedback from both content providers and citizens on multiple levels:
 - online communities for content providers and citizens to provide feedback and development ideas, meetings for administrators (all public sector organizations),
 - Online community (~300 citizens in all age groups and different roles participate).
 - General feedback from citizens is also collected through national Public Service Info (<https://kansalaisneuvonta.fi/en-US>) that provides support for all Suomi.fi-services for end-users.
 - Feedback on the service descriptions is also collected from end users via the national Suomi.fi-portal



Financing

- Run centrally by the Population Register Centre, Finland.
- Financed centrally by the Ministry of Finance, Finland
 - Permanent financing based on *the Law on common administrative e-service support services (571/2016)*
- Free to use
 - Costs of integration and deployment each customer pays for itself
- Fully open source
 - Available at the Population Register Centre of Finland's GitHub: <https://github.com/vrk-kpa>.
 - Latest source code is regularly published to GitHub.
 - The source code of the Service Catalogue (except for third party add-ons) is open source and licensed under the MIT license: <https://github.com/vrk-kpa/ptv-releases> and <https://github.com/vrk-kpa/ptv-releases/blob/master/LICENSE> .
- Open data (CC 0)



Next steps

- Experimental use of AI-technology (ongoing pilot 2019) for automatic creation of service descriptions and corrections on existing descriptions.
- Finnish Service Catalogue and national Suomi.fi-portal create the **single source for Finnish information required by Single Digital Gateway** –act in upcoming years (2020>).
- Development for gathering more detailed quality information on digital services and the use of different service channels by end-users.
- Cross-border exchange of service information (2020 >).



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Find out more:

<https://esuomi.fi/suomi-fi-services/suomi-fi-finnish-service-catalogue/?lang=en>

<https://joinup.ec.europa.eu/solution/suomifi-finnish-service-catalogue/about>