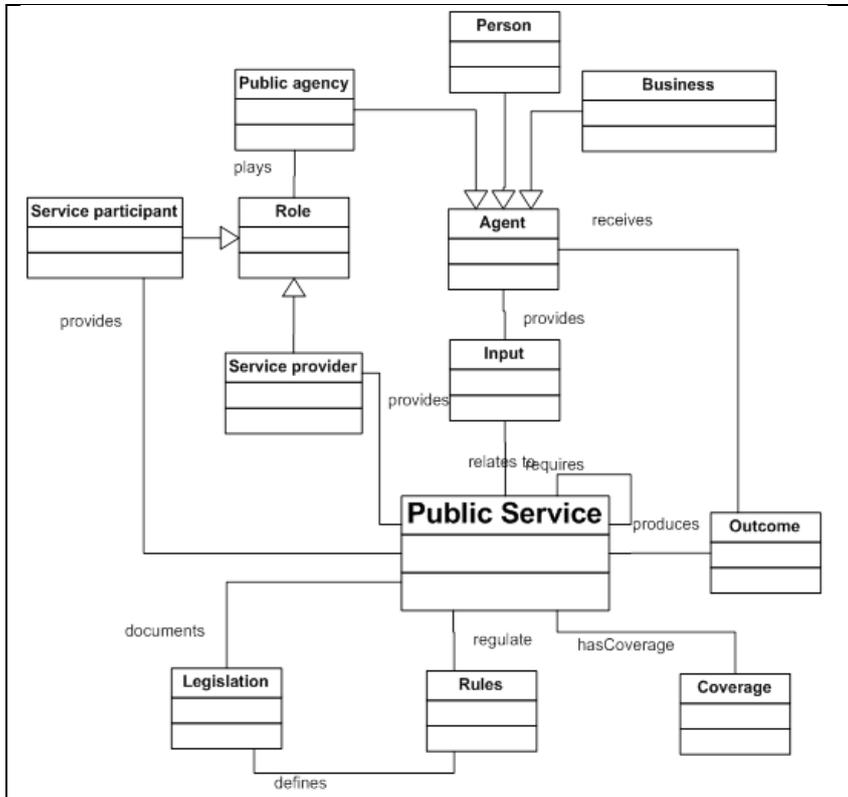| Title	Comparing the draft ISA Service Vocabulary to the Public Sector Concept Model
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Date	13th December 2012

The draft ISA Core Public Service Conceptual Model, at version 0.3 is described at
https://joinup.ec.europa.eu/asset/core_public_service/wiki/core_public_service_conceptual_model_v03

Some of this covers the same ground as the UK draft Public Sector Concept Model, described at

http://www.pauldcdavidson.com/pscm.

Comparing the approaches shows some similarities, and also some differences, which may help as the ISA model is refined.

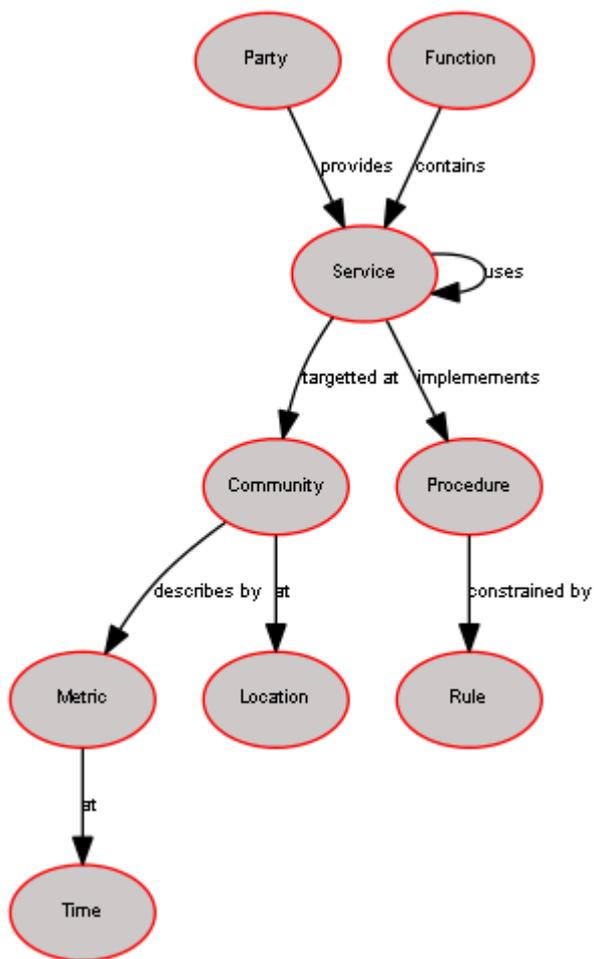It would be helpful to clarify if the model is describing

• An individual instance of the delivery of a Service.	In which case the data model can describe real People, Businesses, and actual Inputs and Outcomes. The ISA definition of 'Public Service' is "a set of deeds and acts performed by a public agency for the benefit of a citizen, a business or another public agency". If these are actual deeds and acts for actual citizens, then this is describing an instance of the delivery of a Service. The pscm considers this to be a 'Case'. A 'Case' will have an identity, distinct from other 'Cases' managed within the same 'Service'. The pscm defines 'Case' as "A container which records the history of Events and Decisions initiated by a particular Service Demand."
• The existence and purpose of a	The 'pscm' defines 'Service' as "The capacity to carry out a Procedure". In which case, a 'Service' can exist even if no use is made of it.

'Service'.	
	This maps well to the parts of the ISA model that relate to 'Service Provider', 'Rules', 'Coverage'.

I have picked out some concepts and relationships from pscm to give views for these two scenarios.

- describing the purpose and capacity of a Service;
- describing an individual Case within a Service.

The purpose and capacity of a Service

In pscm, a 'Party' may be either a 'Person' or an 'Organisation'. Therefore, the

- 'Party' provides 'Service'

relationship, fits with the ISA 'Service Provider' concept.

In pscm, we note that 'Services' can be grouped into 'Functions'. This is particularly helpful where 'Services' from many 'Organisations' could be usefully considered together from the view of the consumer. For example, a Waste Management 'Function' may contain

- Refuse Collection
- Garden Waste Collection
- Recycling Centres
- Waste Disposal

… each of which could be provided by different agencies.

If a common vocabulary was adopted for 'Type of Function', then related services could be discovered.

'Function' fits the ISA idea of a 'Service Bundle'.

A 'Service' may re-use another 'Service' for a part of its 'Procedure', for instance, setting up a 'Direct Debit', performing a 'Residency Check'. So the ISA

- 'Public Service' requires 'Public Service'

… relationship is the same as the pscm

- 'Service' uses 'Service'

… relationship.

Once a 'Service' has been identified, transactional data could describe Service Levels, Performance, Channels and so on.

The 'Procedure' that is implemented by a 'Service' may be constrained by various 'Rules'. Those rules can be set locally, or nationally, For instance

- Eligibility to go on a particular Housing Association's list may include being able to show a local connection to the town.
- National Legislation may require that a type of Planning Application is put to public consultation for a minimum period of time.
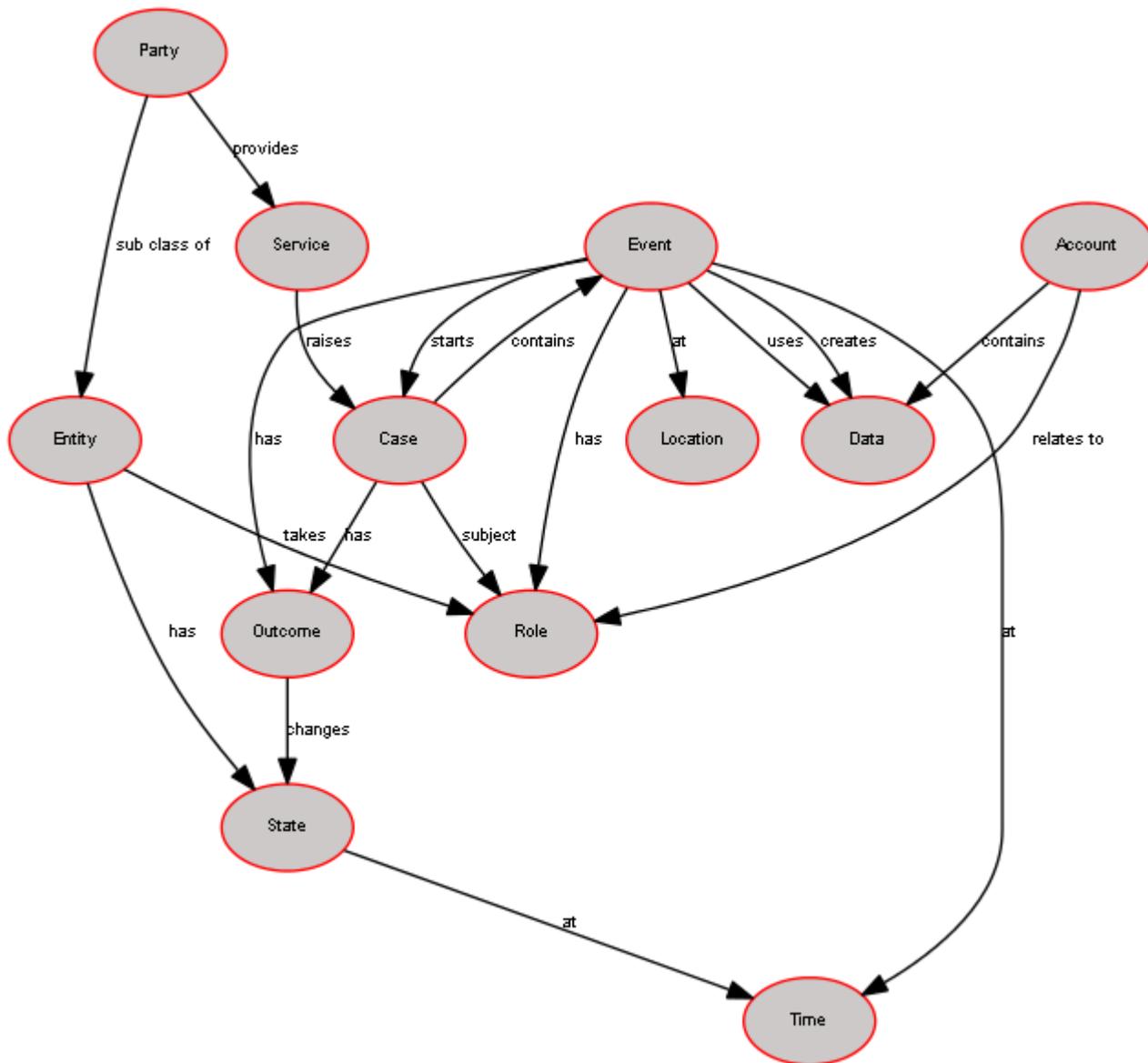
The ISA model shows that 'Legislation' is the source of 'Rules' that constrain the 'Service', which is the same idea, except that 'Rules' need not just be national legislation, they can be set by the local public agency.

A 'Service' is targeted at a 'Community', where a 'Community' might be

- The residents of a place
- Low Income Families
- Those caring for a person with a disability
- The Business Community
- The Tourism Industry

A 'Metric' can provide a value against a characteristic of a 'Community'. For example, for the 'Long Term Unemployed', a 'Metric' may explain how many people are typically in that group, and for how long.

An individual Case within a Service.

An 'Event' would cause a 'Case' to be raised within a 'Service'. The 'Case' will have a number of 'Roles' associated with it. E.g.

- Applicant
- Landlord
- Suspect

'pscm' allows objects other than just 'People' and 'Organisations' to take 'Roles' in a 'Case', for example

- Evidence (e.g. as a 'Role' for a gun in a hold-up 'case')
- Accommodation (e.g. as a 'Role' for a building in a rent rebate 'case')

A 'Case' will contain a series of 'Events'. In particular, the 'Event' that raised the 'Case'. That may have been

- A 'Person' or 'Organisation' making a request for a 'Service' – e.g. an application
- A result of an Inspection, or Fraud Investigation

The Initial 'Event' will provide some 'Data' as 'Input', and subsequent 'Events', often as directed by the 'Procedure', will capture more 'Data', for example

- Getting Rent details from a Landlord
- Taking an X-Ray

Each 'Event' within a 'Case' will use or create 'Data', which will then be persisted within an 'Account' associated with a 'Role', for example

- A Medical History
- A Register of Planning Applications for a Property

Understanding how each piece of data was created, gives a greater opportunity for re-use.

A 'Case' will have 'Outcomes' which can be described as the change of 'State' of People, Organisations, or Objects, not necessarily those that took part in the Service. For example

- A complaint from a member of the public about noise, may result in a notice being served on a neighbour.