

ISA Action 1.3: Catalogue of Services

Harmonising national and
European service catalogues
and implementing a pilot

Outline



- Context
- Challenges: implementing Service Directive
- How can we help you?
- What's in it for you?
- How can you get involved?
- About the project

Our understanding of the context



Service Directive – aims at releasing the untapped growth potential of **services markets** in Europe by removing legal and administrative barriers to trade in the services sector.

The Directive requires that **all procedures** involved in establishing a business and providing services in another EU country to be **fully online**.

Point of Single Contact (PSC) - *supporting the implementation of the directive*

- aims at overcoming administrative obstacles, streamlining procedures and offering seamless cross- border technology.



What are the problems MS PSCs are facing?

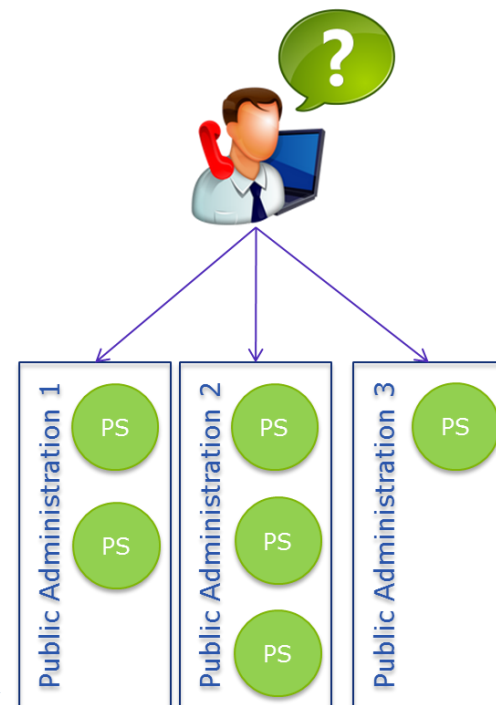


Points of Single Contact in EU Member States are facing several problems:

- **Several PSCs** in 1 country;
- Different one-stop shops are **not integrated**;
- **Different ways of describing** and **representing** public services;
- **Redundant descriptions** of public services;
- **Lack of user-centric** approach for the PSCs;

Leading to:

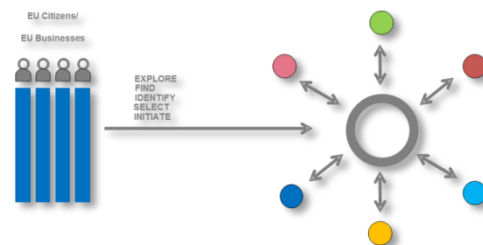
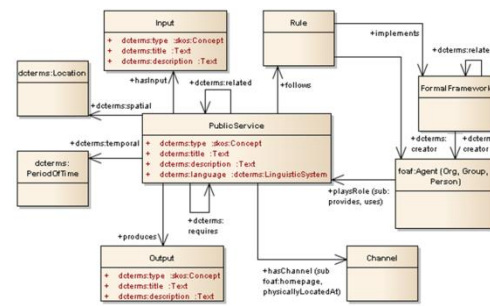
- Lack of **effectiveness** and **efficiency** of PSCs;
- **Higher costs** for maintenance of information;
- No **"single window"** for accessing/initiating/executing and following up on public services within and across borders.



What do we need to solve these problems?



- Organise PSCs around **key generic business events – harmonised** across the EU;
- Standard and user-centric way** of describing key generic business events and public services;
- Flexible ways of integrating/connecting** other one-stop-shops, such as PSCs, eGovernment portals, websites of Chamber of Commerce;
- Re-usable **tools** and **specifications**.





Action 1.3 on the Catalogue of Public Services

- Funding: **Interoperability Solutions for Public Administrations (ISA) Programme**
- Timing:
 - Start: September 2014
 - End: August 2015
- Project Officer
 - Miguel Alvarez Rodriguez
 - Peter Burian
- More information
http://ec.europa.eu/isa/actions/01-trusted-information-exchange/1-3action_en.htm

Project goals



- 1** Develop a **standard specification** for uniformly describing key generic business events and related public services;
- 2** Gather requirements and make available **reusable software solutions**;
- 3** Elaborate on **best practices** for public service portfolio management;
- 4** **Support the Member States** in adopting and using the standard specification, re-usable software and best practices

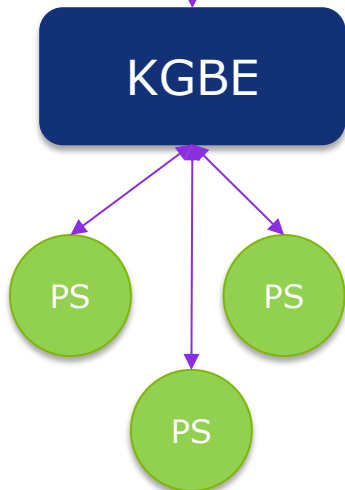
1 Building a **standard data model** for describing:

- Key generic business events (KGBE) and related public services;
- Based on the [ISA Core Public Service Vocabulary](#);



Which will enable to:

- Provide high-quality descriptions of public services from a **user-centric** perspective by grouping them in key generic business events;
- Describe public services **only once**;
- **Standardise** descriptions of public services;
- **Ease the integration** of information available on other one-stop-shops.





2 Making available **reusable tools** for:

- Describing key generic business events and related public services;
- Publishing information about key generic business events and related public services on the PSCs;
- Setting up national public service portfolio management;

Which will enable to:

- Provide machine-readable descriptions of KGBEs and public services;
- Export and transform descriptions of KGBEs and public services;
- Federate descriptions from regional and local portals and other one-stop-shops.



Results and deliverables from **SPOCS** will be reused where this meets the objectives.



For public administrations...

- Improve the Points of Single Contact in an **easy, efficient** and interoperable manner through a standard data model.
- **Mapping** different data 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 key generic business event, e.g. identifying gaps, retiring unused services, collecting service evaluation information for better informed investment in new services.

What's the value?



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;
- It will improve the **perception of administration**;



You are invited to the Working Group – subgroup of the EUGO network!

EUGO subgroup:

All members of
EUGO Network:

EUGO
subgroup:



Already part of the Working Group:

Austria, Estonia, Finland, Latvia, Lithuania, Spain and Greece

More information on process and tools to support the Working Group:
<https://joinup.ec.europa.eu/asset/cpsv-ap/description>



- We are **analysing existing software solutions** in place in the MSs for publishing public service information on portals and PSCs;
- We encourage you to **share** information with us on tools and software used in your country for:
 - Federating/harvesting/exporting/exchanging information on public services and key generic business events;
 - Describing public services and key generic business events in a machine-readable format;
 - Transforming information on public services to another format (e.g. XML);
 - Implementing PSCs and public service portals.
- We will perform a **gap analysis assessment** and will **develop** new **solutions** to **cover needs** of the **MSs not covered** by existing software.

Main milestones



November '14

1st and 2nd Webinar on the common data model

January '15

Final Webinar on the common data model

March '15

Functional and technical requirements software

October '14

Preparation common data model for KGBEs and public services

December '14

Public review period of the common data model

February '15

Finalised CPSV-AP

June '15

-Guide on Core Public Service Vocabulary
-Re-usable tools

Contact us



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