

# ISA<sup>2</sup> Action 2016.29: Catalogue of public services

## Harmonising national and European service catalogues

Webinar 23/04/2018

Project Officers:  
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Peter Burian



# Agenda

Welcome and  
overview



Member State  
Showcase:  
Slovakia



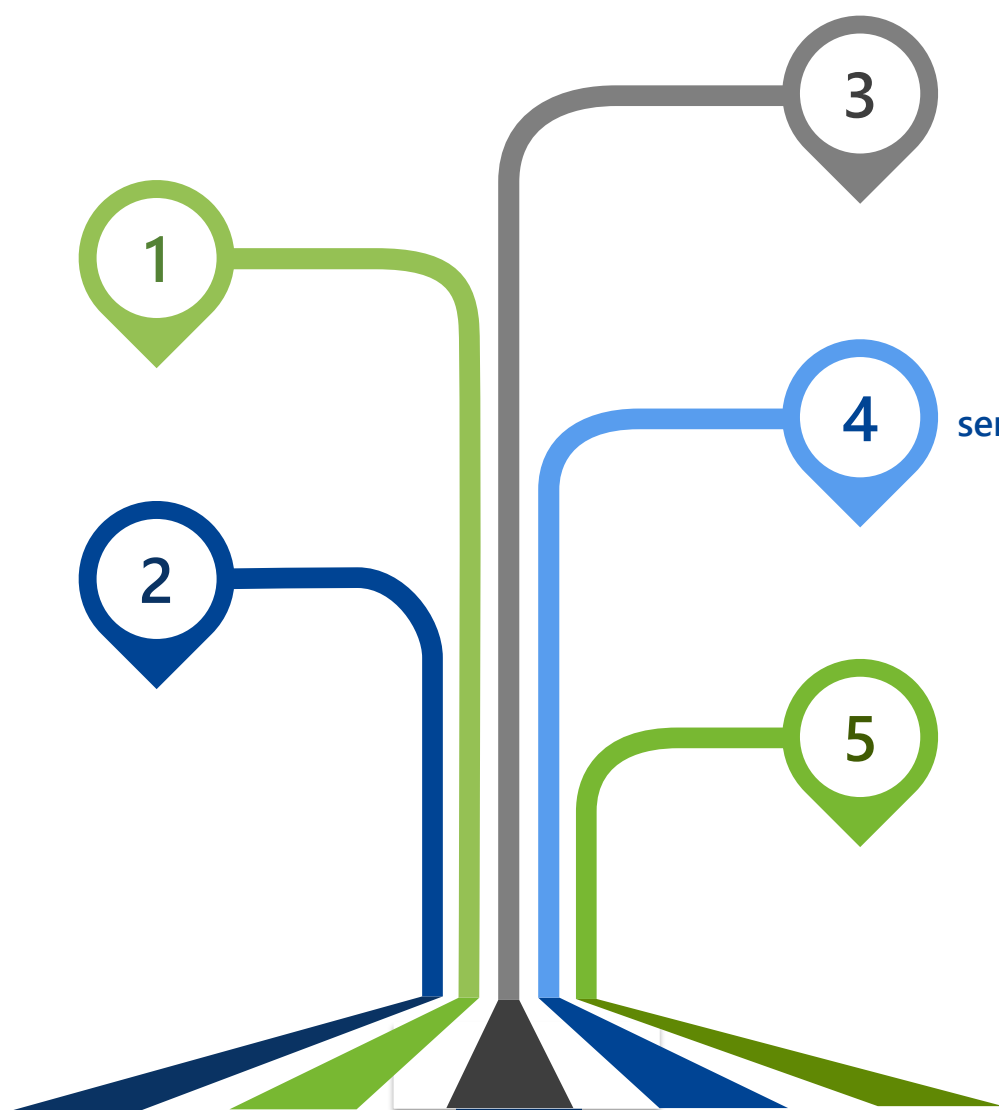
Change Requests  
to the CPSV-AP



Catalogue of  
services workshop  
in Sofia



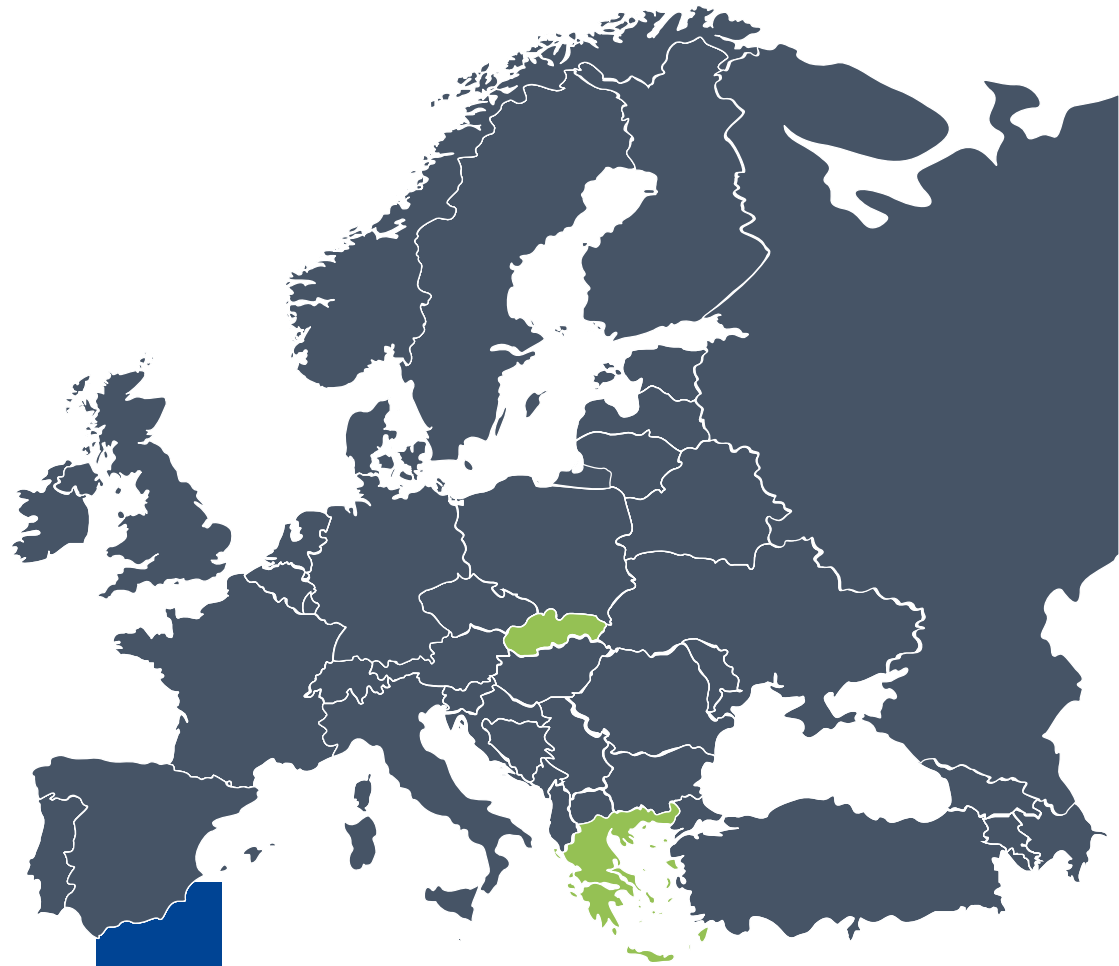
AOB and next  
steps



# Idea for a pilot? Looking for support?

Contact us!

**CORE**  
**PUBLIC**  
**SERVICE**  
**VOCABULARY**  
Application Profile





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# Member State Showcase: Slovakia



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# Change requests to the CPSV-AP

## Range of `dct:spatial` - issue

- The range `dct:spatial` is currently declared as `skos:Concept`
- DCMI defines the range of `dct:spatial` as `dct:Location`
- **Extra:** GitHub proposal: one property with the public service's territorial range only in terms of national/regional/province/local/other could be useful.

### The Public Organisation Class

Property	URI	Range	Cardinality
<b>Preferred label</b>	<code>skos:prefLabel</code>	Text	1..1
<b>Spatial</b>	<code>dct:spatial</code>	Concept	1..1

## Range of `dct:spatial` – issue resolution proposal

- **Range of `dct:spatial`** → change the range to `dct:Location` from `skos:Concept`



## Digital aspects of public services - issue

- CPSV-AP does not describe certain digital aspects of public services
- In digital scenarios, CPSV-AP should be able to describe access URLs, digital identification/signature requirements, technical requirements for digital communications, etc.





# Digital aspects of public services – issue resolution

- The introduction of digital aspects *is possible* in the channels section, so we would propose to use that section for such purposes



## Classification of public service - issue

- Original request: replace “type” attribute by “theme”
- Additional requests:
  - Since “theme” is ambiguous, “thematic area” would be better
  - With “thematic area”, “sector” is not needed. “Sector” is related to the NACE code list, which is so extensive, it becomes useless.
  - Other dimensions for classification: service by common or specific purpose, service by addressee, service by output type, service by territorial scope.

# Classification of public service - issue resolution proposal

- Change “type” by “thematic area” & ensure that the definition still fits
- Choice between:
  1. **Don’t change anything:** there are already classifications. The model could be extended with “classificators” like service by addressee, etc.
  2. **Add skos:collection and skos:concept classes** to provide other ways of classification.
  3. **Remove all current ways of classification,** and add skos:collection and skos:concept. This would make it more difficult to build user-centric search facilities on portals.

## Possible changes related to proactive services – open issue

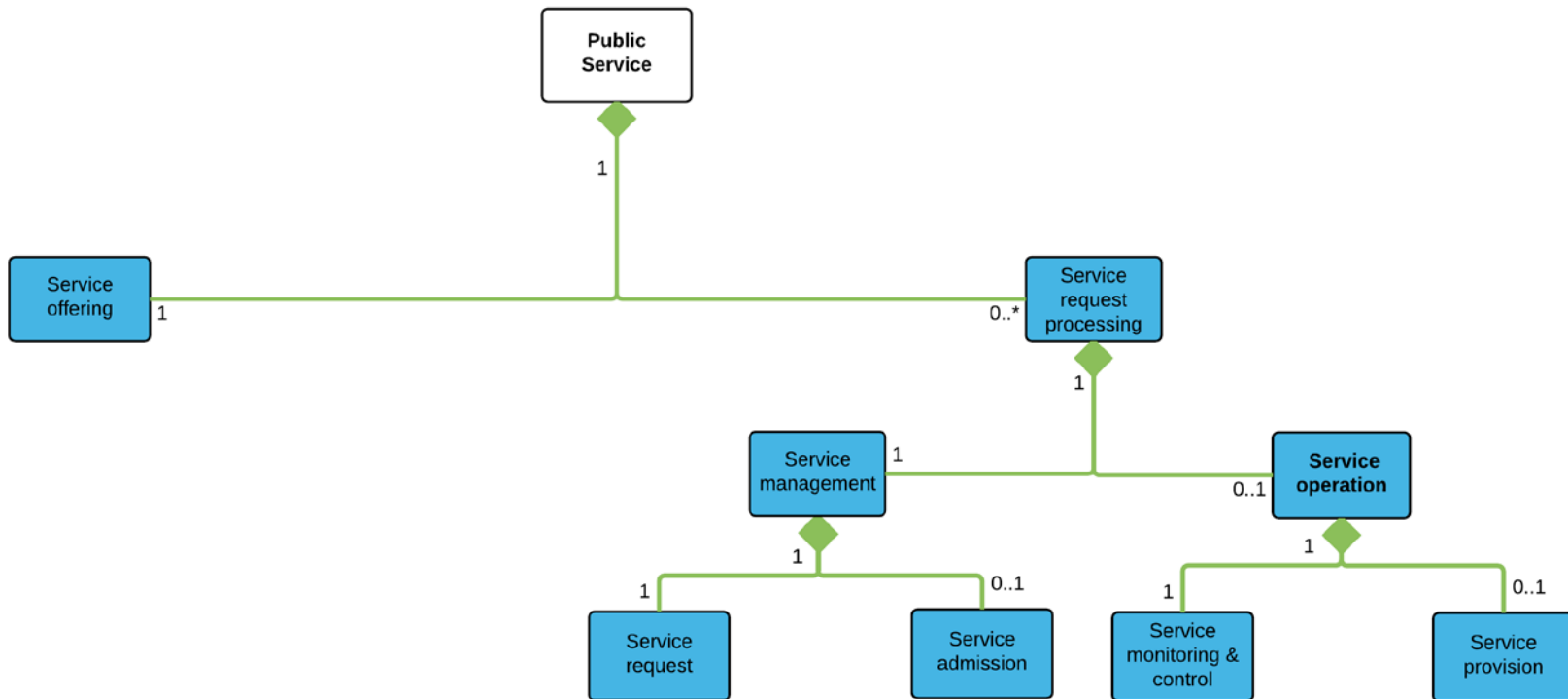
- ***Proactive services:*** direct public services provided by an authority on its own initiative, in accordance with the presumed will of persons, and based on the data in the databases belonging to the state information system. Proactive services are provided automatically or with the consent of a person (Estonian Government, 2017).
- ***Event services:*** direct public services provided jointly by several authorities, so that a person would be able to perform all the obligations and exercise all the rights derived from an event or situation. An event service compiles several services (*component service*) related to the same event into a single service for the user (Estonian Government, 2017).

## Possible changes related to proactive services – open issue

1. Introduce to CPSV-AP the classes of service activities, such as “service offering”, “service provision”, “service management”, “service operation”, etc.
2. Substitute “service request processing” with “service initialisation processing
3. Add the Triggers association originating with the cardinality 1 in the class Event in CPSV-AP and ending with cardinality 0...\* in the newly introduced Service initialisation processing
4. Elaborate the Event class

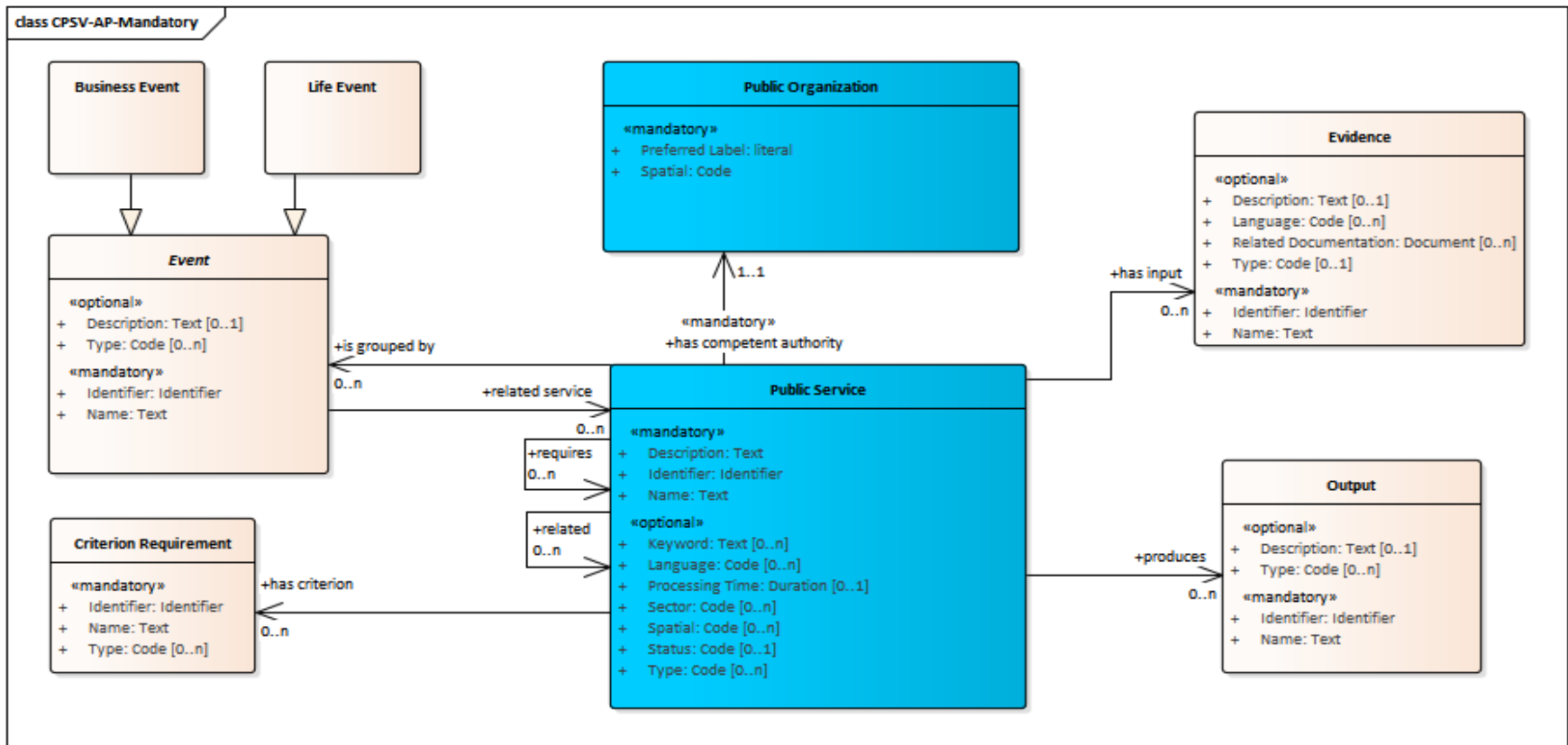
# 1. Introduce to CPSV-AP the classes of service activities

- 2. Substitute “service request processing” with “service initialisation processing”

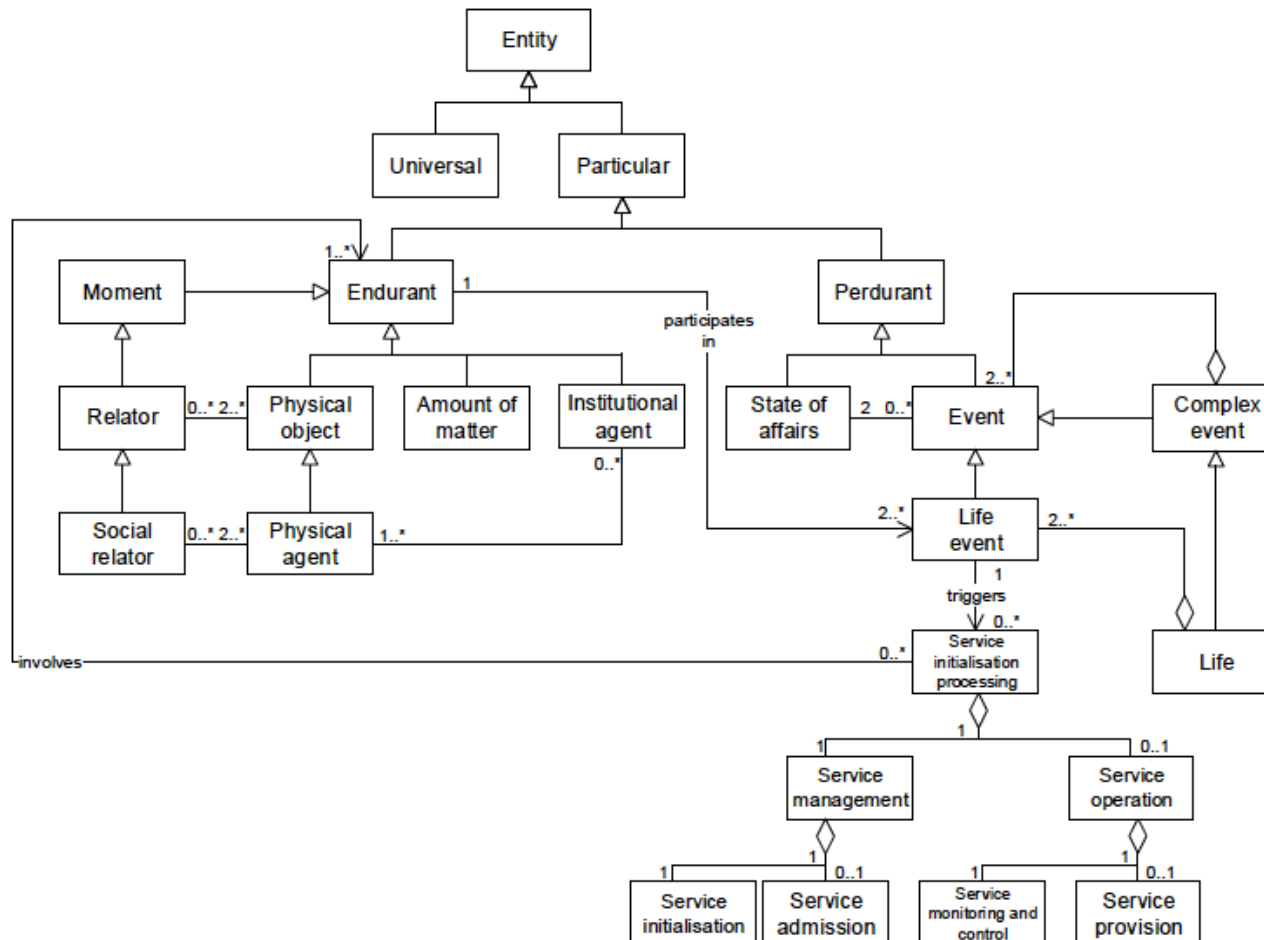


### 3. Add the triggers association between Event and Service initialisation processing

- Cardinality 1 in Event, 0..\* in Service initialisation processing



## 4. Elaborate the Event class





## ELI alignment - issue

- Differences:
  - **“Formal framework” in CPSV-AP vs. “legal resource” in ELI**
  - **“Status” in CPSV-AP vs. “in\_force” in ELI** - the possible values are also slightly different (“in force”, “partially in force”, “not in force”)
  - **“Related” in CPSV-AP and “related\_to” in ELI are not equivalent:** in ELI it “indicates a somehow related other document”, while in CPSV-AP it “represents another instance of the Formal Framework class that is related to the particular Formal Framework being described”
  - **“Type” is optional in CPSV-AP, while “type\_document” is mandatory in ELI**

## ELI alignment – issue resolution proposal

- Change “Formal Framework” to “Legal Resource” or “Legal Document”
- Adapt the possible values of “Status” to align to ELI
- Align the definition of “Related” to ELI
- Make “Type” mandatory in CPSV-AP to align with ELI’s approach.



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# Catalogue of Services Workshop in Sofia

# CATALOGUE OF SERVICES WORKSHOP

- 15 June 2018 – After SEMIC Conference in Sofia, Bulgaria
  - Workshop independent from SEMIC Conference
  - Invitation only – but feel free to forward the registration link: <https://ec.europa.eu/eusurvey/runner/cos-workshop-semantic>
  - Event page: <https://joinup.ec.europa.eu/event/catalogue-services-workshop-15-june-back-back-semantic-2018-registrations-now-open>





# CATALOGUE OF SERVICES WORKSHOP

- Participants: CPSV-AP WG members
  - MS and EU institutions' representatives
  - Semantic and Open Data experts
  - Academia
- Agenda

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Welcome and overview	10:00 – 10:15
Presentation on the CPSV-AP	10:15 – 10:35
Presentation on the SDG by Fleur Breuillin, Policy Officer DG GROW	10:35 – 11:05
Coffee break	11:05 – 11:20
Member State Showcases	11:20 – 11:55
Chat Bot Showcase	11:55 – 12:15
Closing discussion	12:15 – 12:25
Networking lunch	12:25 – 13:30

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# AOB and next steps



## AOB AND NEXT STEPS

- Next Meeting: 15 June 2018 in Sofia
- Information on [Joinup](#)
- Change requests on [GitHub](#)

### TO DO:

- **Register** for the workshop in Sofia;
- **Submit** change requests for the CPSV-AP;
- **Review the issues** on [GitHub](#) and comment on them.



# Thank you!

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<https://github.com/catalogue-of-services-isa/cpsv-ap>

<https://joinup.ec.europa.eu/collection/semantic-interoperability-community-semic>