

# Modelling public services from a co-design perspective

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# What the new EIF tells us concerning public services

- Transparency
  - Recommendation 5: Ensure **internal visibility** and provide external interfaces for European public services, allowing to **view and understand** administrative rules, processes, data, and decision-making
- User-centricity
  - Recommendation 10: use **multiple channels** to access a service
  - Recommendation 12: Put in place mechanisms to involve users in **analysis, design, assessment** and further **development** of European public services
- Organizational interoperability
  - Recommendation 28: PAs contributing to European public services should **understand the overall (end-to-end) business process and their role in it**
- Integrated public services provision
  - Recommendation 34: PAs need to identify, negotiate and agree on a common approach to interconnecting **service components**

We need to identify, standardize and describe the **basic internal components** of public services, moving from a **cataloguing perspective** to a **co-design perspective**

# Accounting for internal aspects of public services

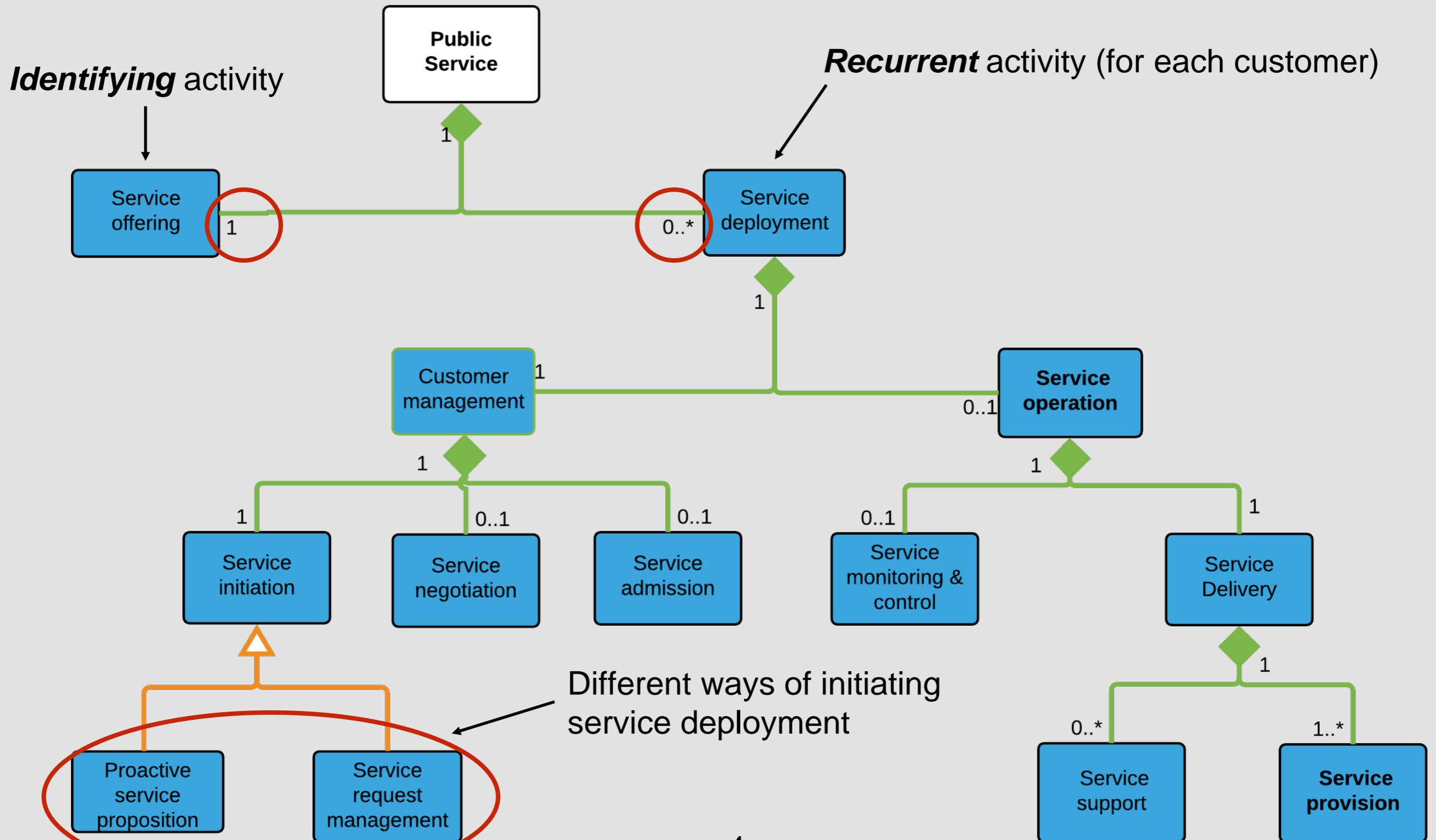
- “CPSV-AP *does not seem to describe digital aspects of public services.* For instance, a public service can offer either a downloadable PDF with the application form to initiate the procedure, or a web form to apply for that *initiation*; a public service can offer a website to the interested parties where they can *check its processing status*; a public service can offer the possibility of *communicating* with interested parties by digital means, or can force the use of digital communications; a public service can be fully automated or even *proactive*.”

(Anarosa, ES, issue submitted on Joinup)

- Each of these aspects refers to a specific *service component*, which is indeed a service *sub-activity*.

# Exposing the service components

- According to the CPSV-AP definition, a service is a **set of activities**. The nature and structure of such activities is however not described.
- Describing these activities means describing the **service process**



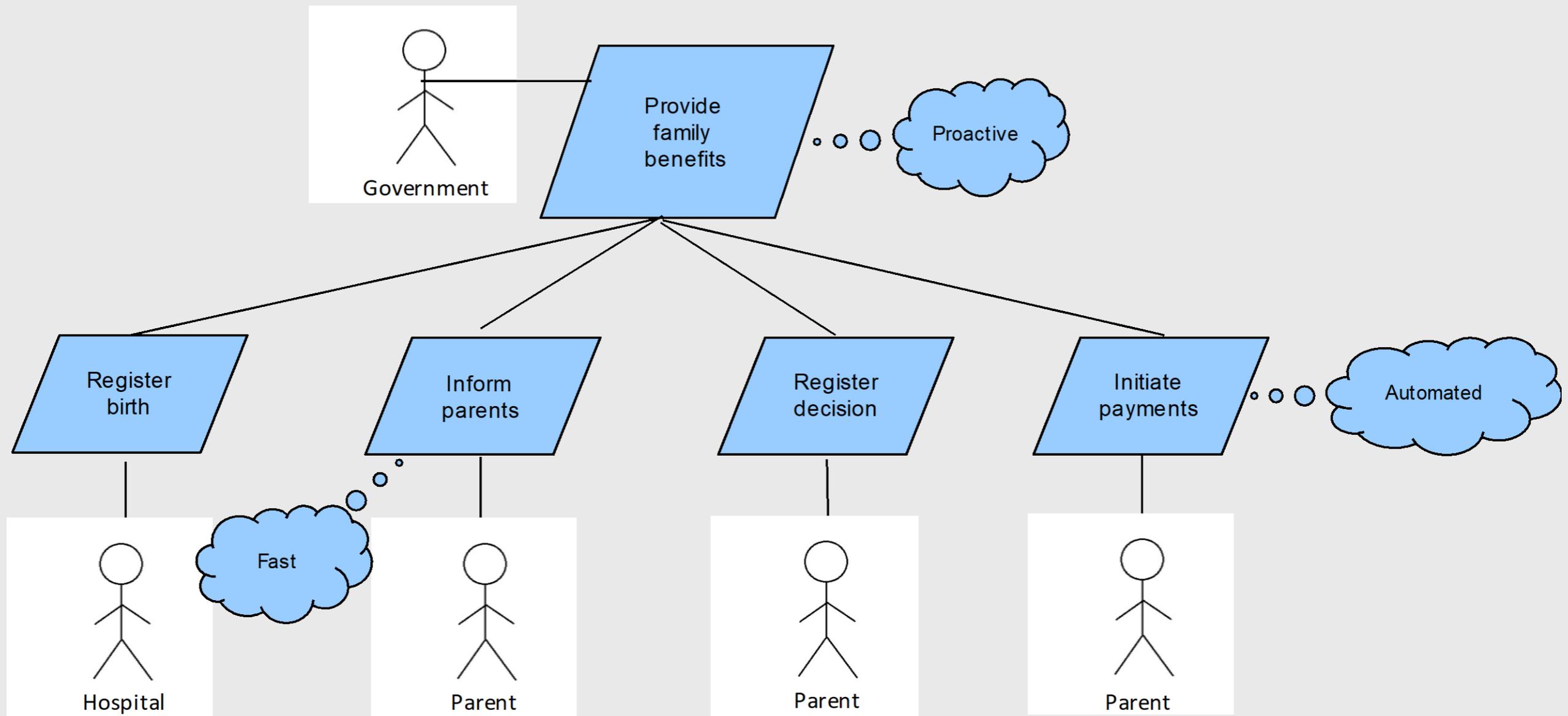
# Proactive vs reactive services (Estonian Government, 2017)

- *Proactive services* are defined as the 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 the user
- Reactive service is a service that relies on the user to initiate the service process
- A proactive service is triggered by life or business events and specific circumstances

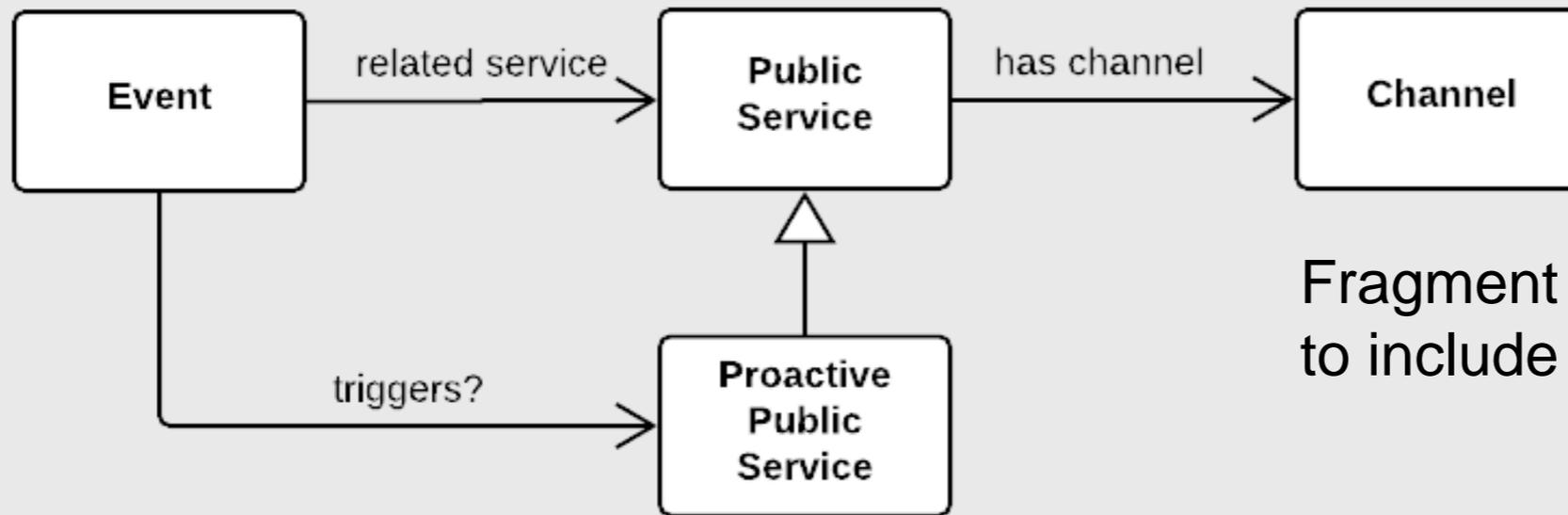
# Categories of life events according to CPSV-AP

- Having a child
- Becoming a (social) caretaker
- Starting education
- Looking for a new job
- Losing/quitting a job
- Looking for a place to live
- Changing relationship status
- Driving a vehicle
- Travelling abroad
- Moving to/from the country
- Going into military service
- Facing an emergency / health problem
- Facing a crime
- Retirement
- Death of a relative

# Example: Requirements for a proactive life event service of family benefits (five different governmental agencies involved)



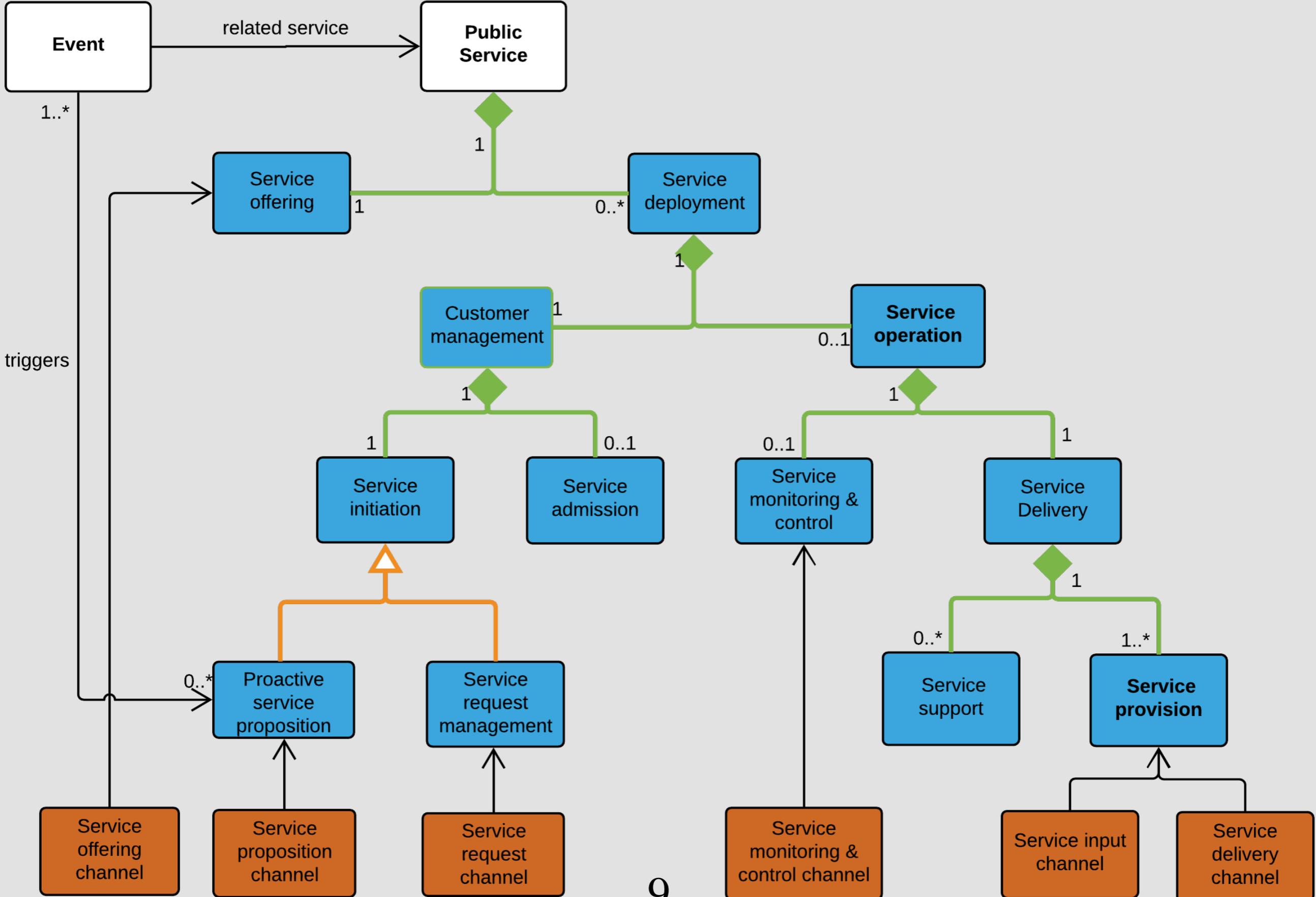
# Can we avoid exposing service components?



Fragment of CPSV-AP specialized to include proactive services

- Problems with proactivity
  - An external event triggers the service deployment process *concerning a **specific customer***, not the whole service.
  - This triggering relation is very different from the *related-to* relation which presently links a life event to a service as a whole.
  - In addition to the triggering event, proactive service proposition may depend on customer preferences and special circumstances.
- Problems with channels
  - In reality, each channel is related to a ***specific activity*** within a service: we have service offering/request/proposition/delivery/control channels...
  - Current *Type* attribute for the *Channel* class only accounts for the *kind* of channel, not for the specific activity it refers to.

# Specializing the CPSV to account for proactive services and activity-specific channels



# Conclusions

- The new EIF raises the level of ambition for European public services, pushing for a shift from a cataloguing perspective to a ***co-design perspective***, based on ***visible service processes***
- This shift of perspective is especially needed to involve users in analysis, design, assessment and further development of ***proactive public services***.
- The CPSV-AP is a good candidate for driving this shift of perspective, providing a common model of service processes' basic structure
- ...only if it is further specialised in order to account for the *different kinds of activities* within a service process
- This process will contribute to ***better understand the notion of public service*** (hopefully agreeing on a shared definition), an essential condition for achieving semantic interoperability among PAs and a smooth public service offering to European citizens.