ISA² Action 2016.29: Catalogue of public services

Harmonising national and European service catalogues

Webinar 06/02/2019

Project Officer:
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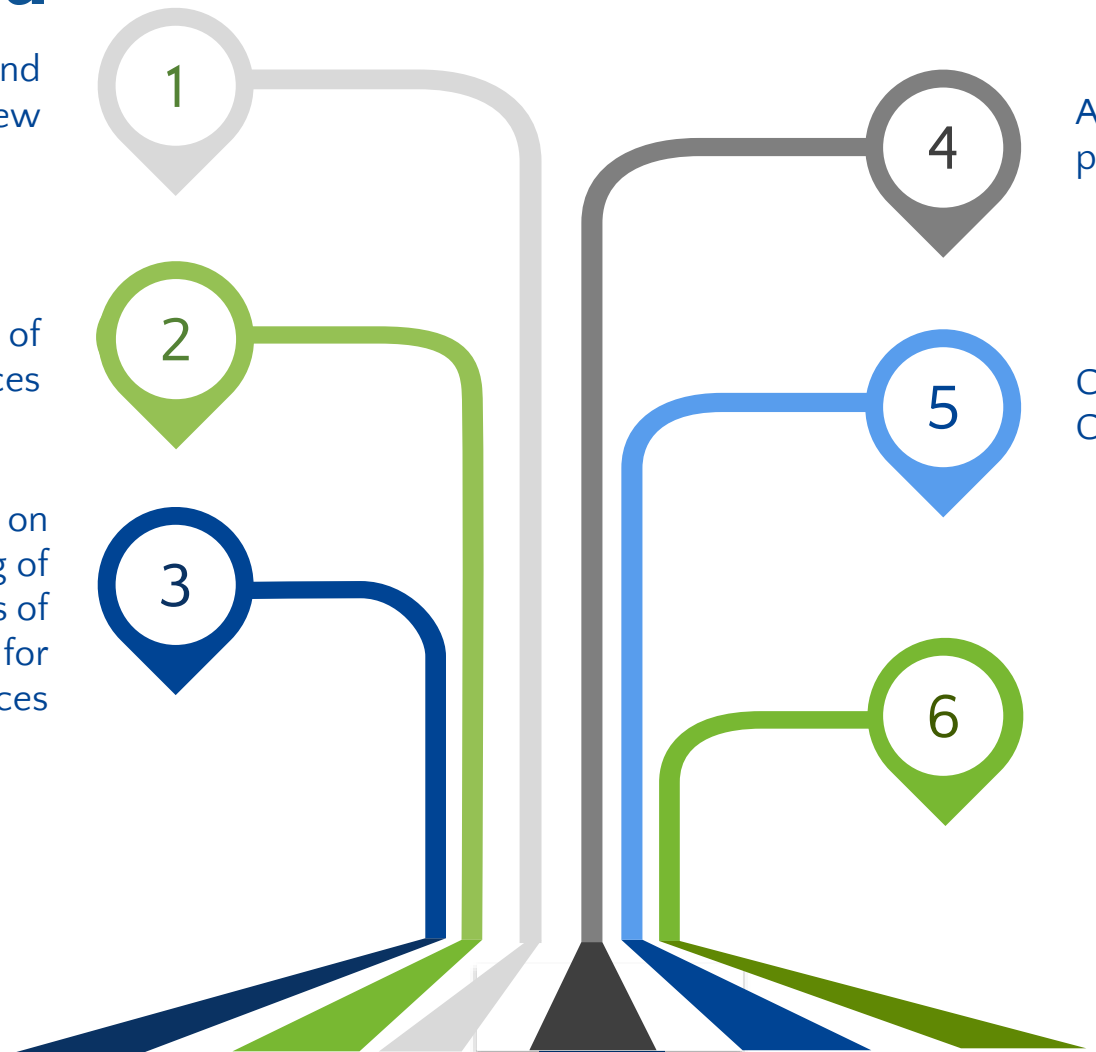
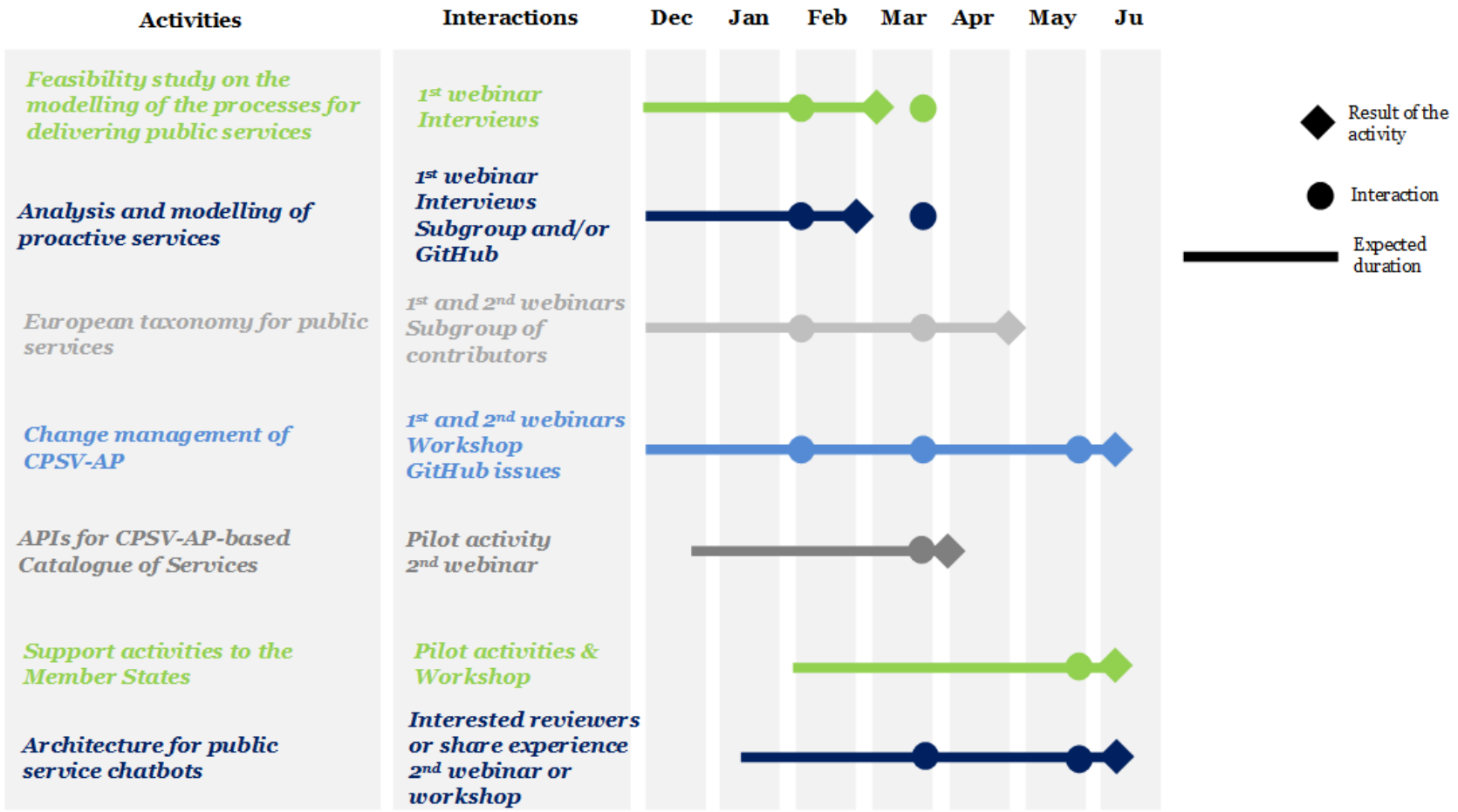
Agenda

1. Welcome and overview
2. Taxonomy of public services
3. Feasibility study on the modelling of the processes of delivering for public services
4. Analysis and modelling of proactive services
5. Change management of CPSV-AP
6. AOB and wrap-up



Welcome and overview

Overview of the activities



European
Commission
Taxonomy of public services
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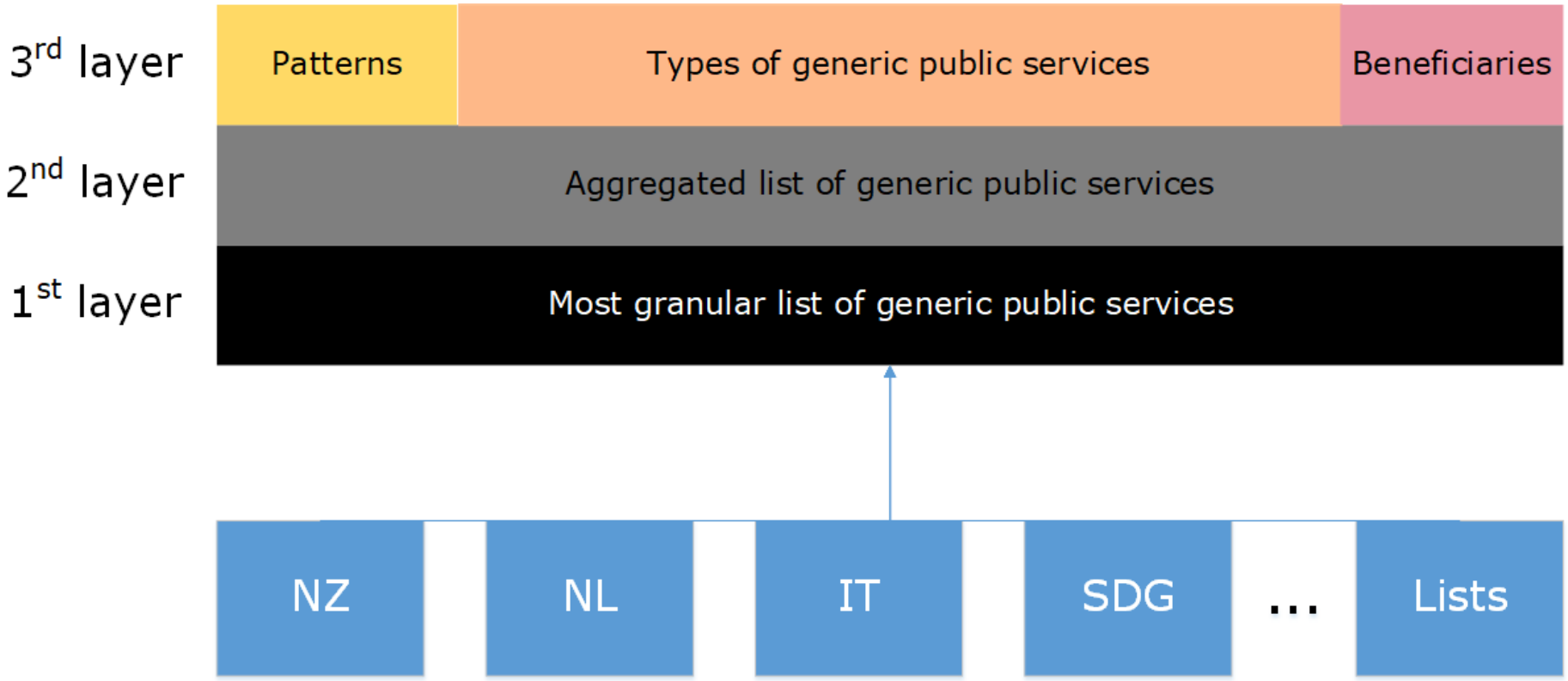
Taxonomy of public services

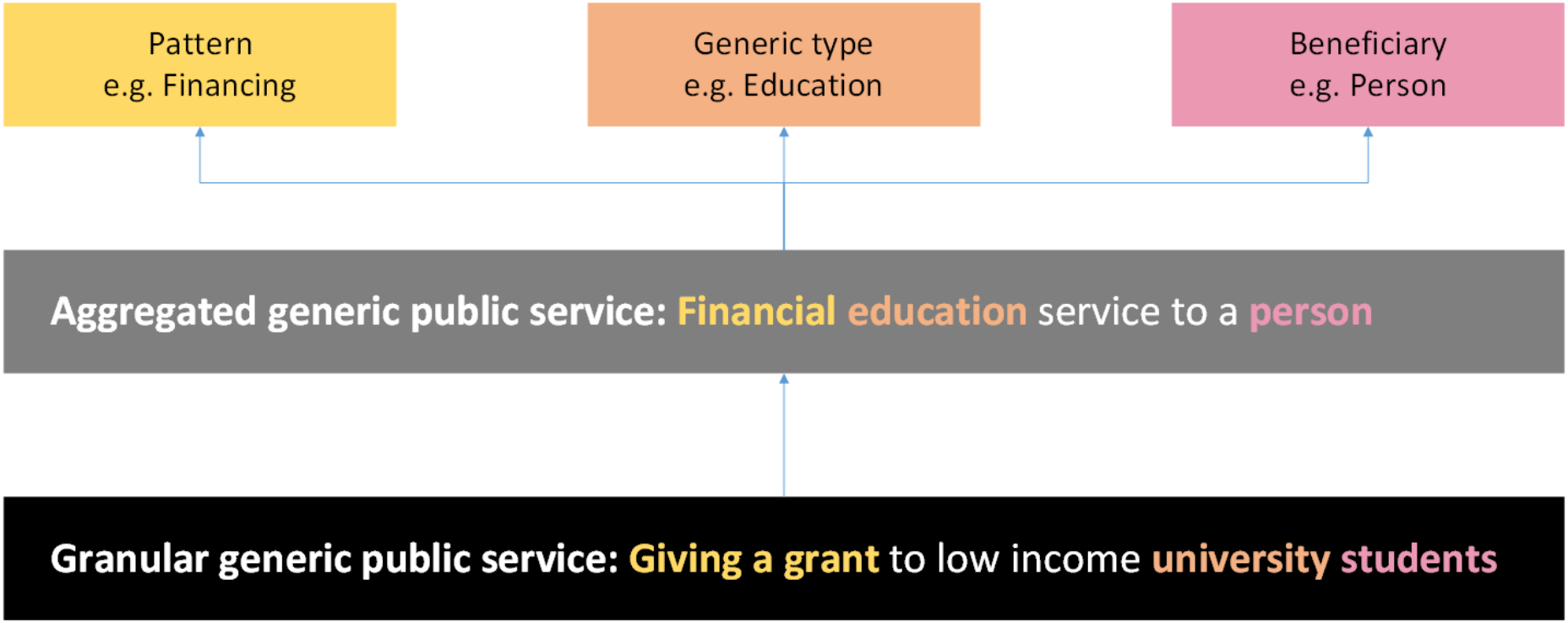
Objective:

Define a first level of generic public services and process the feedback captured from the Working Group during the two webinars.

Methodology



Example


Pattern
e.g. Financing
Generic type
e.g. Education
Beneficiary
e.g. Person
Aggregated generic public service: Financial education service to a person
Granular generic public service: Giving a grant to low income university students

List of patterns and examples of types of generic public services and beneficiaries

Patterns (11)
Certification service
Information & advice service
Financing service
Framework service
Registration service
Control & monitoring service
Law enforcement service
Executive service
Feedback service
Waste management service
Taxation service

Looks very similar to thematic area

Generic public service types (30)
....
Educational service
....

Looks similar to Agent

Beneficiaries (3)
Business
Government
Person

Aggregated generic public services (approx. 300)
Business Education Certification service
Business Education Information & advice service
Business Education financing service
....
Government Education Certification service
Government Education Information & advice service
Government Education Financing service
....
Person Education Certification service
Person Education Information & advice service
Person Education Financing service
....

Questions

- What would be the most useful outcome of this work for you?
- Does the distinction between patterns and generic public service types make sense in your opinion?
- When comparing the 1st and 2nd layers, should all the terms from the first layer be classified to only one aggregated generic service (*public administration's perspective*) or to multiple ones potentially (*user's perspective*)? Do you see those two perspectives as opposite?
- For the time being, how should we integrate the legal aspect into this work?
- How do you see the value of this list *with* and *without* definitions?

Other questions?

We need your feedback!

- Share with us your list of existing services, your lessons learnt, use cases etc.
- Who would be ready to contribute more actively and review the list created?

Feasibility study on the modelling of the processes of delivering for public services

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Feasibility study on the modelling of the processes for delivering public services

Objective:

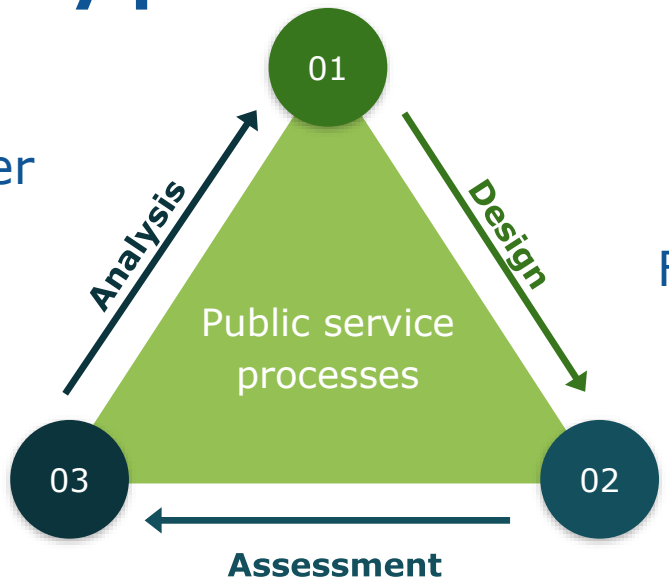
Analyse the needs and requirements of the WG for harmonising the modelling of processes for delivering public services to citizens, businesses, or another public authority

Questions:

- What is the value for you of modelling the delivery processes of public services?
- What is the relationship between the delivery processes and the CPSV-AP?

Co-design as a target for modelling public services delivery processes

Involve citizens, businesses and other public authorities in the whole service lifecycle



For increased visibility, understanding, participation and interoperability of public services.

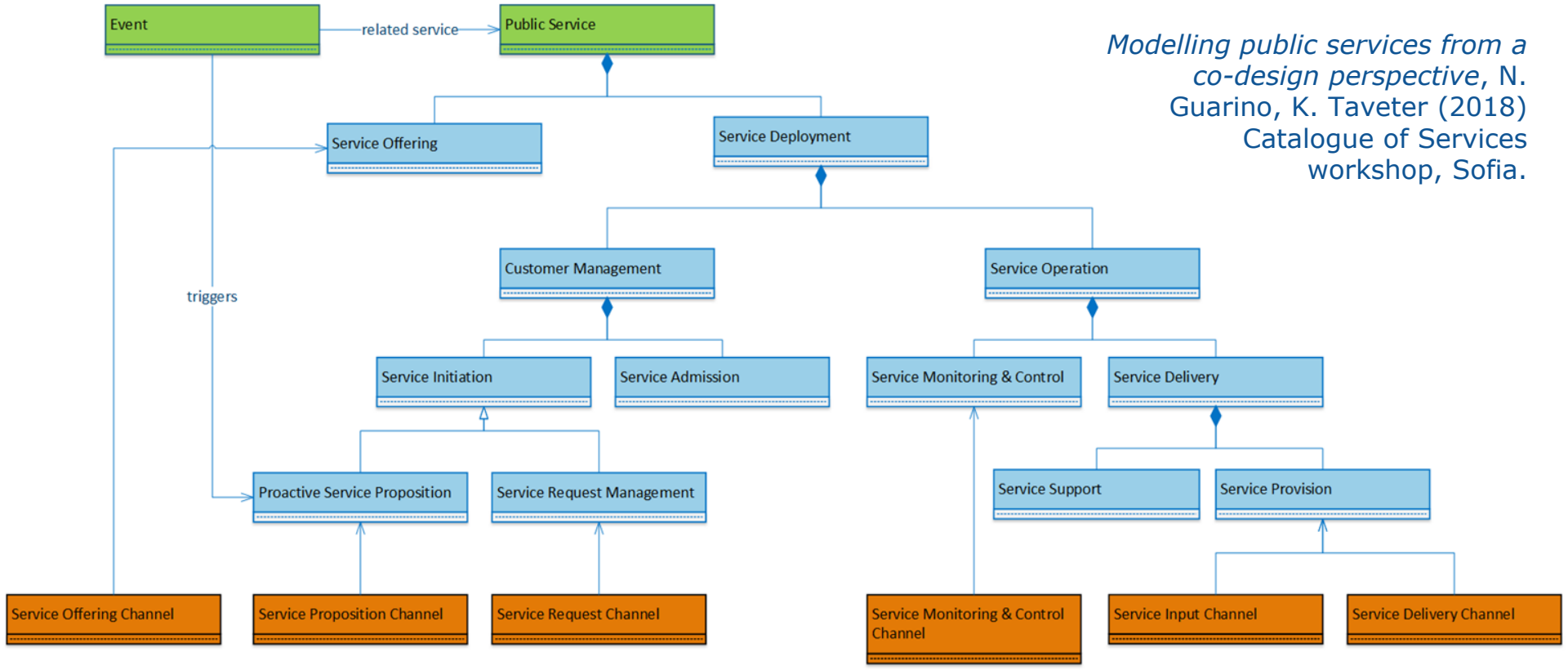
Sources

New European Interoperability Framework, online https://ec.europa.eu/isa2/sites/isa/files/eif_brochure_final.pdf.

Modelling public services from a co-design perspective, N. Guarino, K. Taveter (2018) Catalogue of Services workshop, Sofia.

Specializing the CPSV-AP

- Could this model be seen as a basis for modelling public service delivery processes?
- Could it achieve the benefits of co-design stated before?



Modelling public services from a co-design perspective, N. Guarino, K. Taveter (2018) Catalogue of Services workshop, Sofia.

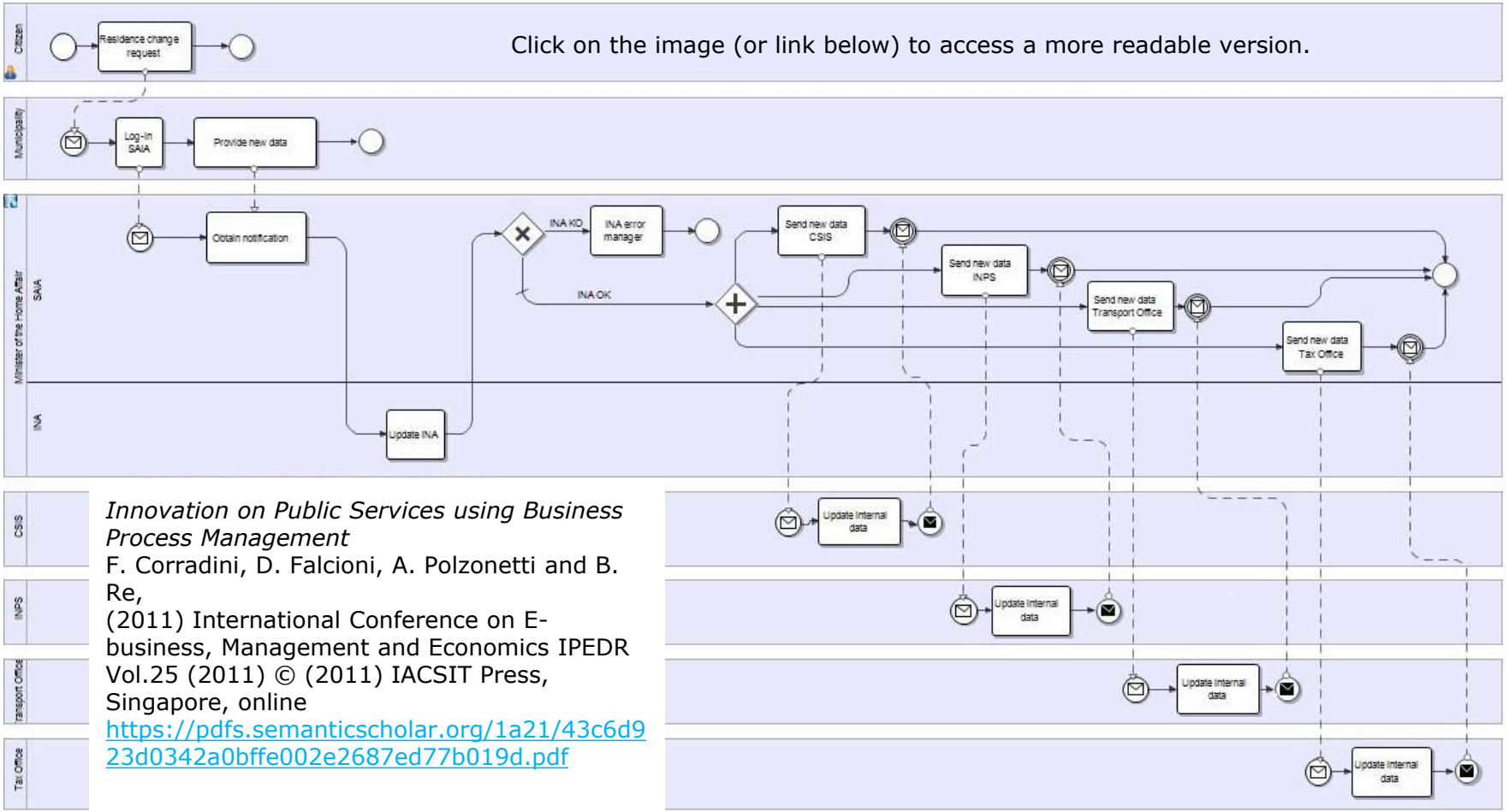
Alternative approach

Would a similar approach to the one adopted for the taxonomy of generic public services answer your needs?

- A bottom-up approach analysing specific service processes from multiple administrations;
- Detection of similar steps; and
- Creation of generic processes.

Example for *Change of address* in Italy

Click on the image (or link below) to access a more readable version.



Innovation on Public Services using Business Process Management
F. Corradini, D. Falcioni, A. Polzonetti and B. Re,
(2011) International Conference on E-business, Management and Economics IPEDR Vol.25 (2011) © (2011) IACSIT Press, Singapore, online
https://pdfs.semanticscholar.org/1a21/43c6d923d0342a0bffe002e2687ed77b019d.pdf

Analysis and modelling of proactive services

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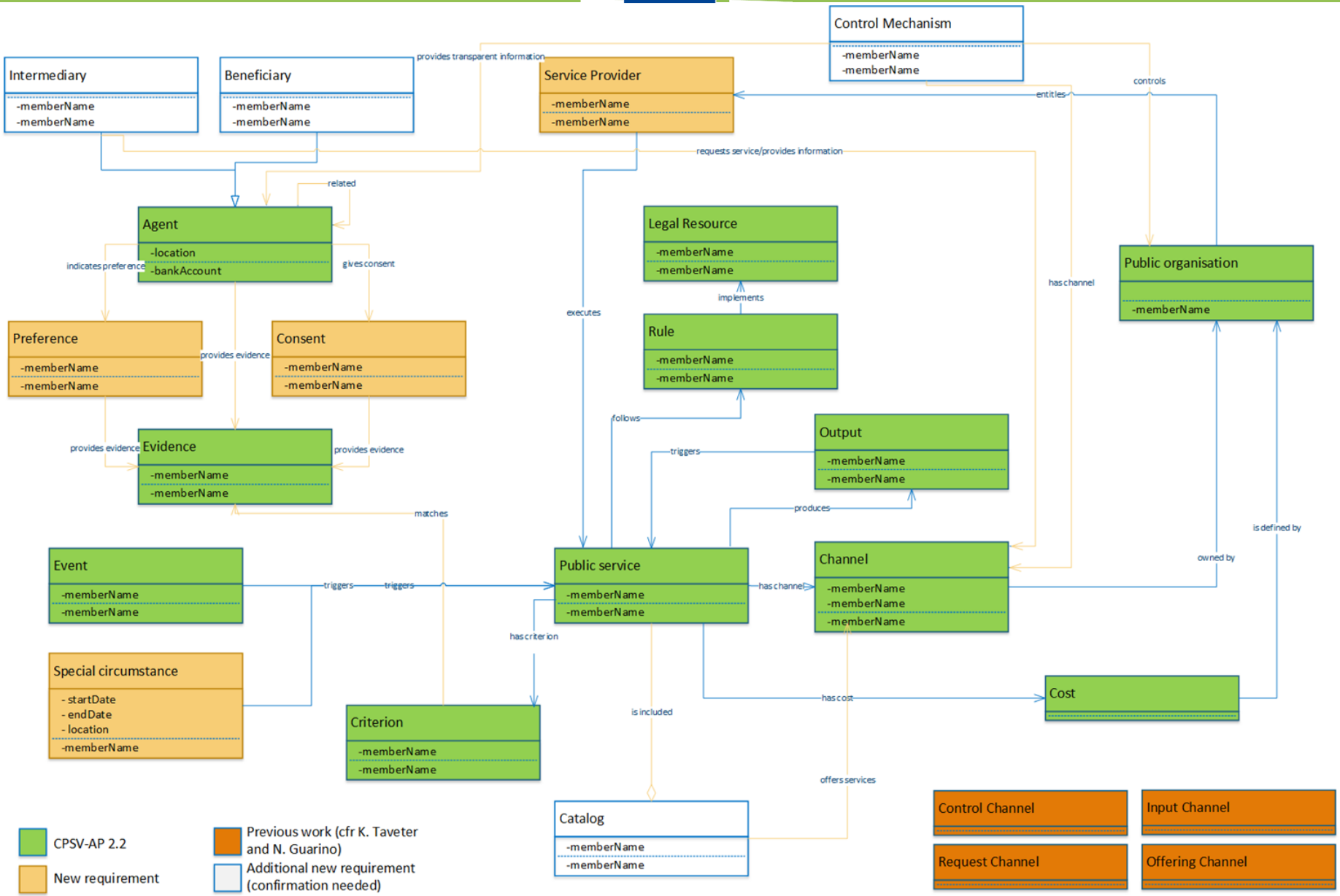
Analysis and modelling of proactive services

Objective:

- Determine how to model proactive services starting from existing practices
- Decide whether CPSV-AP should be adapted to include proactive services or whether a new model should be created

Approach:

- Qualitative interviews to assess data modelling needs and requirements
- Definition of use cases and identification of information requirements
- Illustration of the requirements and next steps


Control Mechanism
-memberName
-memberName
Intermediary
-memberName
-memberName
Beneficiary
-memberName
-memberName
provides transparent information
Service Provider
-memberName
-memberName
entitles
controls
requests service/provides information
related
Agent
-location
-bankAccount
indicates preference
gives consent
Legal Resource
-memberName
-memberName
implements
Public organisation
-memberName
has channel
executes
Preference
-memberName
-memberName
provides evidence
Consent
-memberName
-memberName
Rule
-memberName
-memberName
follows
Output
-memberName
-memberName
triggers
produces
provides evidence
Evidence
-memberName
-memberName
provides evidence
matches
is defined by
owned by
Event
-memberName
-memberName
triggers
triggers
Public service
-memberName
-memberName
has channel
Channel
-memberName
-memberName
-memberName
has criterion
Special circumstance
- startDate
- endDate
- location
-memberName
Criterion
-memberName
-memberName
is included
has cost
Cost
offers services
Catalog
-memberName
-memberName
CPSV-AP 2.2
New requirement
Previous work (cfr K. Taveter and N. Guarino)
Additional new requirement (confirmation needed)
Control Channel
Input Channel
Request Channel
Offering Channel

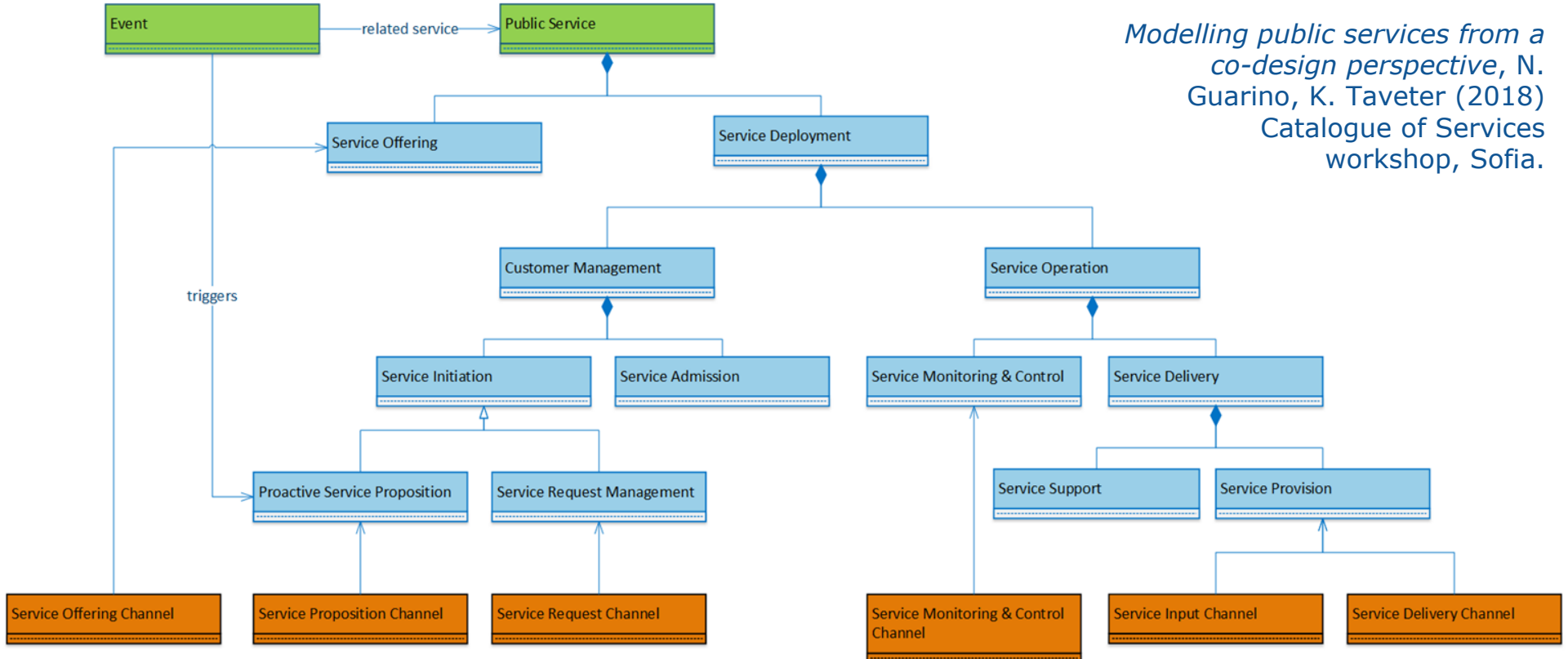
Analysis and modelling of proactive services

Key questions on the representation:

- Should any element be added or removed from the representation of the requirements?
- What is the best way to model consent and preference?
- What is the added value of the "*new additional requirements*"?
- With proactive services, a public service can be triggered in three different manners, do you agree?
- For now, how the data is analysed or structured is not represented, are these requirements in your opinion?
- A specialization of the class Channel is probably required, how could the work achieved previously (cfr next slide) be included in the representation?

Specializing the CPSV-AP

How to reuse this work without being too prescriptive in the way public administrations structure their service delivery?



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Change management of CPSV-AP

Open issues from GitHub - overview

1. spatial - use of the Administrative Territorial Units by local public authorities (Link)
2. Public Service - Type - authoritative source of the codelist COFOG is not accessible for now (Link)

Closed issues previously discussed:

1. Range of dct:spatial is skos:Concept (Link)
2. ELI Alignment (Link)
3. Classification of a public service (Link)
4. Reuse of UK standards on public services (Link)
5. Change requests related to Proactive Services (Link)
6. Digital aspects of public services (Link)

Issues on specific elements of CPSV-AP

1. spatial - use of the Administrative Territorial Units by local public authorities (Link)
   a. **Description:** keeping ATU up-to-date with thousands of local units seems unrealistic for local public authorities.

   a. **Proposed solution/action:**
      i. Have one property with the public service's territorial range only with the terms "national/regional/province/local/other". This property could be combined with a recommendation to use the ATU or, if impossible, a public service's competent authority address.
      ii. A local refinement starting from the ATU itself.

Issues on specific elements of CPSV-AP

2. Public Service - Type - authoritative source of the codelist COFOG is not accessible for now (Link)
   a. **Description:** It was identified that the authoritative source of the codelist COFOG referred to in the CPSV-AP specification v2.1 for dct:type of Public Service was no longer publicly available

   a. **Proposed solution/action:** Plan a web conference between various actors (UN, Member States and European Commission) to inform each other about the objectives and status of the various initiatives, and seek points of collaboration and coordination.

AOB and wrap-up

AOB and wrap-up

- Contributions:

Activities	Contributions
Feasibility study on the modelling of the processes for delivering public services	*Interviews*
Analysis and modelling of proactive services	***Interviews Subgroup and/or GitHub***
European taxonomy for public services	*Subgroup of contributors and/or GitHub*
Change management of CPSV-AP	*GitHub issues*
APIs for CPSV-AP-based Catalogue of Services	*Pilot activity*
Support activities to the Member States	*Pilot activities*
Architecture for public service chatbots	***Interested reviewers or share experience***

- Change management of the CPSV-AP
- Upcoming events:
  - 2nd webinar towards the end of March 2019
  - Workshop towards the end of May 2019

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