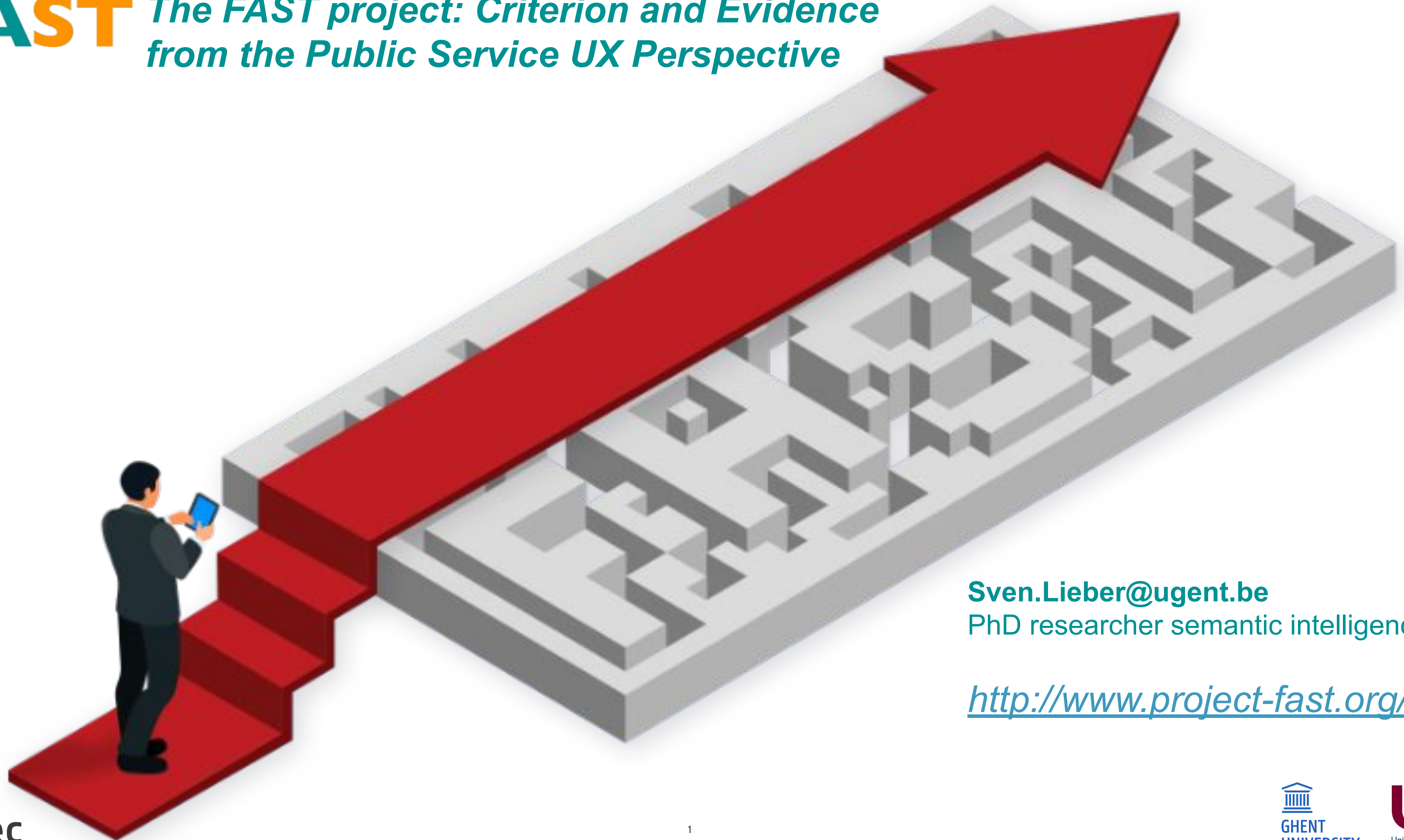


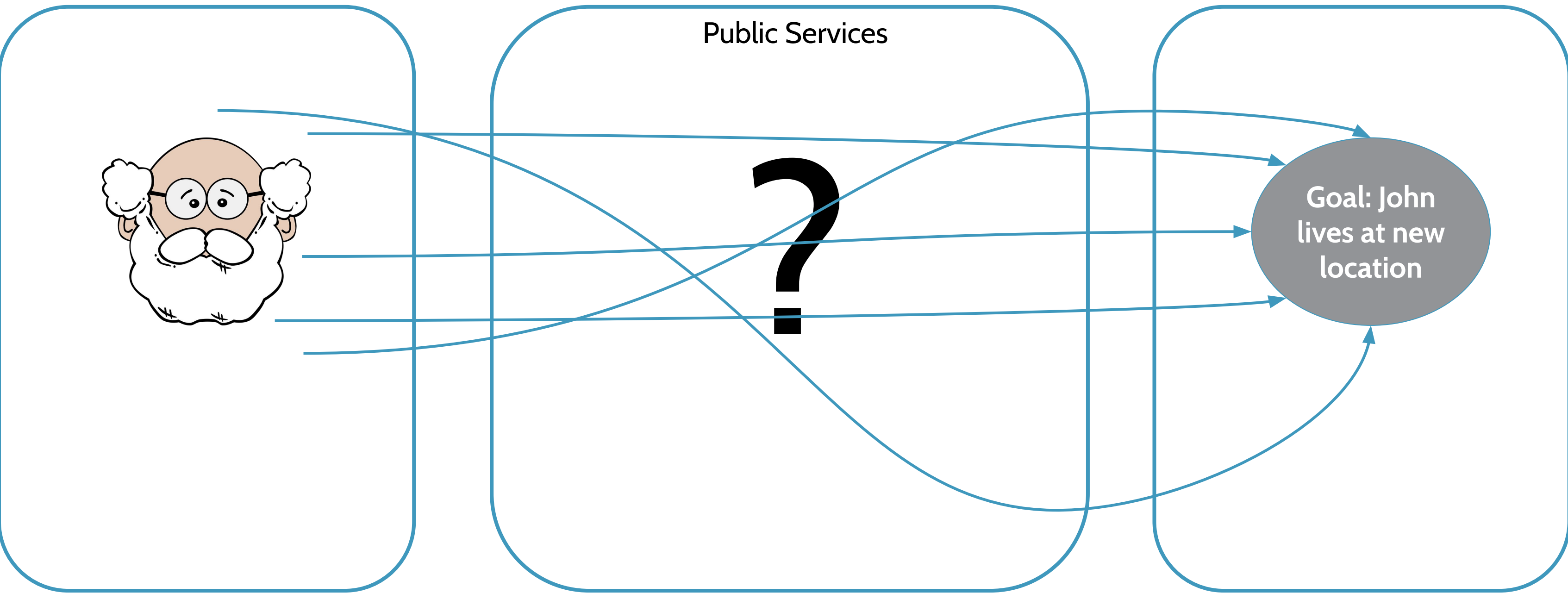
FAST *The FAST project: Criterion and Evidence from the Public Service UX Perspective*



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PhD researcher semantic intelligence

<http://www.project-fast.org/>

John wants to move, which steps are needed?



How about user experience for public services?



So far public services are thought individually from an administration point of view, but for John ...

... it is a **coherent journey**, different steps he has to do in order to reach his goal.

... a lot of things are **unknown** at the beginning.

... there are only some steps are relevant, not all.

... steps are repetitive as he has to provide the same evidence again and again.

FAST

What exists so far and what are the problems?

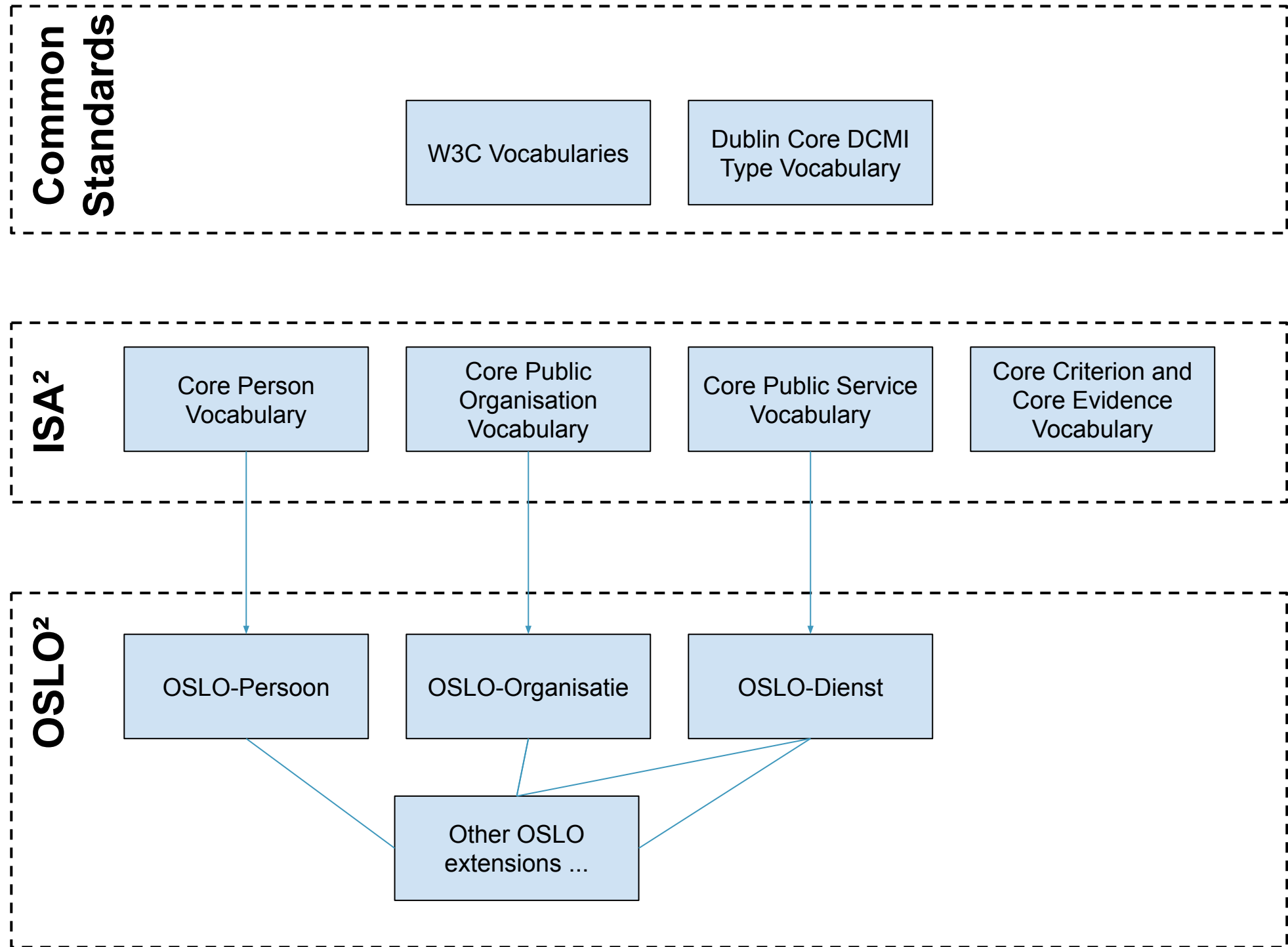
How do we solve the problem in the FAST project?

What are steps?

The costs of getting evidence and reaching a goal

Future challenges

What we use today



ISA²
Interoperability solutions for
public administrations,
businesses and citizens

OSLO²
Open Standards for Linked
Organizations developed in Flanders,
Belgium

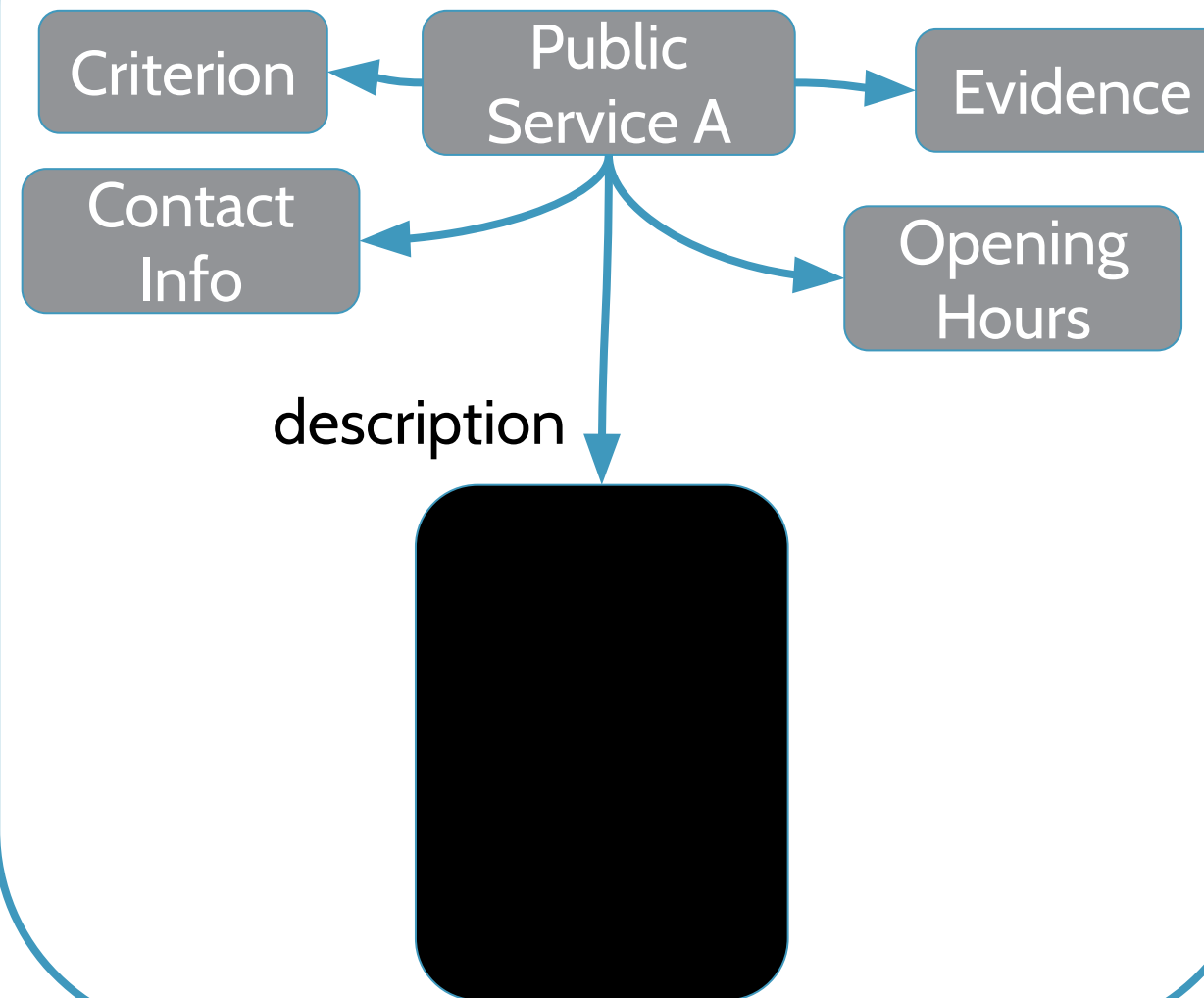
How are Public Service descriptions used?

For practitioners: What are concrete reusable criteria and evidence?

We perceive that a lot of content is present only in the human-readable description, including steps to perform



Public Services in CPSV-AP



Goal: John lives at new location

FAST

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For this multifaceted Problem we have an interdisciplinary consortium



CrossLang

Specialised in translation automation technologies, a team with unparalleled expertise in business process automation.



Endare

Passion is key to success and at Endare, we believe that sharing our passion is the way to our envisioned future.



Ideabox

Ideabox creates digital products for a world in motion. We create product roadmaps, set up teams, and gather partners around innovative digital business models.



Informatie Vlaanderen

We develop a coherent, government-wide information policy, support and help realise the transition of the Government of Flanders into an information-driven administration.



Internet Architects

Customers expect meaningful experiences, no matter how they connect with you. Discover our work across research, interaction and interface.



UGent

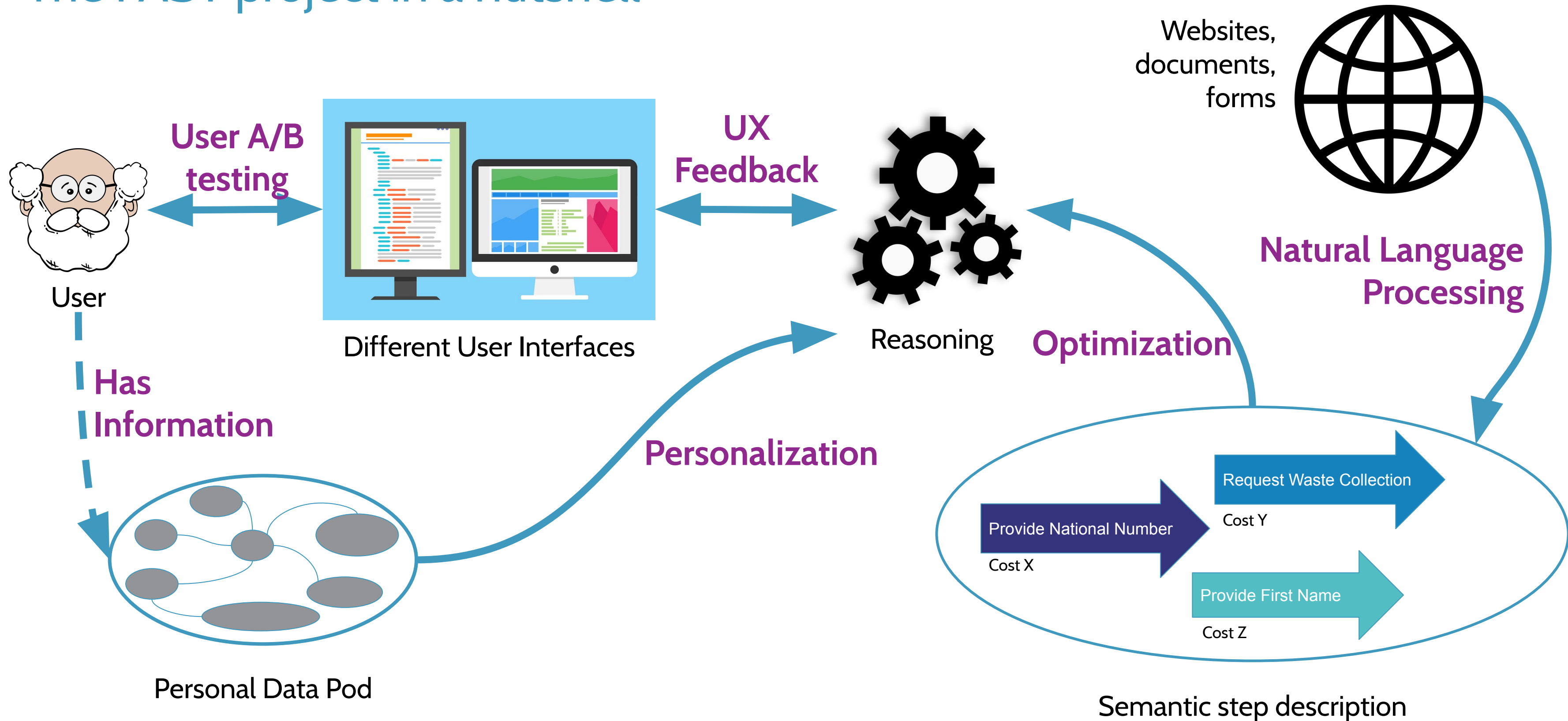
Ghent University is challenging everyone to dare to think, to question conventional views and to dare to take a nuanced stand.



Vlerick

We strive to be perceived as the leading business school in the heart of Europe, clearly recognised for future proof education.

The FAST project in a nutshell



FAST

What exists so far and what are the problems?

How do we solve the problem in the FAST project?

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The costs of getting evidence and reaching a goal

Future challenges

Current user experience

Nieuw Adres: Geslacht gezinshoofd: M / V
Facturatieadres:
Naam en voornaam gezinshoofd: Aantal gezinsleden:
Telefoon: GSM: E-mail:
Datum van inhuizing:/...../ 20..... Rijksregister Gezinshoofd:

Volgens de toekenningsregels ontvang ik de volgende **grijze restafval container(s)** met chip:
40 liter aantal: 1 2 3 Ik vraag een slot aan voor 35 euro per stuk
120 liter aantal: 1 bij plaatsing JA / NEE
240 liter aantal: 1

Container(s) reeds aanwezig: Container(s) leveren:

Volgens de toekenningsregels ontvang ik de volgende **groene GFT-container(s)** met chip:
40 liter aantal: 1 2 3 Ik vraag een slot aan voor 25 euro per stuk
120 liter aantal: 1 2 bij plaatsing JA NEE

Container(s) reeds aanwezig: Container(s) leveren: geen, want ik composteer mijn GFT zelf:
ophaling GFT-container door stopzetting JA NEE

Volgens de toekenningsregels ontvang ik de volgende **gele papier container(s)** met chip:
40 liter aantal: 1 2 3
240 liter aantal: 1
1100 liter aantal: 1

Container(s) reeds aanwezig: Container(s) leveren:

Omruijing container
Reeds aanwezig omruilen naar:

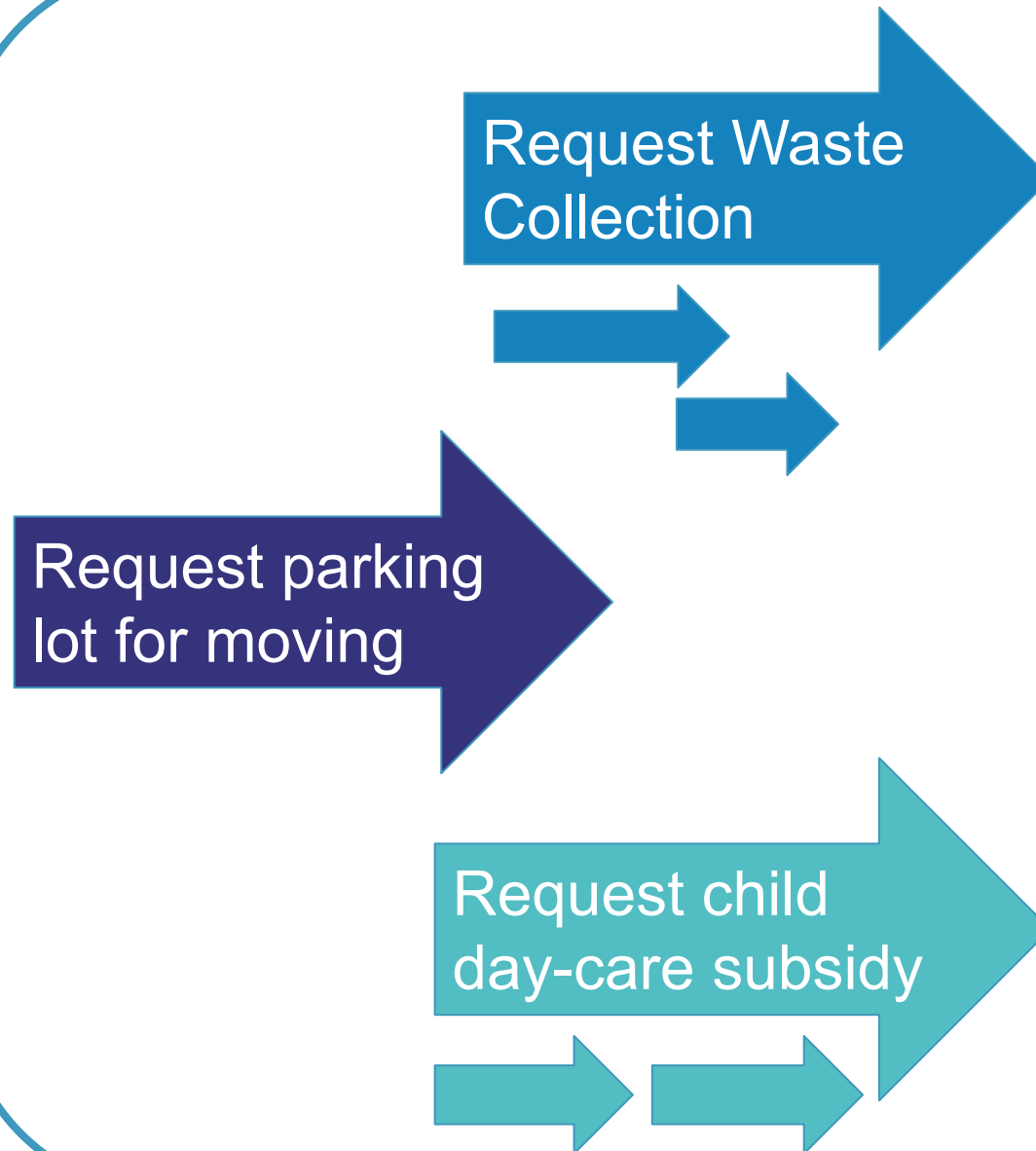
Opmerking: Goedkeuring Gemeente Handtekening bewoner
.....
.....
.....

This form is used to request waste disposal in one of the Flemish municipalities, i.e. how many of different recycling and waste containers

The whole form could be seen as step “Request Waste Disposal”

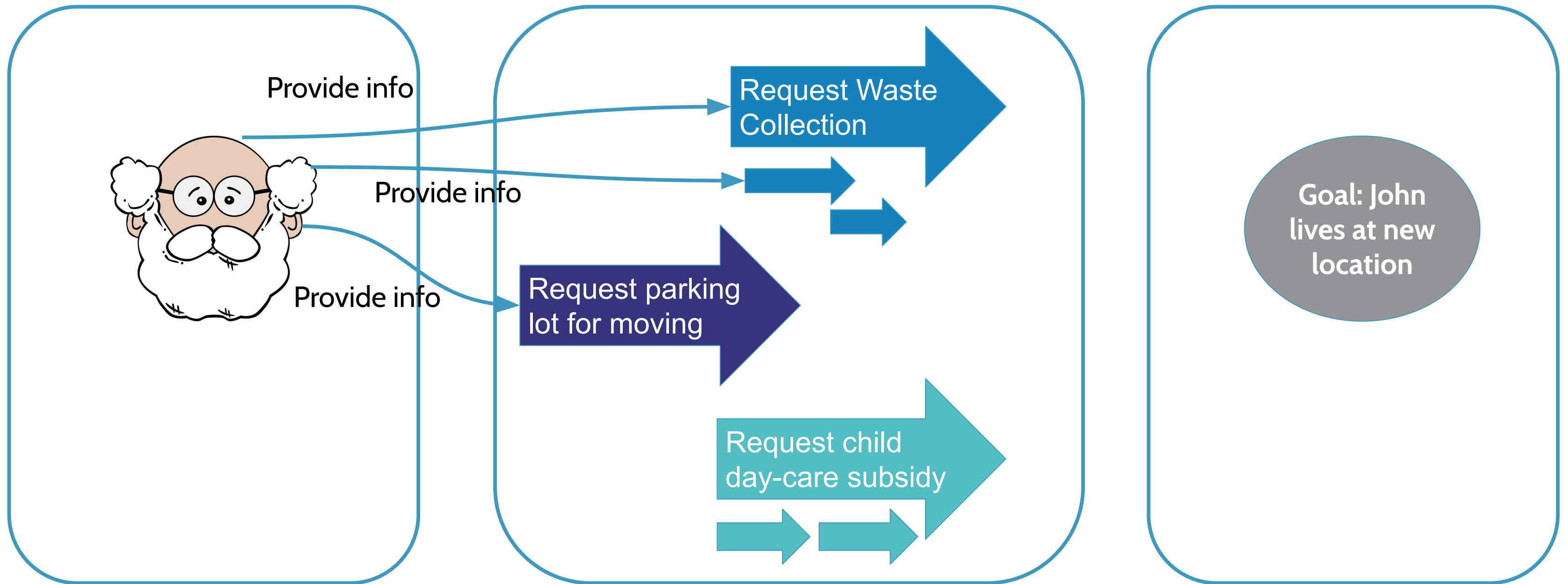
It is divided into sub-steps for which John has to provide Information (red)

Now we can provide John with steps



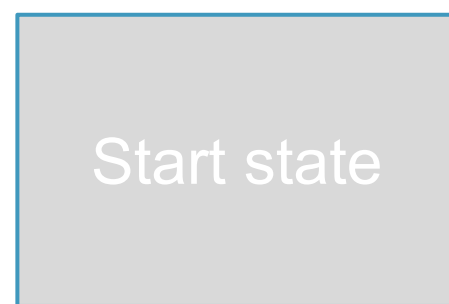
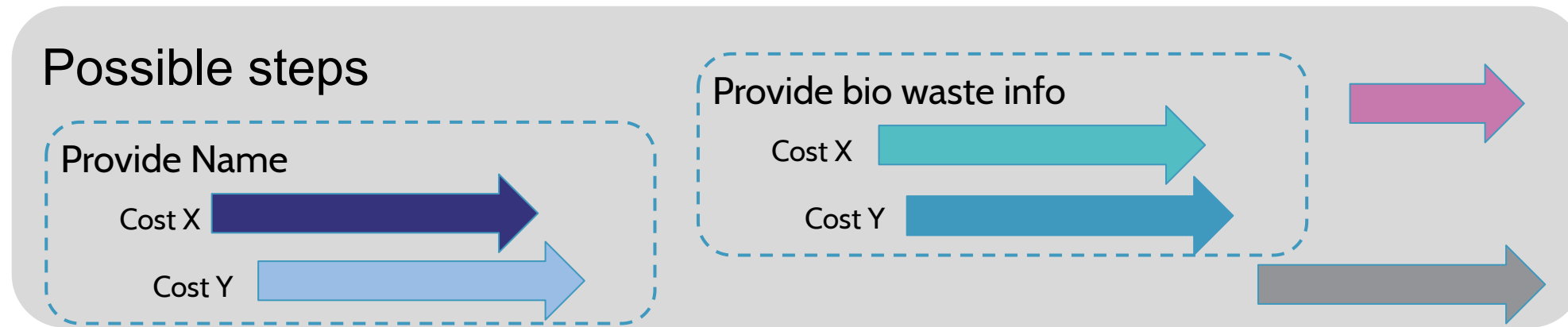
Goal: John lives at new location

Only having steps is not enough for an improved customer journey!

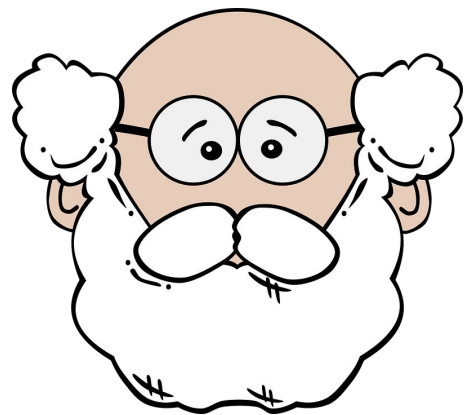
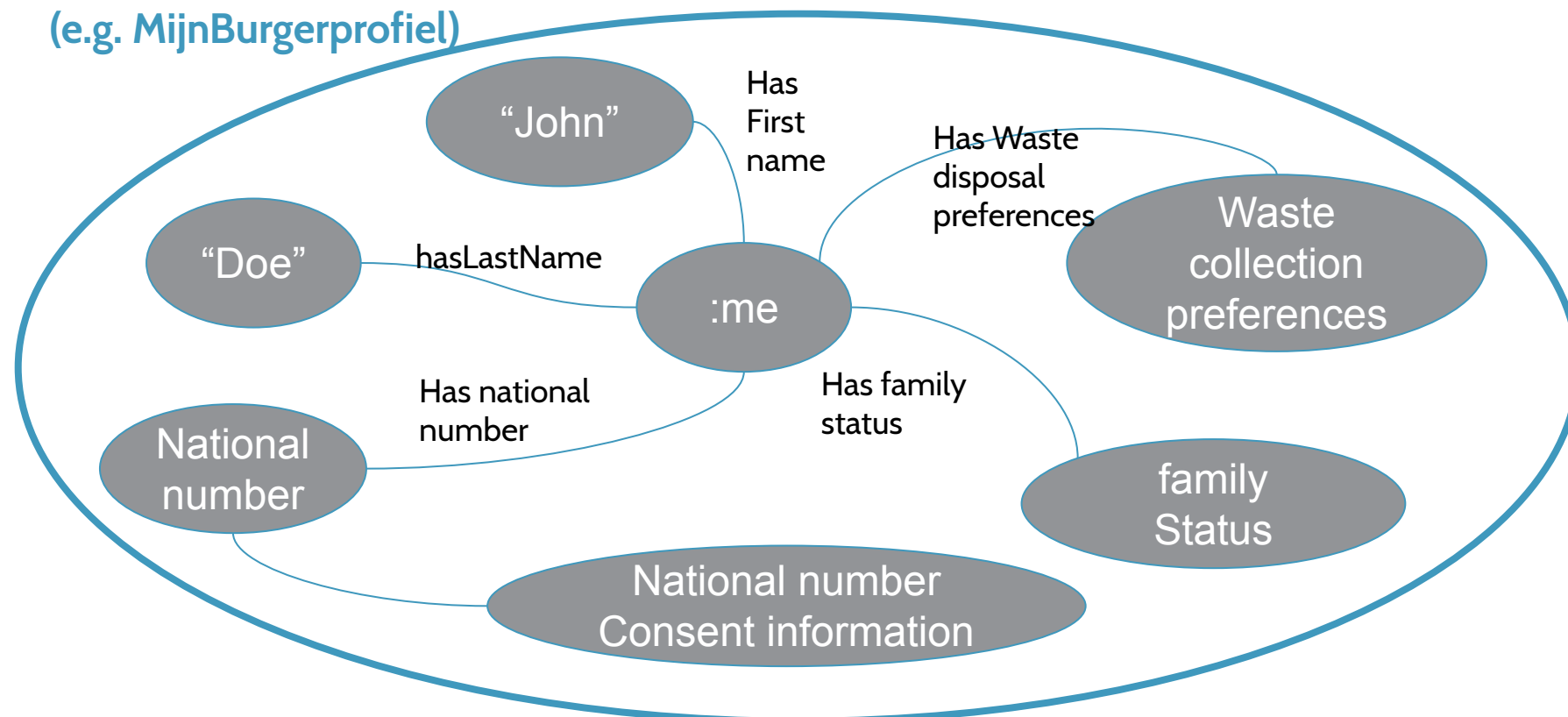


Some steps are irrelevant for John and he has to provide possibly the same information again and again

Choosing the optimal steps for John



Personal Data Pod
(e.g. MijnBurgerprofiel)



FAST

What exists so far and what are the problems?

How do we solve the problem in the FAST project?

What are steps?

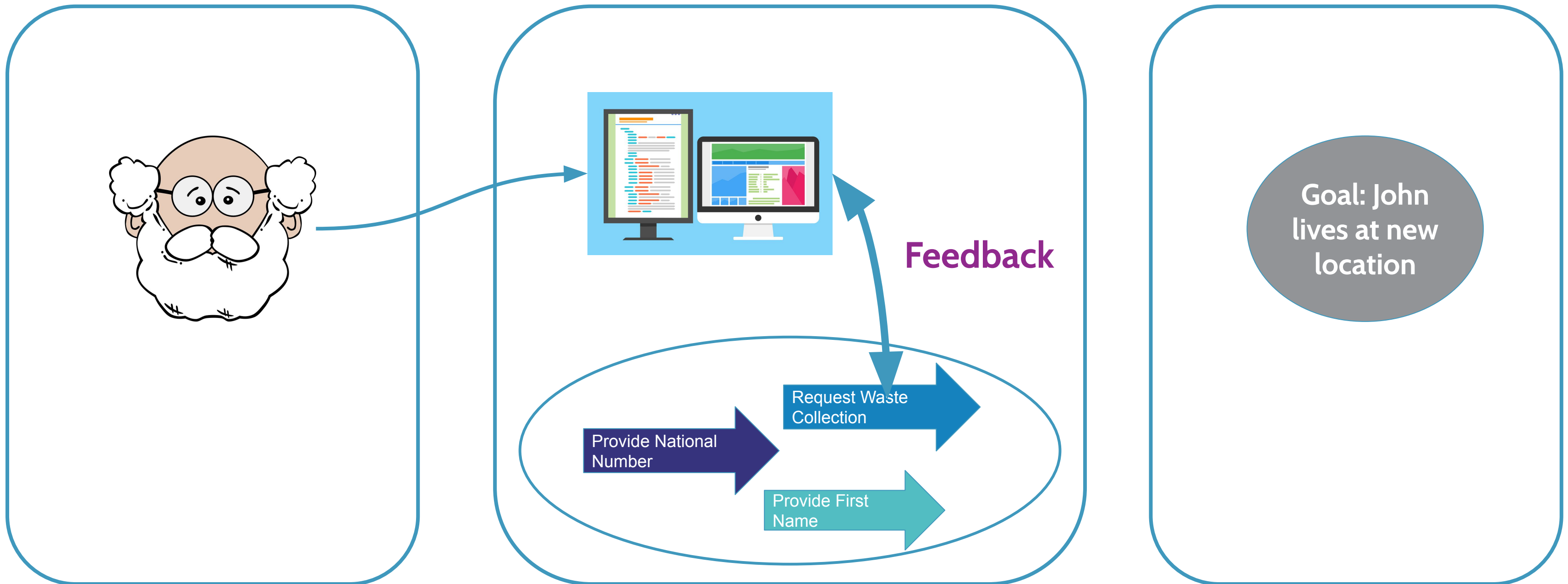
The costs of getting evidence and reaching a goal

Future challenges

Dynamically adjust the costs of steps

Dynamically adjusting the cost of how difficult it is to obtain an evidence will

- 1) identify problematic evidences or steps in the public service and
- 2) propose workflows that possibly work around those.



FAST

What exists so far and what are the problems?

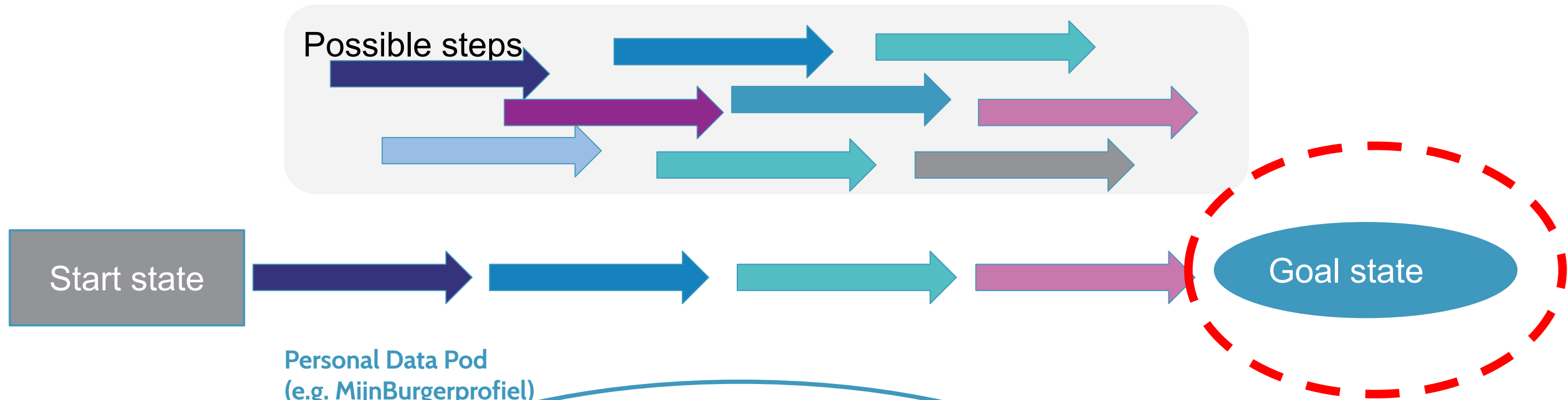
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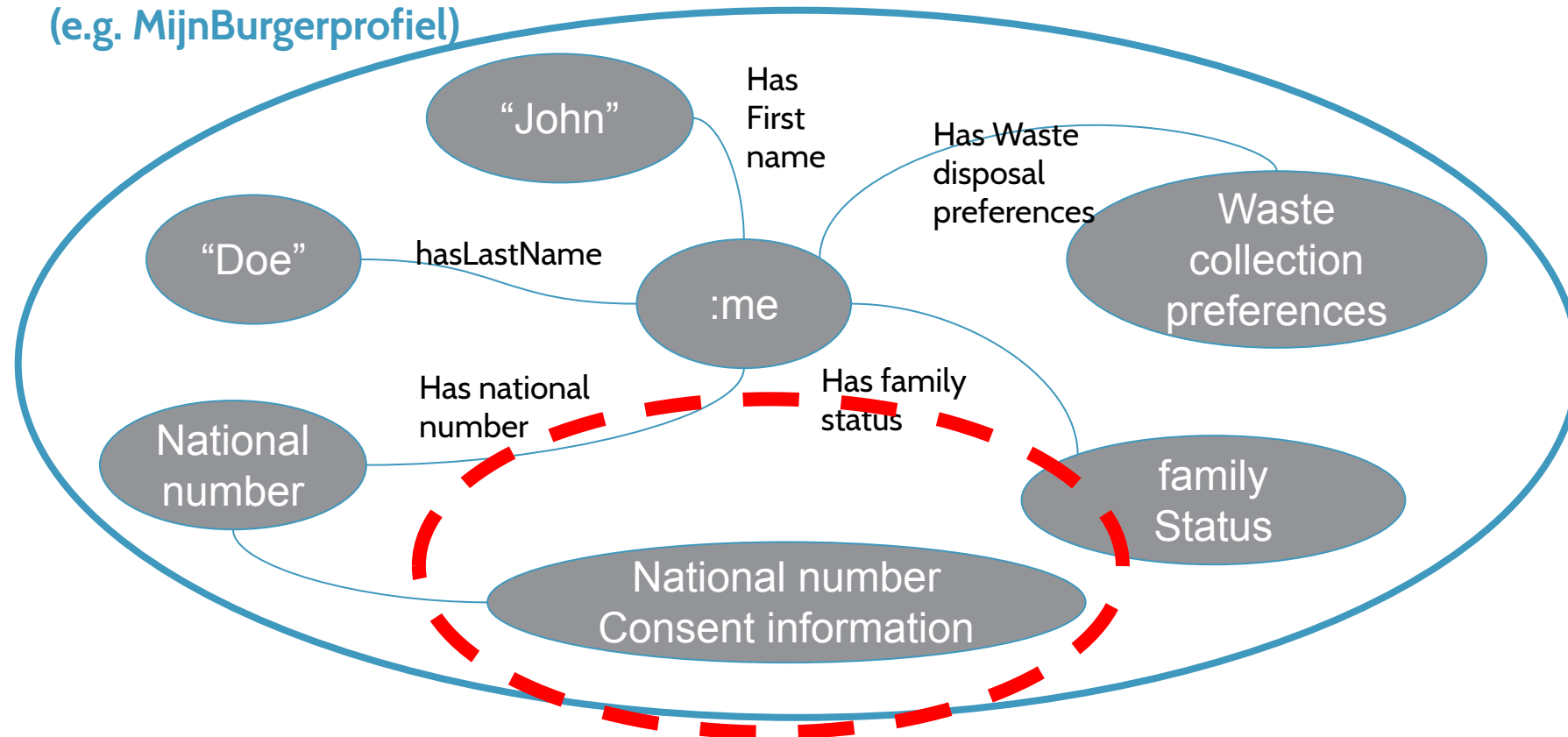
The costs of getting evidence and reaching a goal

Future challenges

Privacy constraints, consent, goal descriptions



Personal Data Pod
(e.g. MijnBurgerprofiel)



Using shapes

... to describe constraints

... to describe states

Data shapes are handy

Shapes define the structure of data (not to be confused with vocabularies/ontologies)

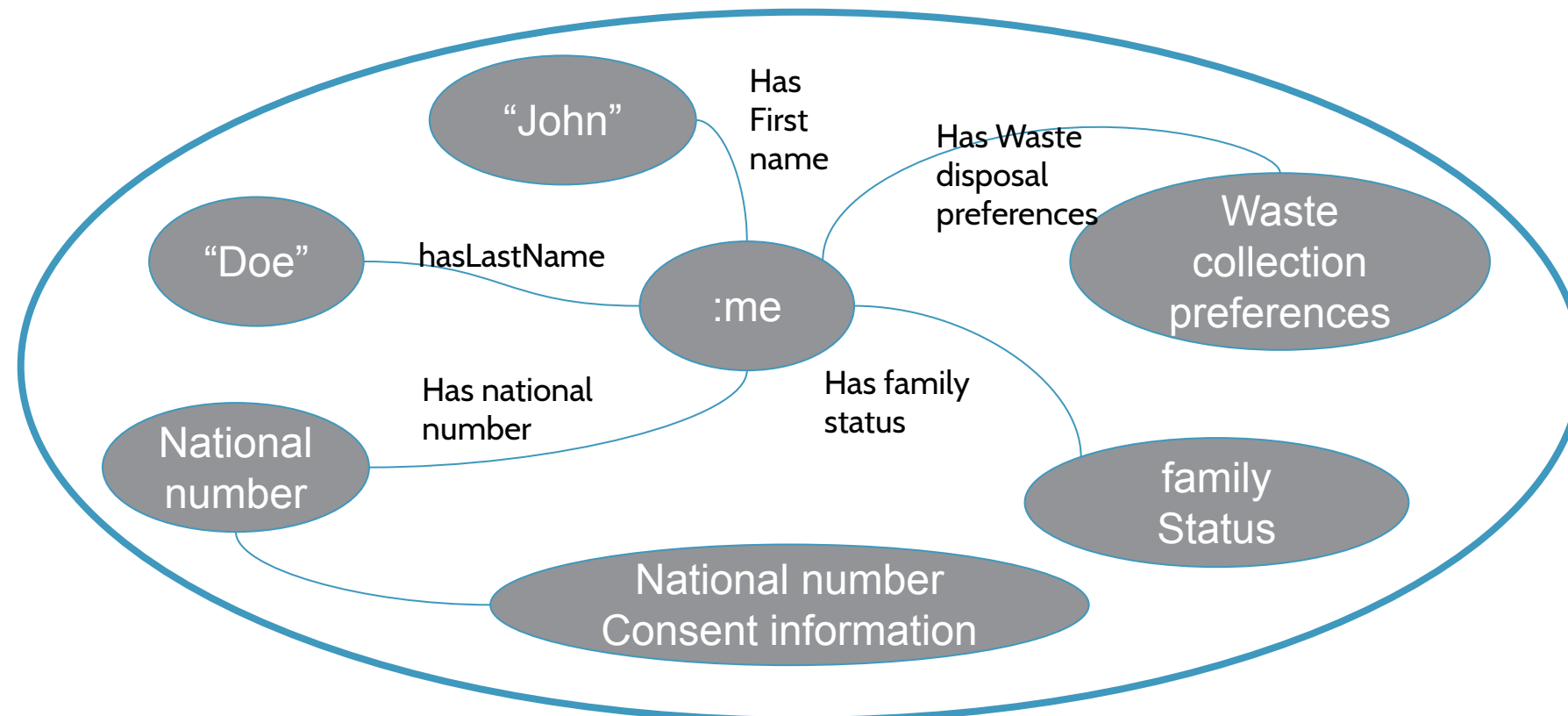
Shapes can be used to express privacy constraints or to describe states

Shapes can be used to describe valid requirement responses to criteria in a fine-grained way

Concretely:

In 2017 W3C recommended the Shape Constraint Language (SHACL)

There also exist the ShEx specification which follows a schema-based approach to express shapes on data



Questions and Answers



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(Images and Icons from Pixabay.com)