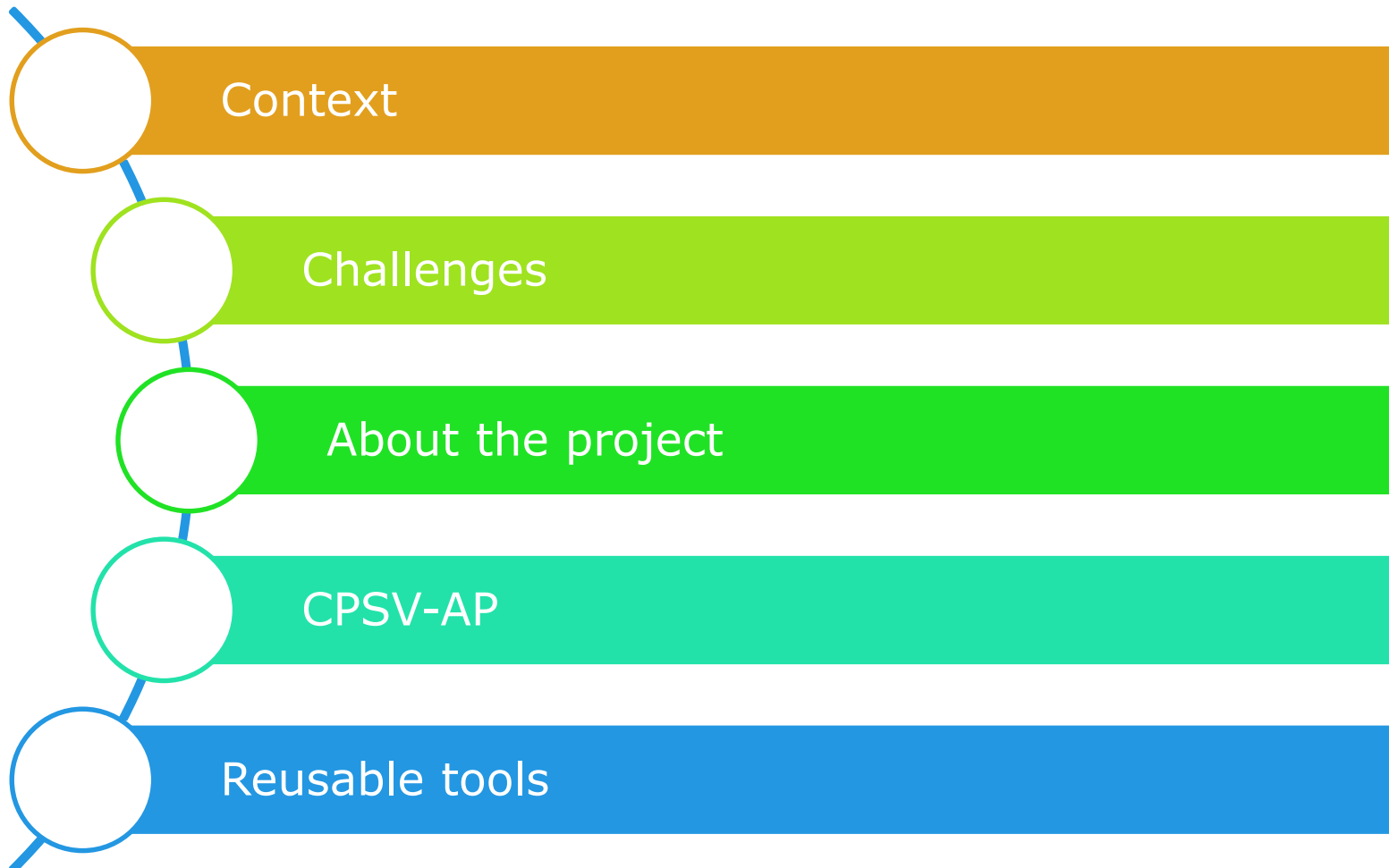


ISA Action 1.3: Catalogue of Services

Harmonising national and
European service catalogues
and implementing a pilot





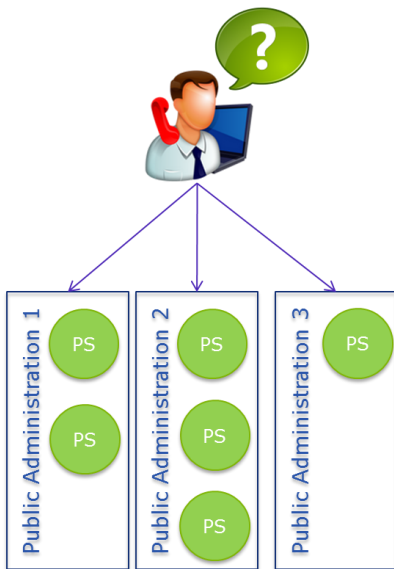
Service Directive – aims at releasing the untapped growth potential of **services markets** in Europe by removing legal and administrative barriers to trade in the services sector.

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



- **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:

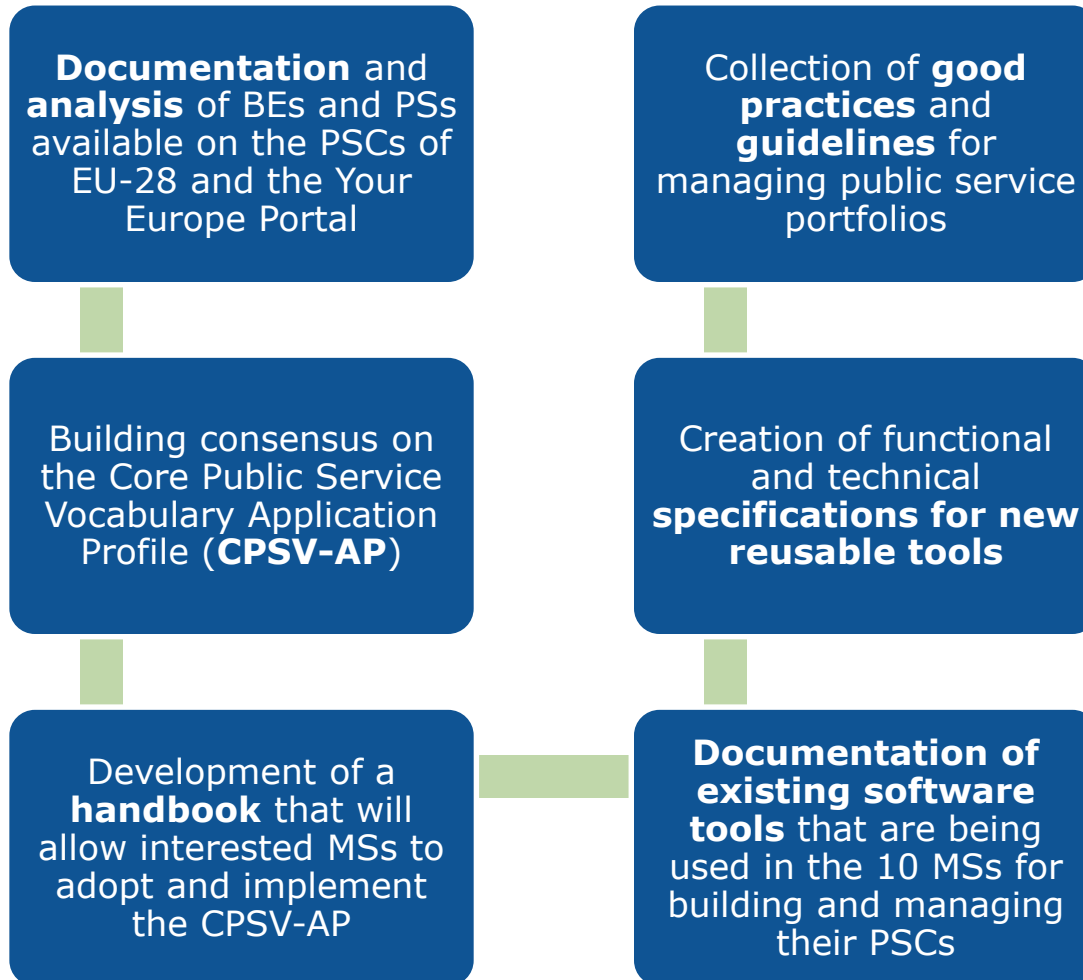
- Lack of **effectiveness** and **efficiency** of PSCs;
- **Higher costs** for maintenance of information;
- **Absence of an integrated view** on life events, business events and public services provided within a specific country or region.

Goals of Action 1.3



- 1** Develop a **standard specification** for uniformly describing key 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

What is currently going on?





CPSV-AP: European reference data model:

- For describing business events and public services;
- Based on the [ISA Core Public Service Vocabulary](#);

Which enables to:

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

<https://joinup.ec.europa.eu/asset/cpsv-ap/description>

Reusable software tools implementing CPSV-AP



- **CPSV-AP mapping tool**, to **map** different **data models** used for describing your business events and public services to the **CPSV-AP** or **any other data model**.
- **Public service description harvester**, to **get** the public service descriptions in a **faster** and **more efficient way** and **ease** the creation of an **integrated view** on life events, BEs and PSs provided within a specific country or region.
- **CPSV-AP data validator**, to **test the compliance of your data set** with descriptions of business events and public services descriptions **against** the information requirements of the **CPSV-AP**.
- **Public Service Description Editor**, to **describe** your business events and public services following **the CPSV-AP** and export those descriptions in interoperable, machine-readable formats.

Interested in our work?



Contact us for:

- Receiving additional information;
- Providing feedback;
- Receiving support in using the CPSV-AP and/or the tools;
- Sharing needs/requirements for tools.



Contact us



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