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# Metadata Management for Communicating Value of Public Services



Euroopa Liit  
Euroopa Sotsiaalfond



Eesti tuleviku heaks

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Estonian  
Information System's  
Authority



**pwc**

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# Integrated Portfolio Management of Public Services

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The study was commissioned by the Estonian Government Office and was carried out in 2013 – 2014 with the support of the European Social Fund.

Study partners were Estonian Information System Authority, Ministry of Economic Affairs and Communications, IT and Development Centre of the Ministry of Interior, Estonian Association of Information Technology and Telecommunications. The study was conducted by AS PricewaterhouseCoopers Advisors.

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# The Objective

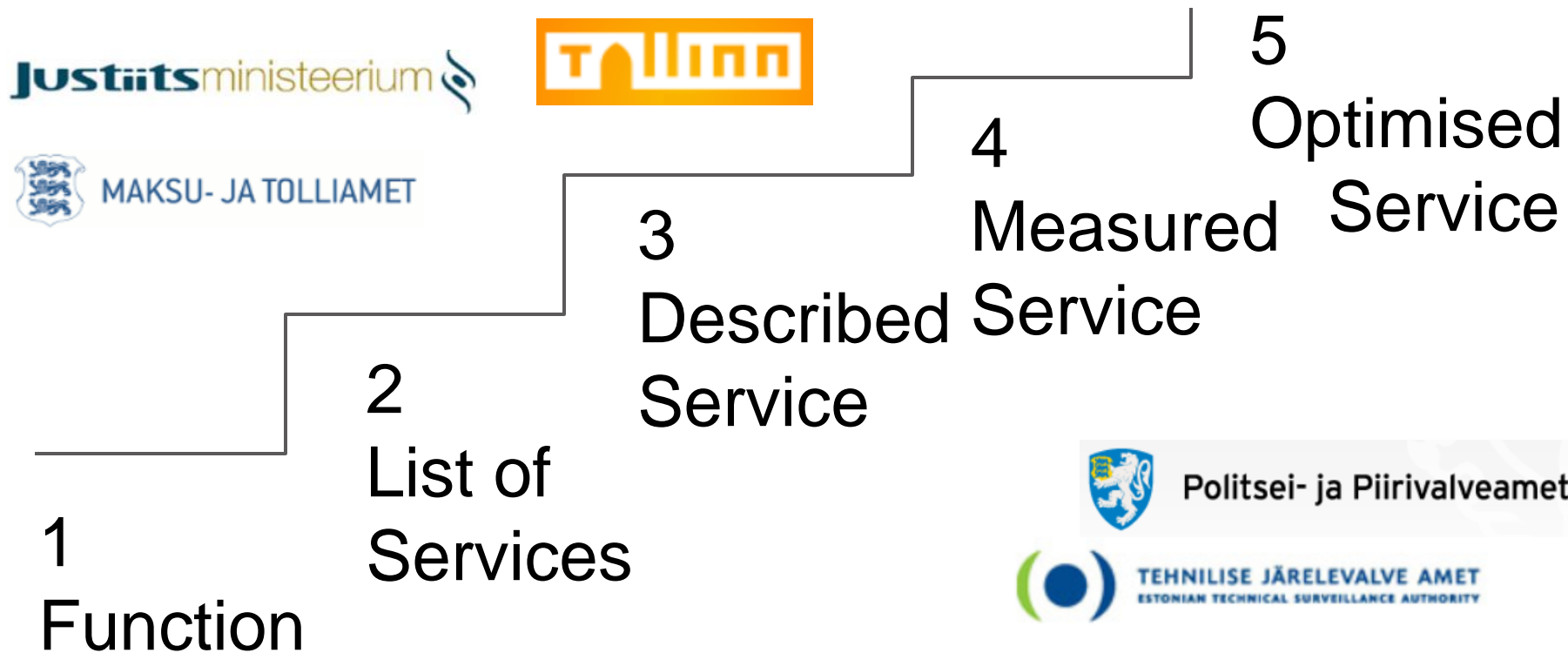
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For increasing the quality of state-planned public services:

1. develop machine-usable service description language;
  2. develop a method for measurements of benefits and costs of public services delivered through various channels;
  3. study feasibility of the „portfolio” management of public services;
  - 4 develop architectural vision for the above.
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# Maturity Levels of Public Service Management

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# Service Description Language (1)

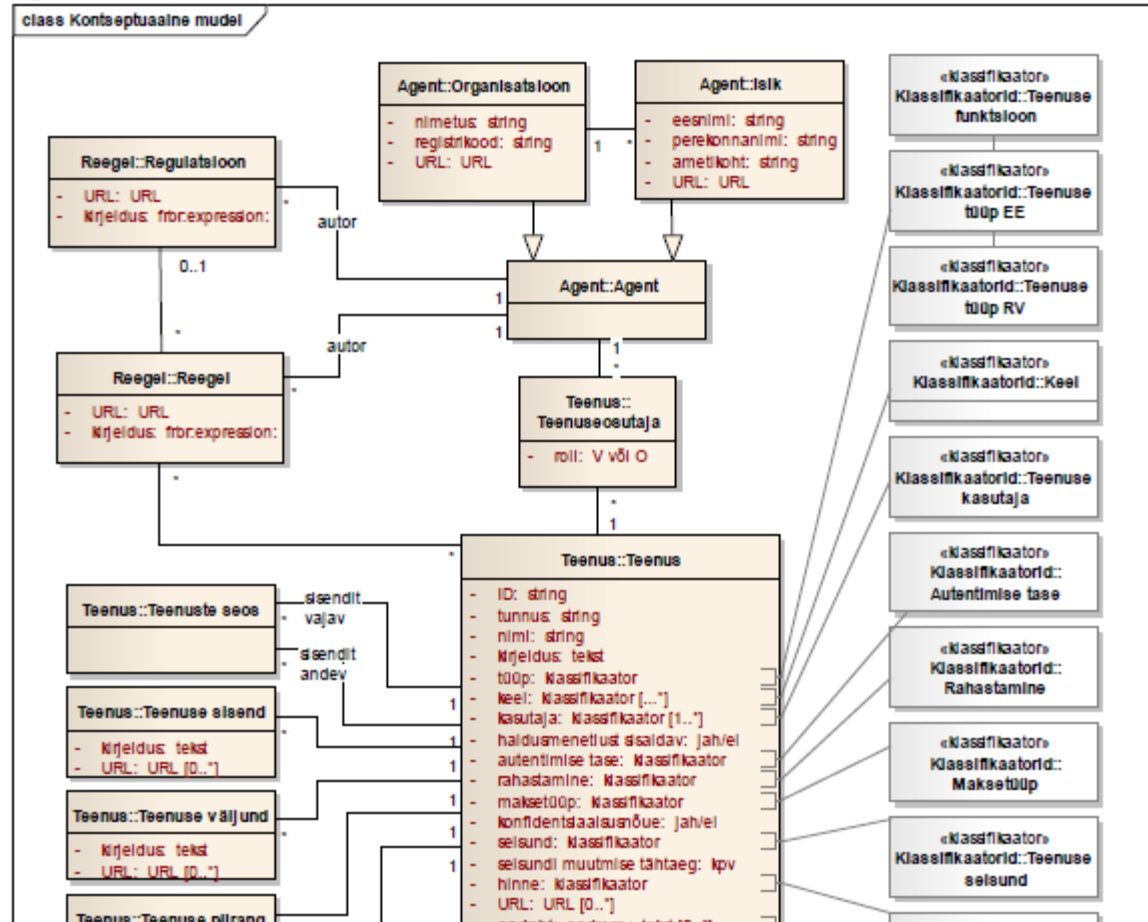
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- Survey of existing models: *Core Public Service Vocabulary* (CPSV), a.o.
  - Qualitative study of practice in 7 public administration agencies
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# Service Description Language (2)

27 attributes,  
forming  
four groups:

- Agent
- Public Service
- Rule
- Evaluation



# Description of services

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**Harmonisation of definitions.** Before starting wider projects for describing or classifying services, a national agreement must be reached on definitions of public service, as well as on the objectives and semantics of service description attributes.

**Development of local classifications.** It is complicated to find counterparts to all attributes from international classifications and the wish to implement international classifications is low and needs are unclear. Most international classifications are in English which makes their daily use complicated for both administrators and users of services.

**Development of tools.** It is necessary to create simple tools, e.g. based on widely used spreadsheet applications, that would allow also organisations with low maturity to start with the administration of services.

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# Public Service Assessment Model

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- Codagnone & Boccardelli (2006) Public Service Measurement Framework (for EC)
- Comparison of 9 other models
- Survey of Estonian practice in 7 organisations



- A model consisting of **60 measurement criteria**, in **3 groups**
  - Validated by 7 test studies
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# Assessment Criteria in Practice

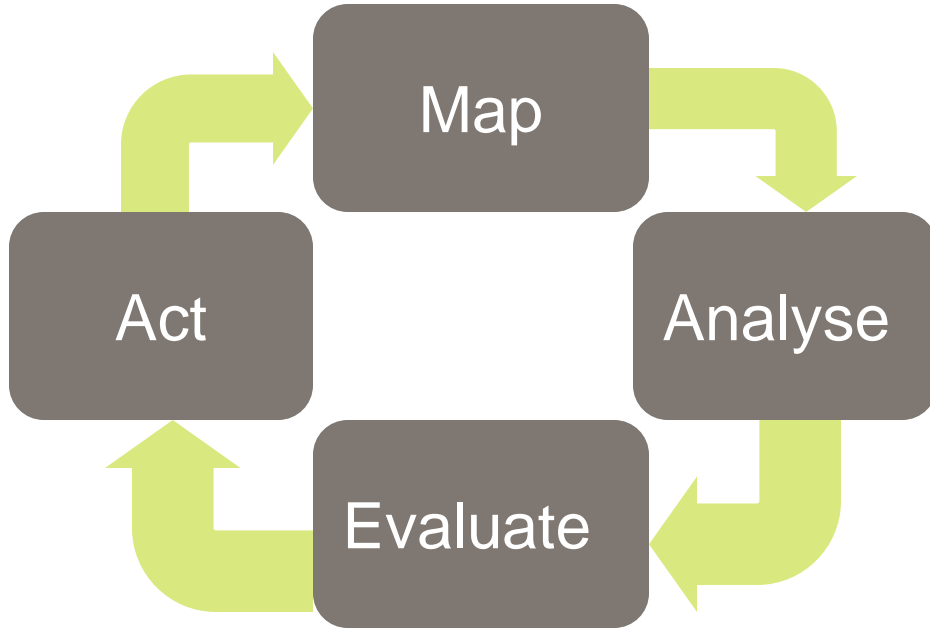
	SKA	SiM	EMT A	JuM	PPA	TLV	TJA
Evaluation of Service	9	11	30	19	42	16	9
Evaluation of Channel	0	0	13	12	1	2	0

High maturity

SKA - Social Security Agency; SiM - Ministry of Internal Affairs; EMTA - Tax and Customs Board;  
JuM - Ministry of Justice; PPA - Police and Border Guard Board; TLV - Tallinn City Government; TJA  
- Technical Surveillance Authority

# Portfolio Management of Public Services

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- Retain
  - Replace
  - Rationalise
  - Refactor
  - Renew
  - Retire
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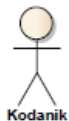
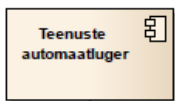
# Architectural Vision

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**Creating an infrastructure or assessing services.** One important precondition for achieving success is to create the necessary infrastructure for measuring the service. Consisting of mainly automated IT solutions, it could increase the quality of collected data and decrease the effort for measuring and implementing the measuring system. Because creating many local systems is expensive, the state needs to support the development, implementation and financing of a single pan-institutional system. In creating the systems it is also important to deploy suitable accounting methods. A key would be the promotion of activity-based cost accounting and service-based management methods.

**Optimisation of the benchmark model for assessing services and the deployment of a „starter kit“.**

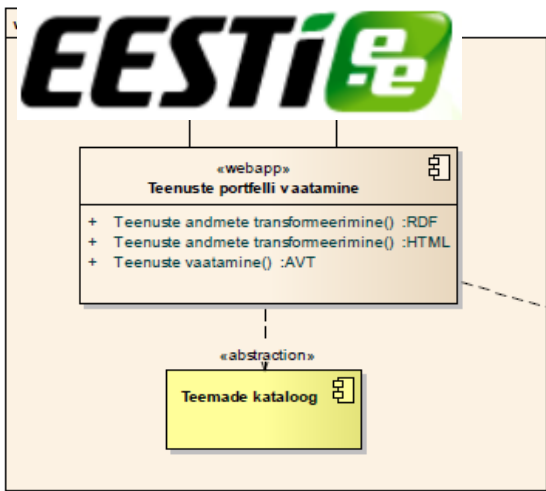
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Citizen

«SPARQL»

RIA



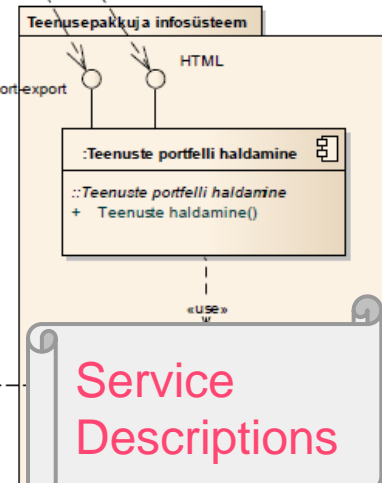
Service Descriptions

Sünkroniseerimine  
«x-tee»

Portfolio Manager

Portfellihaldur

Valikuline



Service Descriptions

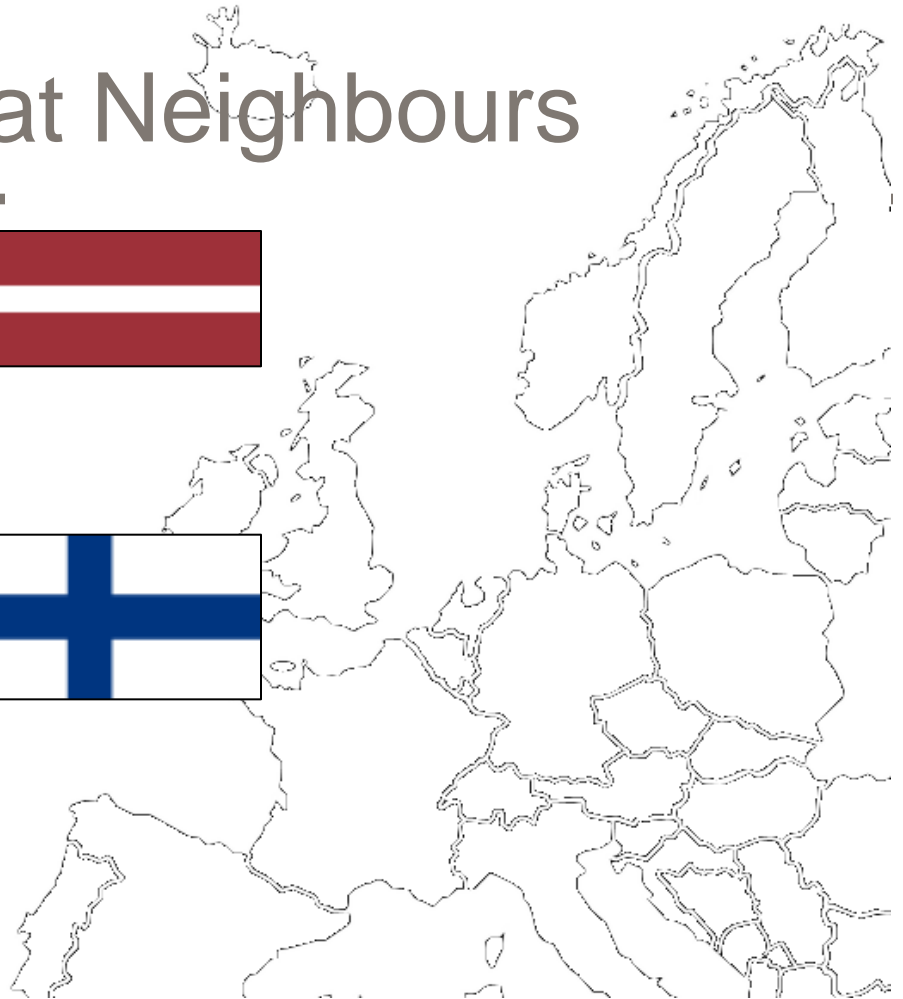
# Metadata Projects at Neighbours

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**Latvia:** New Public Management  
2010-2013.. -> ongoing  
programme to develop public  
service delivery model



**Finland:** 2013.. -> Public Service  
Data Repository  
("Palvelutietovaranto")  
programme - a national database  
of standardised, machine-usable,  
rich metadata descriptions of all  
public services in Finland



# For more information:

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Project Final Report and Summary:

<http://valitsus.ee/et/riigikantselei/tof/tarkade-otsuste-fondi-uuringute-kokkuvotted>

Estonian Information System Authority: [www.ria.ee](http://www.ria.ee)

Thank You!

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