



Catalogue of Services Action



This report has been produced by PwC EU Service for the Directorate-General for Informatics of the European Commission

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Mission



The Catalogue of Services Action supports **public administrations** in building their **digital catalogues** of **public services**, to allow citizens, businesses and public administrations across Europe to access and understand the information they need.

Service offering



Make your service descriptions fit for exchange

We analyse your descriptions based on the context that you operate in and provide recommendations (format, semantic, automation)



Test and validate your solutions

We test your use cases on small projects where we reuse & apply standards

We validate your descriptions in accordance with EU data models



Exchange knowledge

We organise webinars, workshops, conferences & working groups for you to stay up-to-date



Help you create your catalogue of services

We provide tools to collect, edit, validate and share your descriptions

We guide you through the development of a catalogue of services

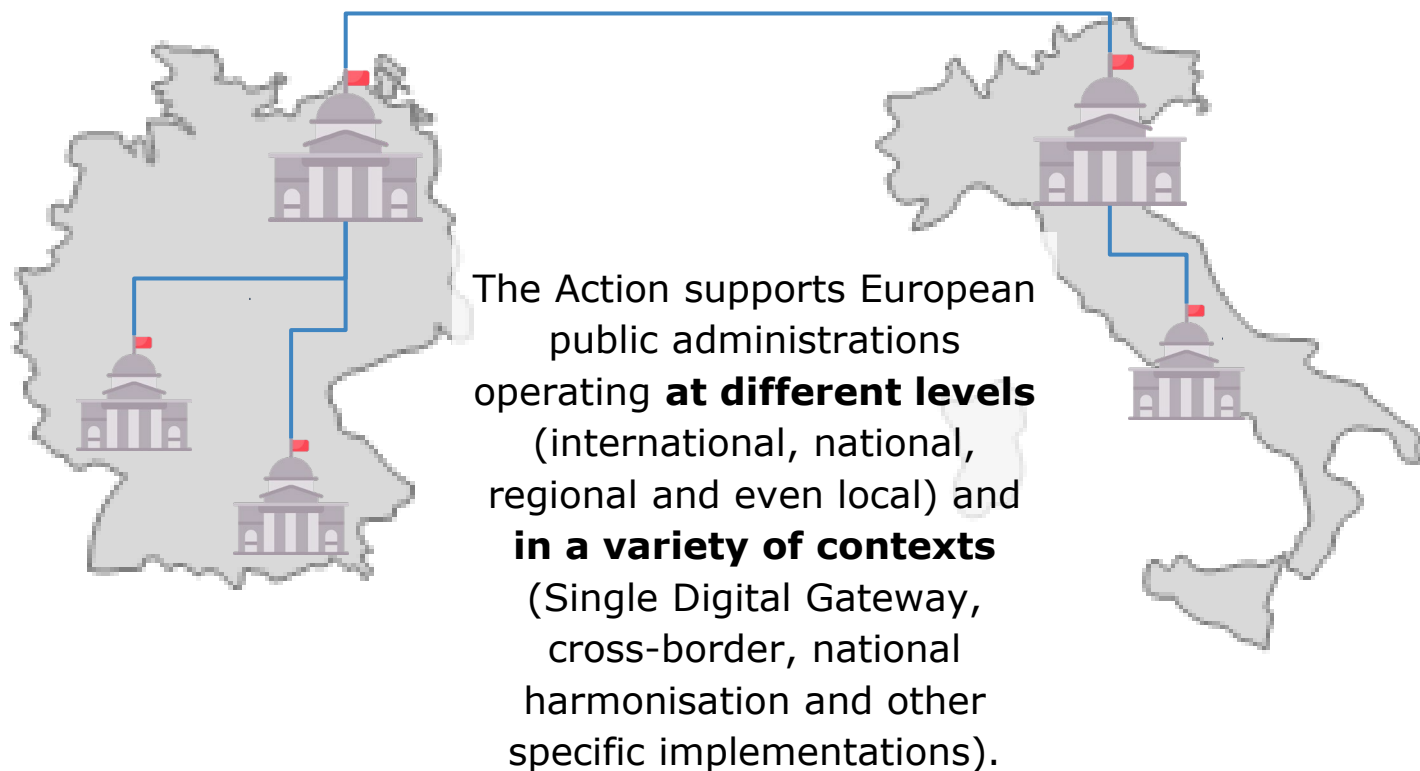


Advise you in adopting standards and technologies

We analyse new technologies and practices for public administrations

We publish best practices and recommendations

Stakeholders



Benefits



Improved search, findability and understandability of your services



Quality of information provided



Structured catalogues of services

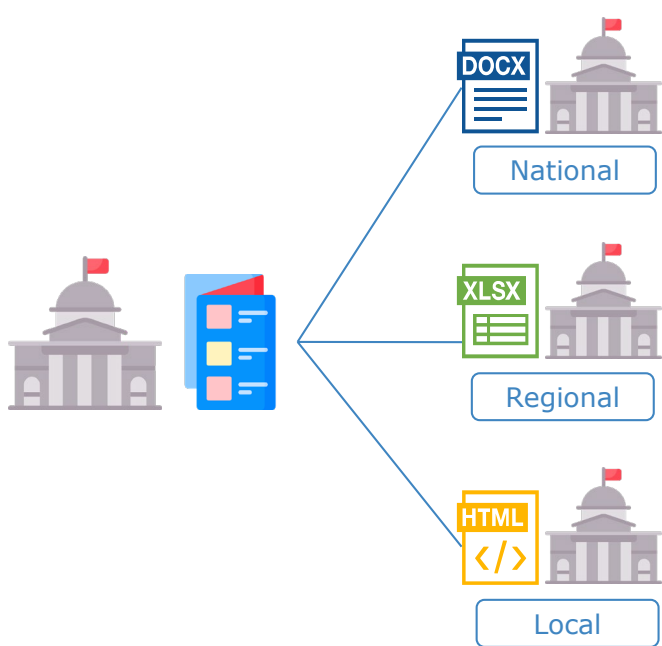


Information described only once

User journey 1

Create a catalogue of services

Problem Statement



Public administrations promote and offer their services using different systems which are not integrated.

This makes difficult for citizens and businesses to find relevant information or to understand if they are eligible for certain services.

This also duplicates the development and management costs between administrations, and make the cross border exchange of public service information more complex.

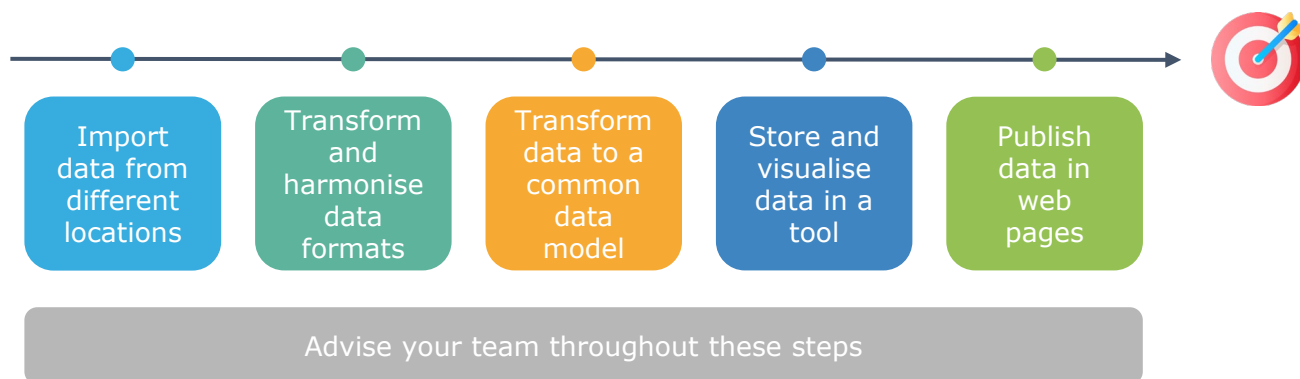
Goal



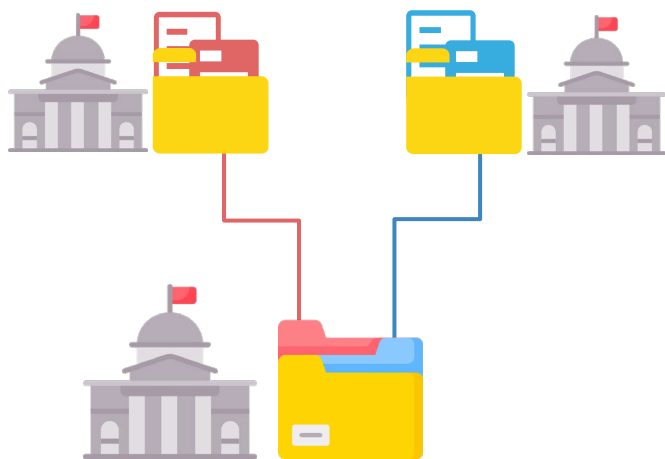
As an administration, I want to build a catalogue of services, gathering information from different sources to make it accessible to all citizens and businesses from one single portal.

Approach and Support

The Catalogue of Services Action can help you build your catalogue and/or advise you from different perspectives throughout your journey:



Problem Statement



Every region and municipality has its own way of describing public services and maintaining or publishing those descriptions. This can lead to one public service being described completely differently according to the administration.

This flexibility can make the reconciliation of descriptions simply impossible: hindering regions, countries or the EU to exchange the right information, for example required by the SDGR, or to build advanced functionalities such as automated service discovery based on structured information.

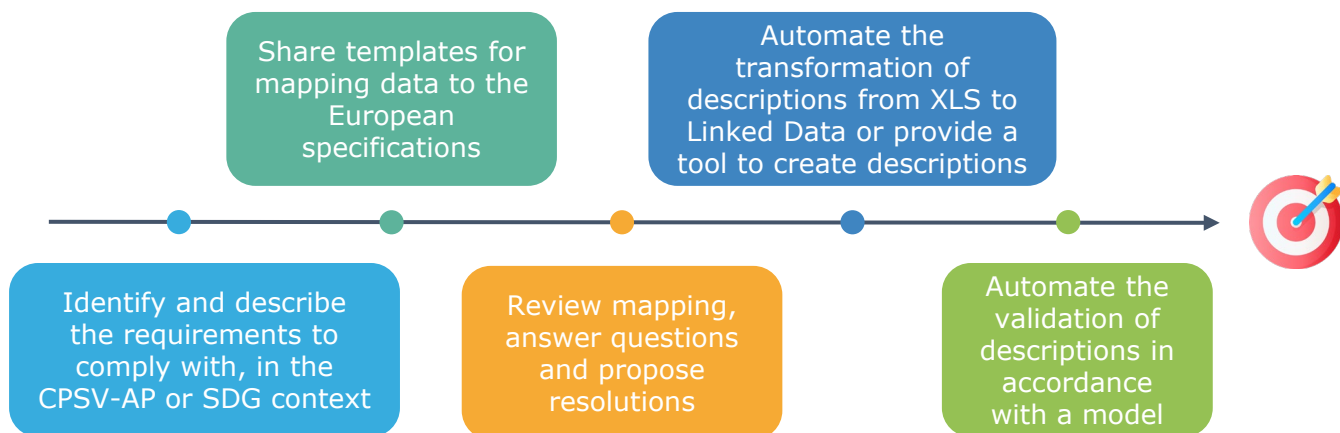
Goal



As a public administration, I want to create, edit and exchange harmonised and structured public service descriptions according to European specifications or requirements.

Approach and Support

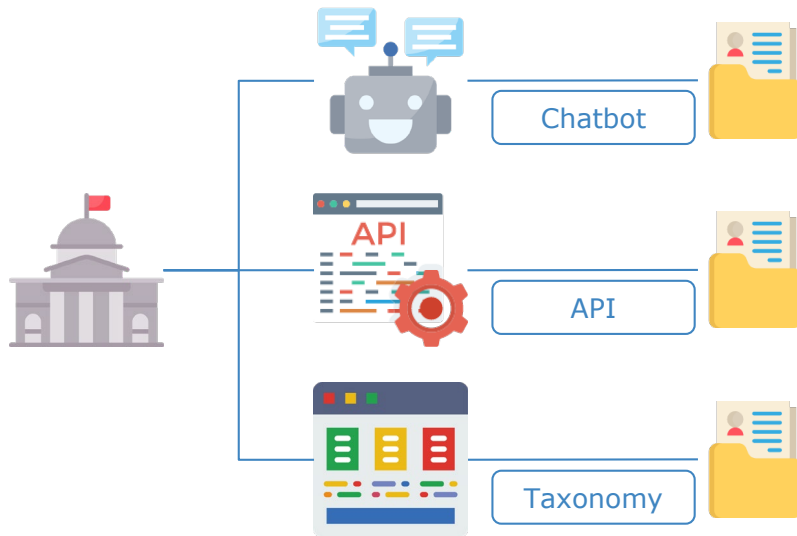
The Catalogue of Services Action can help you harmonise your descriptions



User journey 3

Improve the access to public services information through new technologies

Problem Statement



Even when public service descriptions are harmonised, citizens and businesses still have trouble finding and accessing the right information.

This can be due to the quality of the information in the descriptions or the technologies used on top of the data descriptions.

Goal

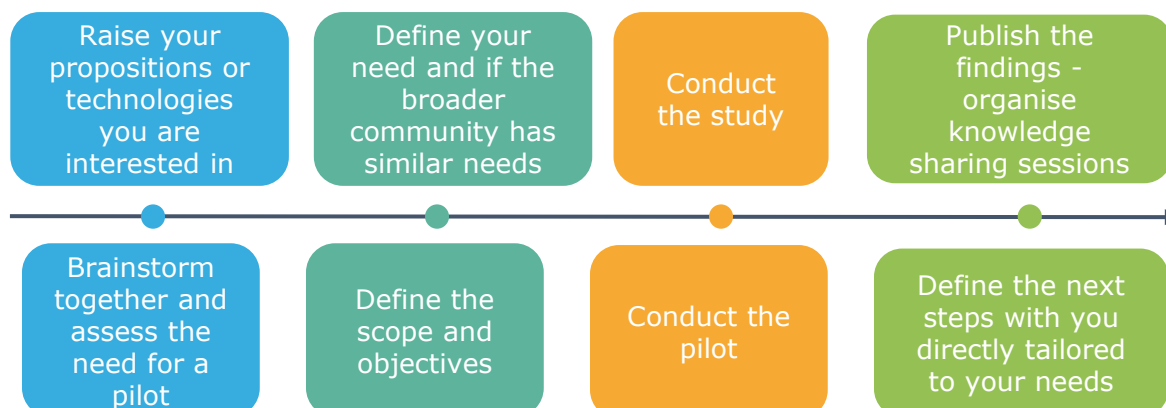


I want to improve the findability and accessibility of my public services descriptions by adopting new code lists or integrating technologies such as chatbots or APIs to provide a search assistant or connect various data sources.

I want to assess if a technology is suitable to improve these points by conducting a pilot or study.

Approach and Support

The Catalogue of Services Action can pilot certain technologies or benchmark how such technologies are being used by public administrations and share guidelines and best practices of the study.

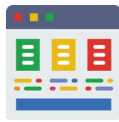


Create and improve catalogues of services with



Data standard

Continuous maintenance of the CPSV-AP data standard to describe public services



Controlled Vocabularies

Capturing the fundamental features of an entity in a context neutral fashion



Tools

Facilitating the creation, validation, harvest and exchange of public service descriptions



Raising awareness activities

Organisation of webinars and workshops, publication of papers and presentation in conferences



Studies & reports



Covering the creation of synergies between technologies and CPSV-AP



Pilots

Demonstrating the benefits of using ISA² interoperable solutions tailored to your needs

Proven support

-  Reuse of CPSV-AP
-  Pilots and reuse of CPSV-AP



Discover more about our solutions on Joinup:

<https://joinup.ec.europa.eu/collection/catalogue-services>

Let's get in touch



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