



ISA Action 1.3: Catalogue of Services

Harmonising national and
European service catalogues
and implementing a pilot

Outline





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 information about **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*

- Portals where all the procedures and formalities relating to access to a service activity can be easily completed, at a distance and by electronic means, and with the relevant competent authorities



Slide 3 - Context

What are the problems MS PSCs are facing?

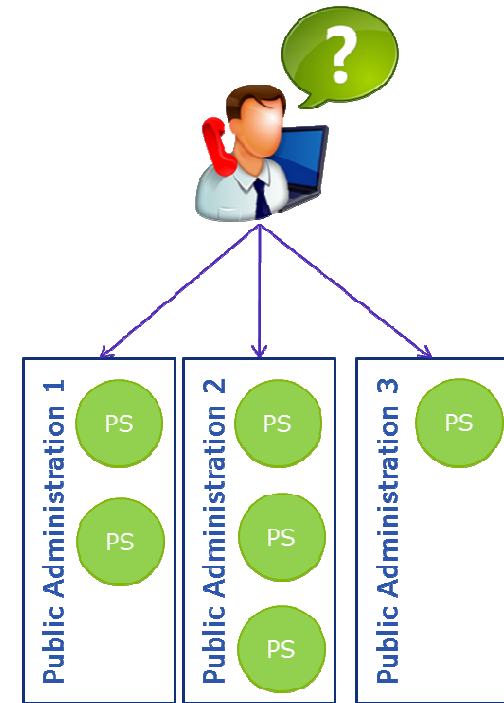


Points of Single Contact in EU Member States are facing several problems:

- **Several PSCs** in 1 country
- Different **PSCs** are **not integrated**
- **Different ways of describing** and **representing** public services
- **Redundant descriptions** of public services
- **Lack of user/business-centric** approach for the PSCs

Leading to:

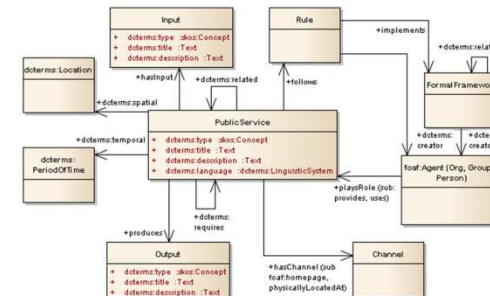
- Lack of **effectiveness** and **efficiency** of PSCs
- **Higher costs** for maintenance of information
- No **"single window"** for accessing/initiating/executing and following up on public services within and across borders



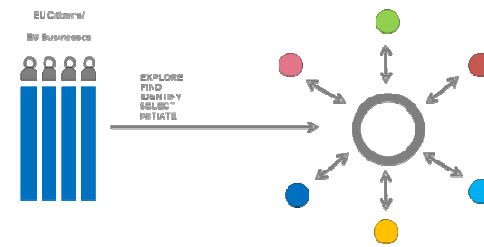


Catalogue of Public Services: Intro to the project

- **Help to implement PSCs around key generic business events – harmonised across the EU**
- **Introduce a standard and user-centric way of describing key generic business events and public services**
- **Enable flexible ways of integrating/connecting other one-stop-shops in addition to PSCs e.g. eGovernment portals, websites of Chamber of Commerce, etc**
- **Implement re-usable tools and specifications**



Working Group – subgroup of the EUGO network
Austria, Estonia, Finland, Latvia, Lithuania, Poland, Spain and Greece





Action 1.3 on the Catalogue of Public Services

- Funding: **Interoperability Solutions for Public Administrations (ISA) Programme**
- Timing:
 - Start: September 2014
 - End: August 2015
- Project Officer
 - Miguel Alvarez Rodriguez
 - Peter Burian
- More information
http://ec.europa.eu/isa/actions/01-trusted-information-exchange/1-3action_en.htm

Project goals



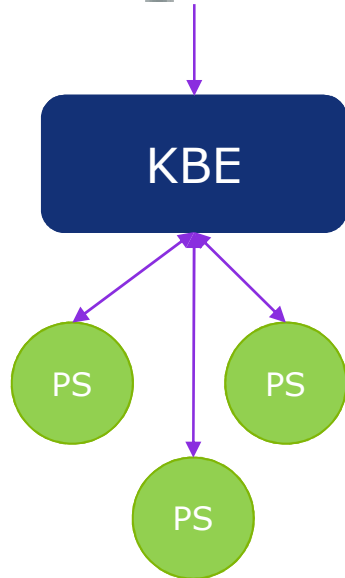
- 1** Develop a **standard specification** for uniformly describing key business events and related public services
- 2** Gather requirements and make available **reusable software solutions**
- 3** Elaborate on **best practices** for public service portfolio management
- 4** **Support the Member States** in adopting and using the standard specification, re-usable software and best practices

What we will work on...



1 Building a **standard data model** for describing:

- Key business events (KBE) and related public services
- Extending the [ISA Core Public Service Vocabulary](#) based on existing national models



Which will enable 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 other one-stop-shops

Slide 8 - How can we help you?

What we will work on...



2 Making available **reusable tools** for:

- Describing key business events and related public services
- Publishing information about key business events and related public services on the PSCs
- Initiating project for national public service portfolio management

Which will enable to:

- Provide machine-readable descriptions of KBEs and public services
- Map and export existing descriptions of KBEs and public services
- Federate descriptions from regional and local PSCs and other one-stop-shops

What's the value?



For public administrations...

- Having more **efficient communication** with businesses and reducing the amount of interactions with the front office
- **Improving the management** of public service information, i.e. describing public services only once and sharing these descriptions within and across MSs
- **Reusing software solutions** and **specifications** (standard data model) for implementing the PSCs
- **Managing the entire lifecycle of public services** (service portfolio management) and key business event, e.g. identifying gaps, retiring unused services.

Finally achieving: Interoperability, cost savings and reduction of administrative burden

What's the value?



For businesses...

- **Lowering** administrative **burden**, while also **improving** their **access** to and interaction of public services
- **Improving** the **efficiency** and **reducing costs** in dealing with administrative procedures
- Improving the **perception/image of administration**



You are invited to the Working Group – subgroup of the EUGO network!



Already part of the Working Group:

Austria, Estonia, Finland, Latvia, Lithuania, Poland, Spain and Greece

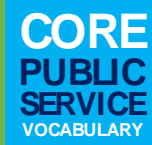
More information on process and tools to support the Working Group:
<https://joinup.ec.europa.eu/asset/cpsv-ap/description>

Contact us



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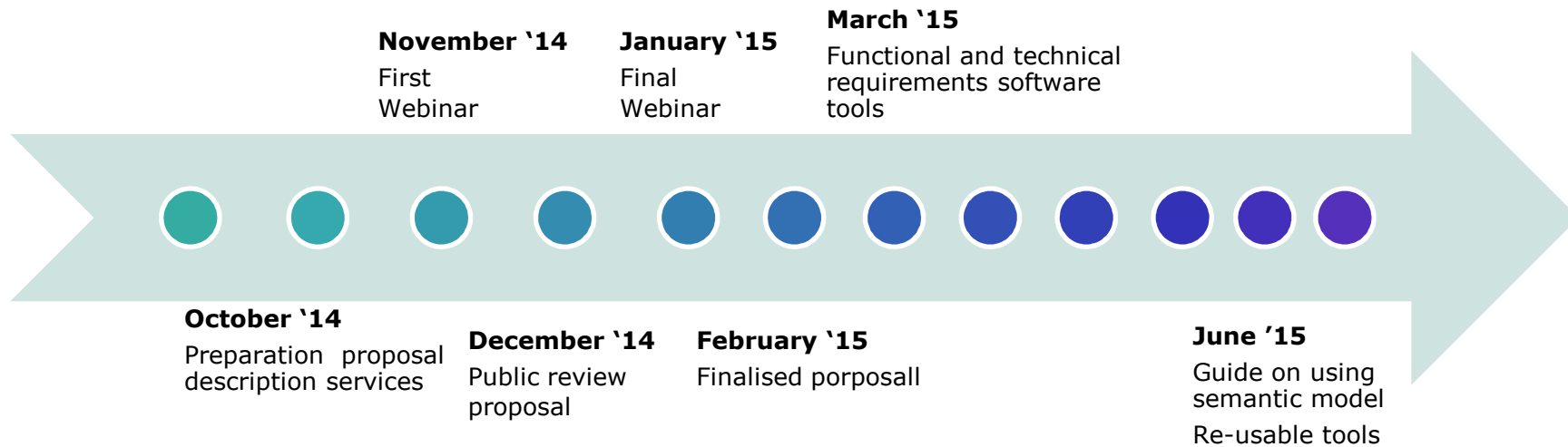
Reusable tools



- We are **analysing existing software solutions** in place in the MSs for publishing public service information on portals and PSCs
- We encourage you to **share** information with us on tools and software used in your country for:
 - Federating/harvesting/exporting/exchanging information on public services and key generic business events;
 - Describing public services and key generic business events in a machine-readable format;
 - Transforming information on public services to another format (e.g. XML);
 - Implementing PSCs and public service portals.
- We will perform a **gap analysis assessment** and will **develop** new **solutions** to **cover needs** of the **MSs not covered** by existing software.

Slide 14 - How can you get involved?

Main milestones



October '14

Preparation proposal
description services

November '14

First
Webinar

January '15

Final
Webinar

March '15

Functional and technical
requirements software
tools

December '14

Public review
proposal

February '15

Finalised proposal

June '15

Guide on using
semantic model
Re-usable tools

Slide 15 - About the
project

