



European
Commission

CPSV-AP

A large, 3D-rendered puzzle piece in the center of the page is orange and features the text 'CPSV-AP' in white. It is surrounded by other puzzle pieces in various colors (blue, purple, green, yellow) on a light grey background.

Core Public Service Vocabulary Application Profile (CPSV-AP)

ISA² programme

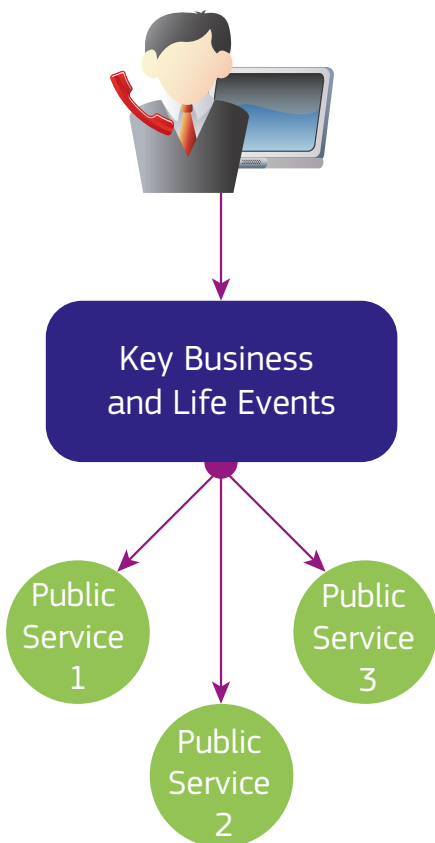
Interoperability Solutions
for European Public Administrations,
Businesses and Citizens

The business need

CORE
PUBLIC SERVICE
VOCABULARY
APPLICATION
PROFILE
FOR POINTS OF
SINGLE CONTACT

Descriptions of public services in different countries – and sometimes also in different regions within a country – are currently not harmonised.

And even in cases with similarities, descriptions can be overlapping or redundant. A common description and labelling of services would allow companies, citizens and authorities to search for services across all already existing single portals, irrespective of borders. It would spare users multiple searches on various websites and in different languages. The ISA programme is addressing this issue with the recently updated data model CPSV-AP.



The solution

The CPSV-AP¹ is a commonly-agreed reference data model for creating harmonised, machine-readable and semantically interoperable descriptions of business and life.

The use of the CPSV-AP enables European **public administrations** to:

- Provide information on public services in a user-centric way, grouped logically into business and life events;
- Map different data models used in the Member States to describe business events and public services to a common model requiring only a single description. This enables the portals on which these events and services are published to federate and share information;
- Improve the Points of Single Contact and government portals publishing descriptions of business events and public services in an easy, efficient and interoperable manner through a standard data model.

CPSV-AP has been developed under the ISA Programme, following an open consensus-building process engaging a Working Group of Member State Representatives² (Austria, Estonia, Finland, Greece, The Netherlands, Latvia, Lithuania, Poland, Spain and Sweden).

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

2 http://ec.europa.eu/internal_market/eu-go

The benefits

Using the CPSV-AP benefits **public administrations, businesses** and **citizens**:

- It lowers the administrative burden for businesses and citizens, while also improving their access to digital public services;
- It improves efficiency and lowers the costs for businesses and citizens when applying for public services;
- It helps EU businesses operate across borders, hence supporting the implementation of the Digital Single Market.

Public administrations using the CPSV-AP save costs and reduce their administrative burden, as a result of:

- Having more efficient communication businesses and citizens and reducing the amount of interactions with the front office;
- Better management of public service information, i.e. describing public services only once, and then sharing those descriptions within and across Member States;
- Managing the lifecycle of public services and business and life events, e.g. identifying gaps, phasing-out unused services, collecting service evaluation information for better informed investment in new services.

In order to support the adoption of CPSV-AP, the data model has been implemented in various reusable software solutions for supporting the creation and harvesting descriptions of business and life events and public services, to validate these descriptions and to map existing data models for providing information on business and life events and public services to CPSV-AP.

Discover the reusable software solutions implemented

<https://joinup.ec.europa.eu/page/cpsv-ap-tools>

Want to know more? CPSV-AP page

<https://ec.europa.eu/isa2/solutions/core-public-service-vocabulary-application-profile-cpsv-ap>

CPSV-AP on Joinup

joinup.ec.europa.eu/solution/core-public-service-vocabulary-application-profile

Catalogue of Services Action

ec.europa.eu/isa2/actions/accessing-member-state-information-resources-european-level

Top reasons to use the CPSV-AP

- This data model facilitates the harmonisation of public services information from different sources by using a common reference model;
- It supports the design of cross-domain and cross-border portals by offering descriptions of business and life events;
- It supports public services catalogue creation and portfolio decision making;
- The technical specifications have been created by an ISA working group with representatives from 10 European Member States.



