



# Catalogue of Services

*Developing and interconnecting user-centric public service catalogues*

## Catalogue of Services: Summary of the Results

The European Commission's Interoperability Solutions for Public Administrations, Businesses and Citizens Programme, [ISA<sup>2</sup>](#), is a series of actions to facilitate cross-border and cross-sector interoperability. [Action 2016.29](#), addressing the Catalogue of Services, is specifically focused on improving the interoperability of public service catalogues.

A large number of public service catalogues and e-Government portals have been developed across Europe to assist citizens and businesses in accessing public services. In many cases, their development lacks coordination. This presents a challenge for public administrations, citizens and businesses to obtain an integrated view on life events, business events and the public services available within a specific country, region or across borders.

The Catalogue of Services action sets out to assist administrations by developing an integrated view of these existing life events, business events and public services. It has created a common vocabulary for describing public services and provides interoperable software that supports local implementations.

Currently, the Action has the following main outputs:

- 1 The Core Public Service Vocabulary Application Profile (**CPSV-AP**);
- 2 The **tool box** for creating and exchanging public service descriptions; and
- 3 The Member States **Pilots**.

## Main outcomes

### 1. Core Public Service Vocabulary Application Profile (CPSV-AP)

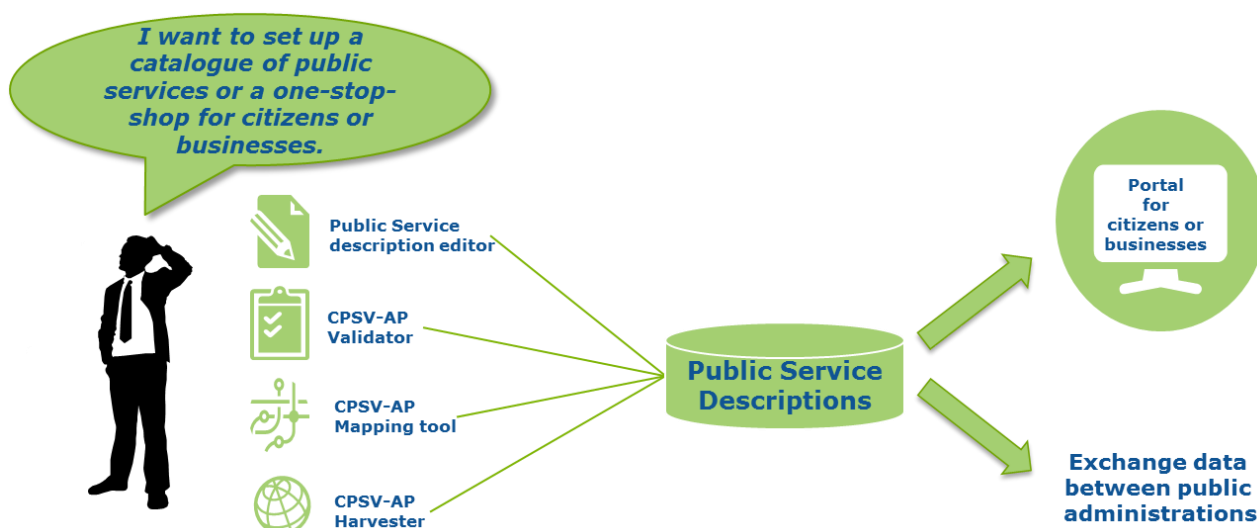
The CPSV-AP is a data model for describing public services and the associated life and business events. This will standardise the semantics of personal milestones, including having a child, beginning education, looking for a new job, as well as professional changes such as starting or financing a company, hiring an employee. The descriptions will make data on these events structured, easier to capture and machine-readable. Public administrations and service providers can use this to guarantee a degree of cross-domain and cross-border interoperability between public service catalogues.

The latest version of the CPSV-AP (v.2.0) was released in December 2016.



***CPSV-AP 2.0** can be downloaded from [Joinup](#). It includes a specification document, a UML Class Diagram of the data model and the technical schemata available in XML and RDF.*

## 2. A toolbox for creating and exchanging public service descriptions



Our toolbox for creating and exchanging CPSV-AP-based descriptions of public services comprises the following:

- ➔ **Public Service Description Editor:** This is an online tool that helps public administrations create, manage and export into a machine-readable format, public service descriptions aligned with the CPSV-AP.

Available at: [http://cpsv-ap.semic.eu:8890/cpsv-ap\\_editor/](http://cpsv-ap.semic.eu:8890/cpsv-ap_editor/)

- ➔ **CPSV-AP Data Validator:** This is a web service that validates whether machine-readable descriptions of public services comply with the defined CPSV-AP specifications.

Available at: [http://cpsv-ap.semic.eu/cpsv-ap\\_validator/](http://cpsv-ap.semic.eu/cpsv-ap_validator/)

- ➔ **CPSV-AP Mapping Tool:** This allows users to create online mappings between the CPSV-AP and any other data model for describing public services, allowing them to harmonise the models.

Available at: [http://cpsv-ap.semic.eu:8890/cpsv-ap\\_mapping/](http://cpsv-ap.semic.eu:8890/cpsv-ap_mapping/)

- ➔ **Public Service Description Harvester:** This allows public administrations to harvest public service descriptions from different portals and make them available via a single point of access.

Available at: [http://cpsv-ap.semic.eu/cpsv-ap\\_harvester/](http://cpsv-ap.semic.eu/cpsv-ap_harvester/)



*All of these [tools](#) are now available for testing. The source code is available for reuse on [GitHub](#) under the [ISA Open Metadata License v1.1](#).*

## 3. Pilots with the Member States

We are piloting both the CPSV-AP and the toolbox in partnership with Member States. Since 2016, we have developed the following collaborative pilots:

- ➔ **Estonia and Finland: Piloting a cross-border catalogue of public services**

- There is significant cross-border movement of people and services between Finland and Estonia. This means that citizens and businesses from one country need to visit the public service portal of the other in order to locate information on public services. However, each portal presents the information using its own terminology, structure and classification (e.g. themes, sectors, life events...).
- Both Estonia and Finland were interested in collaborating to create a cross-border public service catalogue. The CPSV-AP can help achieve this by harmonising the data coming from different portals and making it available through a Single Point of Access. This makes it simpler for the user to find the information they need.
- To achieve this, we mapped the data models from both countries to the CPSV-AP. We then converted sample data from each country into a unique structure for describing public services following the CPSV-AP. Finally, the data was harvested, published and visualised through a Single Point of Access, i.e. a cross-border catalogue of public services oriented to citizens and businesses ([http://cpsv-ap.semic.eu/cpsv-ap\\_harvester\\_xBorder\\_pilot/index.html](http://cpsv-ap.semic.eu/cpsv-ap_harvester_xBorder_pilot/index.html)).

#### → **Belgium: Piloting a federal catalogue of public services**

- Belgium is a country with a highly federated structure. Individuals living or doing business in Belgium have to check different portals depending on the region where they live or work, or on the responsible authority for a certain matter. Belgium sought to assemble the public service descriptions from the regional catalogues into a national catalogue, thus avoiding duplication of information and work for the public administrations. This pilot intended to create a proof-of-concept for a national public services catalogue.
- The Belgian national (BoSa) and regional (AIV and eWBS) authorities that took part in this pilot were interested in harmonising and publishing the information from different portals in a single national public service catalogue, without duplicating the information. The CPSV-AP can help harmonising the data from different regional portals, making it available via a single point of access.
- In this pilot, we collected the public service descriptions made available across Belgium by different entities at regional and national level. The pilot mapped the national and regional data models to the CPSV-AP. On this basis, the data was converted and then harvested. The descriptions were published and visualised in a national public services catalogue ([http://cpsv-ap.semic.eu/cpsv-ap\\_harvester\\_federal\\_pilot/index.html](http://cpsv-ap.semic.eu/cpsv-ap_harvester_federal_pilot/index.html)).

#### → **Italy: Adapting the CPSV-AP validator for CPVS-AP\_IT**

- Italy has created a national adaptation of the CPSV-AP, i.e. the [CPSV-AP IT](#). This helps harmonising and standardising Italian public service descriptions at the national, regional and local levels, as collected and published by the Agenzia per l'Italia digitale (AgID).
- As the creation and management of public service descriptions is decentralised, the data must be validated. AgID was interested in offering a validation service for the public service descriptions that would allow them to receive data that was compliant with the CPSV-AP\_IT.
- The CPSV-AP validator can help public administrations check the compliance of their data. This reduces delays and improves effectiveness in collecting and making the information

available to citizens and businesses. The pilot tailored the rules and requirements of the CPSV-AP validator to the CPSV-AP\_IT ([http://cpsv-ap.semic.eu/cpsv-ap\\_validator\\_it/](http://cpsv-ap.semic.eu/cpsv-ap_validator_it/)).

→ **The Netherlands: Tailoring the Public Service Description Editor to the Dutch national data model for public services**

- The Dutch ICT Uitvoeringsorganisatie (ICTU) wanted to have an easy method for creating public service descriptions that follow the national data model for public services (Samenwerkende Catalogi).
- The pilot tailored the Public Service Description Editor to the Dutch data model for describing public services by including the fields required to create public service descriptions and offering interface messages in Dutch. Finally, the descriptions can be exported in Samenwerkende Catalogi XML ([http://cpsv-ap.semic.eu/SC\\_editor/](http://cpsv-ap.semic.eu/SC_editor/)).

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To obtain further information on the CPSV-AP and the toolbox, or to participate in one of our pilot projects, please contact us.