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CPSV-AP

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# Introduction

## Context and problem statement

This document has been prepared in the context of Action 1.3 – Accessing Member State information resources at European level – Catalogue of Services[[1]](#footnote-1) of the European Commission’s Interoperability for European Public Administrations (ISA) programme[[2]](#footnote-2).

In the process of implementing the Services Directive[[3]](#footnote-3), Member States have implemented electronic Points of Single Contact (PSC), in the form of e-Government portals that allow businesses to:

1. Find information about business events and related public services, for example which are the rules to be followed, the prerequisites to be fulfilled, the formalities to be completed and the legislation that is governing a particular business event and its related public services; and
2. Execute the public services online (wherever possible).

These electronic PSCs are currently facing several challenges:

* **Lack of coordination between the electronic PSCs within the same country.** Often there are different platforms within the same country of which the interconnection and coordination can be improved. For example, the same public services are described several times on different portals, the content is organised following different ways and information is represented in different ways, i.e. using different data models, and following different formalisms. In fact, according to a study executed by the “Simple Procedures Online for Cross- Border Services” (SPOCS) large-scale pilot in the area of PSCs[[4]](#footnote-4), there is no obligation to maintain consistency in the presentation of the content on regional portals within a certain country.
* **Fragmentation of responsibilities.** The same SPOCS study revealed that the competent authorities are responsible for the preparation of descriptions for 36 PSCs (21 national, 15 regional). In the case of 20 one-stop-shops there is more than one entity in charge of that task. A similar situation has been noticed for updating the information on business events and public services updating task. Although, in this case, there is a stronger involvement of the authorities responsible for the PSCs (45%).
* **Heterogeneous descriptions of public services and business events.** Different electronic PSCs provide descriptions of public services and business events that differ not only in terms of the vocabulary being used, but also in terms of depth and detail being provided. The description of the same public service and/or business event is often created more than once by different authorities.
* **Lack of multilingual descriptions.** Although progress has been made towards the provision of multilingual information on business events and related public services, there are many cases where translations are not complete, lacking quality… In some cases, languages of neighbouring countries are supported in addition to the national language and English but this is definitely not true for the majority of the PSCs.
* **Administration-centric vs. business centric-approach.** In some PSCs the information is organised following the organisational/functional structure of public administration, and not according to key business events. This hampers the usability of those portals and the availability of information in a business- or end-user-centric way.
* **National vs. cross-border public service provision.** There is not always a clear indication between public services that apply to national and to cross-border contexts. This hampers the access to the right information of EU businesses who wish to do business in country other than the one they are registered in.
* Enhancing the **pan-European single window for business events and public services.** There is a need for fostering the existing pan-European single windows, like Your Europe[[5]](#footnote-5), for business events and public services. Your Europe Portal already provides information on the EU rules for running a business in Europe and asks the EU MSs to provide information on the corresponding national rules and procedures. This one-stop-shop could be improved by providing access to (federated) harmonised descriptions of business events and public services available in the EU Member States. Besides for EU MSs, such a federation of business event and related public service descriptions would also lower the information access barriers for third country nationals, allowing them to find their way and invest in an EU Member State(s).

## Proposed solution

Within the Member States, there is a strong need for harmonising the way public services and the way they are grouped in business events, falling under the scope of the Services Directive, are described. This can be achieved by means of a common data model for representing public services and business events for grouping them. Such a common data model will enable Member States to coordinate the provision of information on public services and the way these public services are grouped in business events, which is currently scattered on electronic PSCs, but also on regional and local portals, and other one-stop shops for entrepreneurs.

The development and usage of a common data model is beneficial for the Member States in several ways and allows them to improve the modus operandi of their electronic PSCs in terms of ease of use and usability, business-centricity, efficiency and interoperability.

First, it allows mapping different data models used in the Member States to describe business events and public services to a common model, enabling the information exchange and building a federating platform. This enables to describe business events and public services only once, because information exchange between the different PSCs and other one-stop-shops is made easier through the use of a common standard. Additionally, the common data model should help modelling and providing the information in a more business-centric way, by grouping public services in business events. All this leads to high-quality information provision to the users, saving costs and reducing administrative burden.

Businesses, on the other hand, benefit from the usage of a common data model because it lowers the administrative burden, while also improving their experience of digital public services and the access to them. On top, it improves their efficiency and lower costs in taking care of administrative procedures. All this should lead to a better perception of public administration.

## Scope

The objective of this specification is to define a common data model for describing business events and public services under the scope of the Services Directive, with a particular focus on the electronic Points of Single Contact.

This work focuses ultimately on improving the provision of information about business events and public services on established electronic PSCs. In particular, this common data model enables to document public services relevant in the context of business events that comprise the business life cycle. Typical examples of such business events (also called business episodes or business life-events) are[[6]](#footnote-6):

* Starting a business;
  + Starting a company;
  + Starting a new activity;
  + Applying for licenses, permits and certificates;
* Starting cross-border business;
  + Registering a company abroad;
  + Starting a new branch;
* Doing business;
  + Financing a business;
  + Staffing;
  + Reporting and notifying authorities;
  + Paying taxes;
* Closing a business;
  + Closing down the company;
  + Closing a branch;
  + Merging you company;
  + Selling your company
  + Bankruptcy;

## Process and methodology

This common data model has been defined as an **Application Profile of the ISA Core Public Service Vocabulary**[[7]](#footnote-7) (henceforth referred to as the CPSV-AP). An Application Profile[[8]](#footnote-8) is a specification that re-uses terms from one or more base standards, adding more specificity by identifying mandatory, recommended and optional elements to be used for a particular application, as well as recommendations for controlled vocabularies to be used.

The work has been conducted according to the **ISA process and methodology**[[9]](#footnote-9) for developing Core Vocabularies. The process involved the set-up of a Working Group and the publication of drafts of the specification with external review. The CPSV-AP has been developed under the responsibility of the European Commission's ISA Programme[[10]](#footnote-10) which was also chairing the Working Group. The Working Group[[11]](#footnote-11) was responsible for defining the specifications and was established from (part of) the members of the EUGO Network and TIE Cluster representatives.

The methodology explains the specification process and its approach. It describes the elements that should be included in the specification, including use cases and definition of terms (i.e. classes and properties) and recommended controlled vocabularies, based on the research and review of existing solutions.

In practice, the specification of the CPSV-AP started following a bottom-up approach. We therefore started by reviewing and analysing the state-of-the-art in the MSs concerning the models being used for describing business events and public services on the electronic PSCs of the Member States. This analysis led to the documentation of the classes and properties of each model being used in the MSs. The participating MSs were asked to review and validate the analysis of the documented data model for their country.

Subsequently, these data models for describing business events and public services were compared in order to identify differences and commonalities. As a result of this comparison, we identified possible new classes and properties for the CPSV-AP. These were suggested as a proposal to the Working Group.

Besides adding new classes and properties to the CPSV, also a set of recommended controlled vocabularies for different properties (section 5) have been included in CPSV-AP, with a primary focus on the identification of a common controlled vocabulary for public service types, which can then be linked to key business events. These controlled vocabularies were also subject to the approval of the Working Group.

Finally, the participating MSs were asked to contribute to and validate the creation of a mapping of their model to the classes and properties of the CPSV-AP, in order to enable the semi-automatic exchange of information about public services and business events.

In order to facilitate the discussions in the Working Group, 4 webinars have been organised. The first 3 webinars took place on the following dates:

* **Webinar 1:** Monday 3 November 2014 - 14:00-16:00 CET
* **Webinar 2:** Wednesday 19 November 2014 - 14:00-16:00 CET
* **Webinar 3:** Monday 11 December 2014 – 14:30-16:30 CET

Between Webinar 3 and Webinar 4 a public review period, inviting the public to review the specification, was organised. This public review period ran from **10th of February** and ended on the **2nd of March**. The following stakeholders were invited to provide their feedback during the public review period:

* ISA TIE Cluster Representatives
* EUGO Network Representatives
* Your Europe (DG GROW)
* eSENS Large Scale Pilot (LSP)
* CPSV Working Group
* CPSV-AP Working Group

After the public review period, a fourth webinar (**webinar 4**) was organised on **Thursday 12th of March 2015 (10:00-12:00 CET)**.

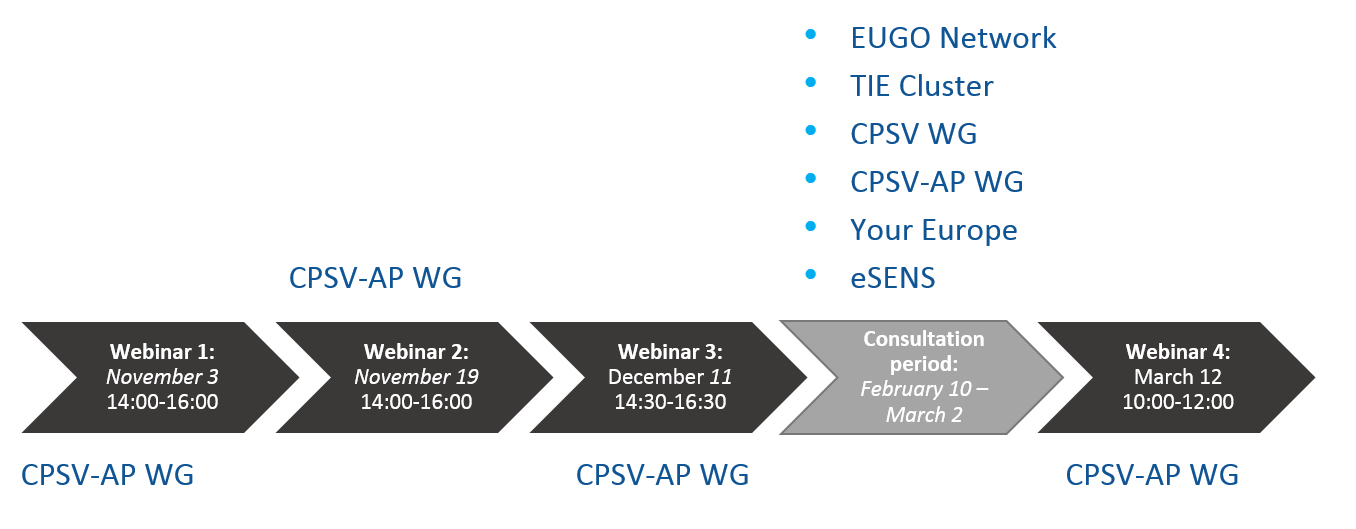


Figure 1 - Planning for defining the CPSV-AP

Before the first webinar an initial version of the specification was made available to the Working Group. The Working Group was invited to review the specification and submit comments and suggestions. These comments and suggestions were logged in the issue tracker[[12]](#footnote-12). The proposed solutions for the issues were elaborated in a new version of the specification, which was again made available for review to the Working Group and discussed in the next webinar. Subsequently, comments and suggestions could again be submitted by the Working Group. This process was repeated until the release of the final version after the last webinar.

The methodology that was followed for defining the CPSV-AP is summarised in Figure 2.



Figure 2 - Process and methodology

The Working Group has been supported with collaborative working tools, like:

* A **mailing list[[13]](#footnote-13)** to exchange e-mails to the working group, including a **public mail archive[[14]](#footnote-14)**;
* An **issue tracker[[15]](#footnote-15)** to log and follow-up on the status and proposed solutions of suggestions of the Working Group;
* An **eLibrary[[16]](#footnote-16)** to share documents amongst the members of the Working Group.

These tools, and intermediate and final products of this work, were accessible through the CPSV-AP project on Joinup:

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

All contributors to the specification were requested to sign the ISA Contributor Agreement v1.1[[17]](#footnote-17). This contributor agreement documents the rights granted by contributors to the European Union. This allows the EU to release the specification under the ISA Open Metadata Licence v1.1[[18]](#footnote-18).

## Structure of this document

This document consists of the following sections.

* In section 2, a set of some key concepts which will serve as a common working terminology for this work are defined.
* Section 3 defines the main use cases that drives the specification of the Application Profile.
* The classes and properties defined for the Application Profile are identified in section 4.
* In section 5, controlled vocabularies are proposed for use as value sets for a number of properties.
* Section 6 contains the Conformance Statement for this Application Profile.
* Accessibility and multilingual issues are addressed in section 7.
* In section 8, some examples are included on how the information from the PSC of a Member State can be mapping to the CPSV-AP.
* Finally, acknowledgements related to the development of this Application Profile are contained in section 9.

# Definition of a common working terminology for key concepts

In this section key concepts (Table 1) used throughout the document are being defined. These concepts and their definitions will be used as common working terminology.

The approach for getting to these key concepts and their definitions, consisted of several steps. First, related work was identified and analysed. This work has been listed in “Annex I: Sources for defining the working terminology for key concepts” (Table 5). From this work, we identified relevant concepts and definitions that could be used for defining the common working terminology. All relevant definitions that have been identified and their source are listed in “Annex I: Sources for defining the working terminology for key concepts” (Table 6). Finally, based on our analysis and comparison of these definitions, we came to the set of terms and definitions described in Table 1.

The list of Key Business Events has been defined in the context of “D02.01 – Definition of key business events”. For this, we first looked at existing work related to defining a business lifecycle. Additionally, and most importantly, we also analysed what the most common Business Events are that are available on the PSCs of the Member States (D02.01). From this analysis, an initial list of Key Business Events, which was proposed to the CPSV-AP Working Group, was derived. Because of the fact that major differences exist in the way business events are being defined, for instance in terms of naming and granularity, the Working Group agreed on having a limited number of Key Business Events that are independent from the MS’s context, the type of business, sector… For each Key Business Events a description has been elaborated. The list and descriptions have been included as part of the definition of “Key Business Event” in Table 1.

All concepts and their definitions mentioned below have been discussed and validated by the CPSV-AP Working Group.

Table 1 - Definition of key concepts

|  |  |
| --- | --- |
| Term | Definition |
| Administrative formality | A Public Service that is mandatory in the context of given Business Event. |
| Public Service | A public service is the capacity to carry out a procedure and exists whether it is used or not. It is a set of deeds and acts performed by or on behalf of a public administration for the benefit of, or mandatory to be executed by a citizen, a business or another public administration. |
| Business Lifecycle | The Business Lifecycle is the lifecycle of a business from its creation until its termination. It is comprised of different situations or events a business can be in during its existence. These situations or events are called business events. |
| Business Event[[19]](#footnote-19) | A specific situation or event in the lifecycle of a business, which relates to one or more needs or obligations of that business at this specific point in time. A Business Event requires a set of public services to be delivered in order for the associated business need(s) or obligation(s) to be fulfilled. Business Events are defined within the context of a particular Member State. |
| Key Business Event | A generic situation or event in the lifecycle of a business, independent from a specific Member State’s legal context or the type and the activities of the business, during which any business carries out its business activities and interactions with Government. We identify the following Key Business Events:   1. Starting business:  *All public services for local businesses until the business is eligible for operation. Some examples of events that would fall under this Key Business Event are “Starting a company”, “Starting a new activity”, "Applying for licenses, permits and certificates"…* 2. Starting cross-border business:  *All public services for foreign businesses (branches or temporary service provision) until the business is eligible for operation. Some examples of events that would fall under this Key Business Event are “Registering a company abroad”, “Starting a new branch”…* 3. Doing business:  *All public services for business operation, growth, expansion, staffing and taxes. Some examples of events that would fall under this Key Business Event are "Financing a business", "Staffing", "Reporting and notifying authorities", "Paying taxes"...* 4. Closing business:  *All public services related to closing a business. This covers also mergers and acquisitions. The criterion is a change in the registry that causes a termination of operation of a legal entity. Some examples of events that would fall under this Key Business Event are "Closing down a company", "Closing a branch", "Merging you company", "Selling your company", "Bankruptcy"…* |
| Public Service Portfolio | The complete set of public services that are managed by a governmental service provider. The portfolio is used to manage the entire lifecycle of all public services, and includes services from all phases of that lifecycle: service pipeline (proposed or in development), service catalogue (live or available for deployment), and retired services. |
| Catalogue of Public Services | A catalogue of public services is a collection of descriptions of active public services that are provided by public administrations at any administrative level (i.e. local, regional, national or pan-European). All public service descriptions published in a catalogue of public services conform to a common data model for representing public services. |
| Competent Authority | Any body or authority which has a supervisory or regulatory role in a Member State in relation to service activities, including, in particular, administrative authorities, including courts acting as such, professional bodies, and those professional associations or other professional organisations which, in the exercise of their legal autonomy, regulate in a collective manner access to service activities or the exercise thereof. |

# Use cases

The CPSV-AP is designed to meet the use cases described below.

## Use Case 1 – Managing portfolios of public services

In most countries, the ownership and management of public services is split amongst different public administrations leading to different ways of managing the lifecycle of them. This makes it difficult to have a complete view of the public services offered within the context of a Member State, and to have a holistic approach for their management and the way the public services are grouped into business events.

Public service portfolio management allows public administration to apply a holistic and systematic management to their investments on public service provision in order to optimise their coverage of citizens’ and businesses’ needs against the overall value of their investments.

Public service portfolio management improves the management of the lifecycle of public services e.g. by:

* Identifying for which domain, sector, business event… public services are missing;
* Identifying public services that are not used or outdated;
* Identifying redundant public services;
* Providing information on public services of higher quality, i.e. more detailed, complete, valid, timely… description of public services and the business events they are grouped in.

One of the key elements of any service portfolio management methodology is the use of a common data model for describing business events and public services. In this vein, using a common data model, such as the CPSV-AP, provides a standardised way of documenting public services and business events for grouping these public services. Complete, reusable, machine-readable descriptions of public services and the business events in which they are grouped will facilitate the measurement and quantification of their costs and benefits, and will enable their comparison, evaluation, monitoring, management and continuous improvement.

## Use Case 2 – Publishing descriptions of business events and related public services on the PSCs

In countries with strong autonomy for the regions (e.g. Austria, Spain, Germany, Belgium…) several electronic PSCs may exist. These regional or local one–stop-shops for public services may have different ways for making information about business events and public services available, which results in the following shortcomings:

* The same business events and public services are described several times, often in uncoordinated way, hence resulting in inconsistencies and in duplication of effort and costs.
* Businesses, especially foreign ones, need a single point of access to the information on business events and public services provided by a Member State.
* The content on the electronic PSCs is organised following different patterns, hence creating a different experience and making navigation and usage harder for the businesses that attempt to find information about business events and public services on those PSCs.

In light of the aforementioned shortcomings, we suggest that it is useful to have a single point of access for information on business events and public services, especially in the context of cross-border service delivery, in order to facilitate the cross-border access. This single point of access does not have to affect the administrative organisation of PSCs in a specific country, but can be established through their federation and the exchange of information between the existing infrastructures. Using a common data model for business events and public services, such as the CPSV-AP, enables the flexible exchange and integration of the different public service descriptions and facilitates the publications of this information on the point of single access. This way, the common data model acts as a bridge, a common language, which enables mapping all different ways of describing public services and business events to group public services, to one common standard.

## Use Case 3 – Finding information on the PSC more easily

Often, PSCs publish information on public services structured according to the organisational structure of public administration within a Member State or organised by service providers. Businesses, however, expect to find information organised according to their needs or based on the business lifecycle, and thus structured according to business events. This gap actually makes the discovery of relevant information on the PSCs harder for businesses.

A common data model for describing public services and making it possible to group them logically into business events, such as the CPSV-AP, would assist the PSC in providing high-quality descriptions of public services from a user-centric perspective by grouping them into these business events, which relate to the business lifecycle. This way, businesses can find the relevant information on public services to be executed in the context of a particular business event, without having to know how the public administration is being organised in a specific country and/or region.

## Use Case 4 – Building a European federated catalogue of PSCs

The implementation of an EU Single Market has as one of its prerequisites the free movement of goods, services and capital across the EU. In this context, the Services Directive foresees simplification measures, such as the PSCs, to facilitate life and increase transparency for businesses when they want to provide or use services in the single market.

In this light, PSCs have been established at the national and regional level in the Member States. Currently, the Your Europe Portal[[20]](#footnote-20) provides the EU rules for running a business in Europe. Additionally, MSs are obliged to provide information on the transposition of these rules in their country. This information is also being provided on Your Europe.

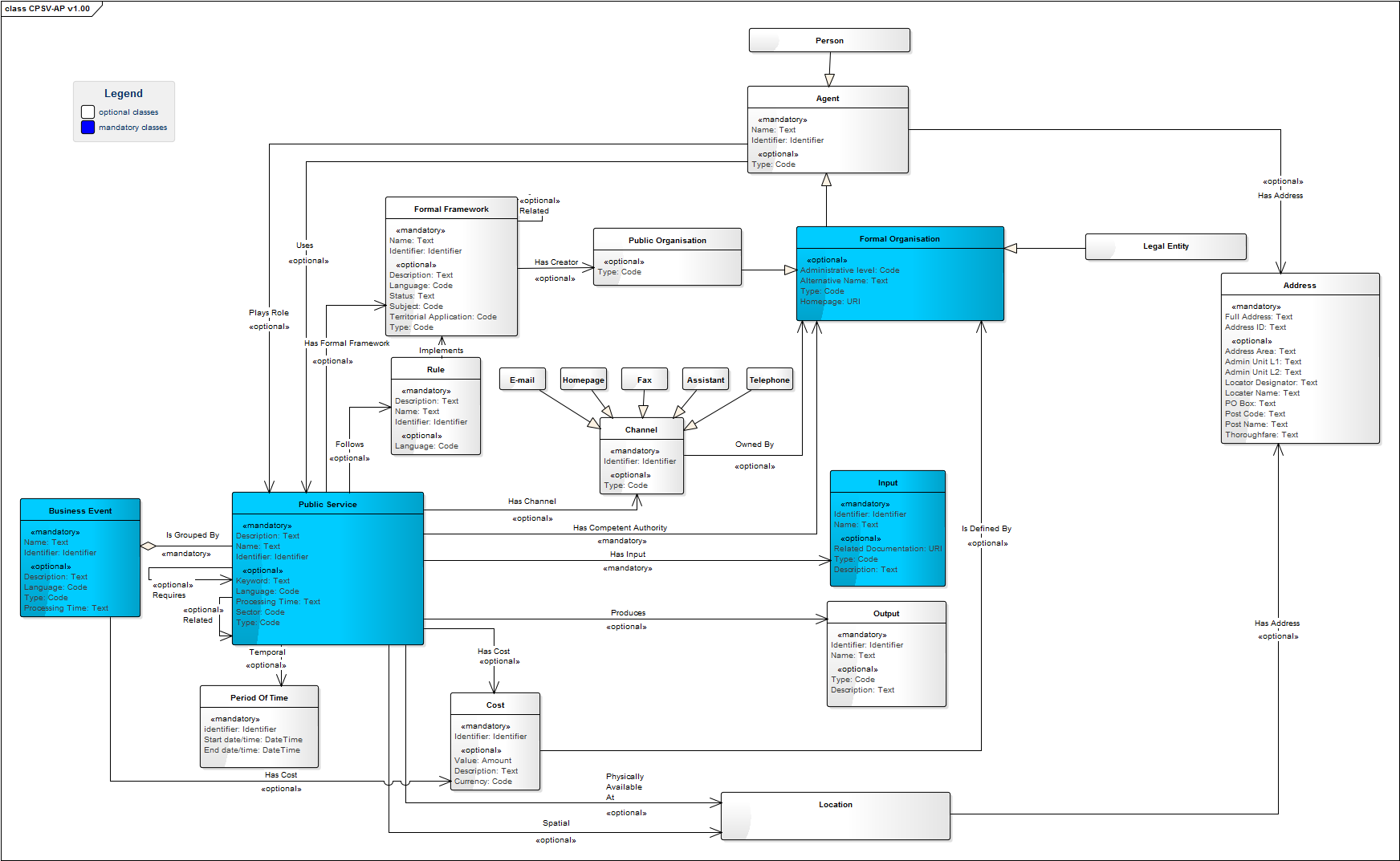
A pan-European one-stop-shop, federating harmonised descriptions of business events and related public services from the MSs, could further enhance the cross-border access to these public services. Such a platform, which could be built on, and extend the work of Your Europe, would then provide a unified view on business events and related public services across the EU Member States. It would allow businesses to find, see and compare the services associated with business events in a number of Member States, and possibly take an informed decision about its investment based on this. This would not only improve the discoverability of information within the EU. It would also lower the information access barriers for third country nationals to find their way and invest in an EU Member State.

Using a common data model for describing business events and public services, such as the CPSV-AP, enables the flexible exchange and integration of the descriptions of business events and related public service between the national/regional PSCs and the pan-European one-stop-shop for businesses. This way, the common data model acts as a bridge, a common language that enables mapping all different ways of describing public services, and the business events for grouping them, to one common basis.

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

The specification of the Core Public Service Vocabulary Application Profile is represented in a graphical way (Figure 3) using the Unified Modelling Notation (UML) and is further being elaborated on throughout this section.

Figure 3 - Graphical representation of the relationships between the classes and properties of the Core Public Service Vocabulary Application Profile



## Mandatory and optional classes and properties of CPSV-AP

To indicate the minimum requirements to comply with the CPSV-AP, the classes and properties are being classified as being mandatory or optional. A minimal implementation of the CPSV-AP at least provides information on the mandatory properties of the mandatory classes. Optional classes can still have mandatory properties for which information should be provided when the particular class is used in the description of the public services and the business events.

The terms mandatory class, optional class, mandatory property and optional property have the following meaning.

* Mandatory class: a receiver of data MUST be able to process information about instances of the class; a sender of data MUST provide information about instances of the class.
* Optional class: a receiver MUST be able to process information about instances of the class; a sender MAY provide the information but is not obliged to do so.
* Mandatory property: a receiver MUST be able to process the information for that property; a sender MUST provide the information for that property. In case the corresponding class is classified as being optional, a receiver MUST be able to process the information for that property; a sender MUST provide the information for that property if it uses the corresponding class.
* Optional property: a receiver MUST be able to process the information for that property; a sender MAY provide the information for that property if it is available.

The meaning of the terms MUST, MUST NOT, SHOULD and MAY in this section and in the following sections are as defined in RFC 2119[[21]](#footnote-21).

In the given context, the term "processing" means that receivers must accept incoming data and transparently provide these data to applications and services. It does neither imply nor prescribe what applications and services finally do with the data (parse, convert, store, make searchable, display to users, etc.).

“Annex V: Detailed list of mandatory and optional classes and properties” gives an overview of which classes are classified as mandatory or optional. For each class an overview is given of which properties are classified as being mandatory and for which ones the usage is optional. The decision on which class or property is classified as being optional or mandatory has been taken based on the following priorities:

1. The minimum requirements indicated by the Services Directive;
2. Presence of the information on the PSCs of the Member States;

Additionally the proposal in “Annex V: Detailed list of mandatory and optional classes and properties” has been discussed with the Working Group.

## The Business Event class

This class represents a Business Event. A Business Event is a specific situation or event in the lifecycle of a business, which relates to one or more needs or (legal) obligations of that business at this specific point in time. A Business Event requires a set of public services to be delivered and consumed in order for the associated business need(s) or obligation(s) to be fulfilled. Business Events are defined within the context of a particular Member State.

In other words, a Business Event groups together a number of public services that need to be delivered for completing that particular event. In CPSV-AP this has been modelled by the “Is Grouped By” property (see section 4.3.4) of the “Public Service” class (see section 4.3).

### Identifier

This property represents a formally-issued Identifier for the Business Event.

### Name

This property represents the Name of the Business Event.

### Description

This property represents a free text Description of the Business Event. The description is likely to be the text that a business sees for that specific Business Event, when it is looking for Public Services grouped into the particular Business Event on a PSC. Publishers are encouraged to include a reasonable level of detail in the description.

### Type

This property represents the type of a Business Event as described in a controlled vocabulary. From the definition of “Key Business Event” (section 2) the following types of a Business Event are derived (see also section 5 on the recommended controlled vocabularies):

* Starting business:

Groups all public services for businesses until the business is eligible for operation. Some examples of more specific business events that would fall under this Business Event are “Starting a company”, “Starting a new activity”, "Applying for licenses, permits and certificates"…

* Starting cross-border business:

Groups all public services for foreign businesses (branches or temporary service provision). Some examples of more specific business events that would fall under this Business Event are “Registering a company abroad”, “Starting a new branch”…

* Doing business:

Groups all public services for business operation, growth, expansion, except staffing. Some examples of more specific business events that would fall under this Business Event are "Financing a business", "Staffing", "Reporting and notifying authorities", "Paying taxes"...

* Closing business:

Groups all public services related to closing a business. This covers also mergers and acquisitions. The criterion is a change in the registry that causes a termination of operation of a legal entity. Some examples of more specific business events that would fall under this Business Event are "Closing down a company", "Closing a branch", "Merging you company", "Selling your company", "Bankruptcy"…

### Processing time

This property represents an indication of time needed for executing all Public Services related to a Business Event. This can be a time range, the average time, the exact time for execution or any other indication of time.

### Language

This property represents the language(s) in which the Public Services associated with a Business Event are available. This could be one or multiple languages, for instance in countries with more than one official language. The possible values for this property are defined in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Has Cost

The Has Cost property links a Business Event to one or more instances of the Cost class (see section 4.3). It indicates the cumulative costs related to the execution of the Public Services required for or grouped in a particular Business Event.

## The Public Service Class

This class represents the Public Service itself. A Public Service is the capacity to carry out a procedure and exists whether it is used or not. It is a set of deeds and acts performed by or on behalf of a public administration for the benefit of, or mandatory to be executed by, a citizen, a business or another public administration. As defined in the European Interoperability Framework[[22]](#footnote-22), Public Services may be delivered within and/or across borders.

The following subsections define the properties of the Public Service class.

### Identifier

This property represents a formally-issued Identifier for the Public Service.

### Name

This property represents the official Name of the Public Service.

### Description

This property represents a free text Description of the Public Service. The description is likely to be the text that potential users of the Public Service see in any public service catalogue. Publishers are encouraged to include a reasonable level of detail in the description, for instance including basic eligibility requirements for the particular Public Service and contact information.

### Is Grouped By

This property links the Public Service to the Business Event class (section 4.2). Several Public Services are associated with a particular Business Event. The same Public Service may be associated to different Business Events.

### Type

This property represents the type of a Public Service as described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Has Competent Authority

The Has Competent Authority property links a Public Service to a Formal Organisation, which is the responsible Agent for the delivery of the Public Service. Whether the particular Formal Organisation provides the public service directly or outsources it is not relevant. The Formal Organisation that is the Competent Authority of the service is the one that is ultimately responsible for managing and providing the public service.

The term Competent Authority is defined in the Services Directive (2006/123/EC) in the following way:

“Any body or authority which has a supervisory or regulatory role in a Member State in relation to service activities, including, in particular, administrative authorities, including courts acting as such, professional bodies, and those professional associations or other professional organisations which, in the exercise of their legal autonomy, regulate in a collective manner access to service activities or the exercise thereof”.

### Has Formal Framework

The Has Formal Framework property links a Public Service to a Formal Framework. It indicates the Formal Framework (e.g. legislation) to which the Public Service relates, operates or has its legal basis.

### Language

This property represents the language(s) in which the Public Service is available. This could be one language or multiple languages, for instance in countries with more than one official language. The possible values for this property are being described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Has Channel

This property links the Public Service to any Channel through which an Agent provides, uses or otherwise interacts with the Public Service.

The Has Channel property is a super property of Homepage (e-service), Physically Available At, E-mail, Fax, Assistant and Telephone. Further sub properties with more specific semantics may readily be defined, such as for the proprietary platform applications, phone lines etc.

### Processing time

This property represents an indication of time needed for executing a Public Service. This can be a time range, average time, exact time for execution or any other indication of time.

### Sector

This property represents the industry or sector a Public Service relates to, or is intended for. The possible values for this property are being described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Keyword

This property represents a keyword, term or phrase to describe the Public Service.

### Physically Available At

This property links a Public Service to a physical location at which an Agent may interact with the Public Service. This property is defined as a sub-property of Has Channel. The location itself is recommended to be described using the Core Location Vocabulary[[23]](#footnote-23). This property may also include details such as office opening hours, accessibility information about the site etc.

### Requires

One Public Service may require, or in some way make use of, the output of one or several other Public Services. In this case, for a Public Service to be executed, another Public Service must be executed beforehand. The nature of the requirement will be described in the associated Rule or Input.

### Related

This property represents a Public Service related to the particular instance of the Public Service class.

### Has Input

The Has Input property links a Public Service to one or more instances of the Input class (see section 4.4). A specific Public Service may require the presence of certain Inputs or combinations of Inputs in order to be delivered.

### Produces

The Produces property links a Public Service to one or more instances of the Output class (see section 4.5), describing the actual result of executing a given Public Service. Outputs can be any resource, for instance a document, artefact or anything else being produced as a result of executing the Public Service.

### Follows

The follows property links a Public Service to the Rule(s) under which it operates. The definition of the Rule class is very broad. In a typical case, the competent authority that provides the public service will also define the rules that will implement its own policies. The CPSV-AP is flexible to allow for significant variation in such a scenario.

### Spatial, Temporal

A Public Service is likely to be available only within a given area, typically the area covered by a particular public authority. Also a Public Service may be available within certain time periods such as the winter months.

A common usage of spatial will be to define the country in which a Public Service is available.

The Publications Office of the European Union offers a URI set[[24]](#footnote-24) that is suitable for this purpose, e.g. Malta is identified by

<http://publications.europa.eu/resource/authority/country/MLT>

N.B. These restrictions are not meant to be used to describe eligibility or the speed of operation of the service. These aspects will be covered by the Rule.

### Has Cost

The Has Cost property links a Public Service to one or more instances of the Cost class (see section 4.3). It indicates the cumulative (or estimated or average) costs for the citizen or business related to the execution of the particular Public Service.

## The Input Class

Input can be any resource - document, artefact – anything needed for executing the Public Service. In the context of Public Services, Inputs are usually administrative documents, applications… A specific Public Service may require the presence of certain Inputs or combinations of Inputs in order to be delivered.

In some cases, the Output of one service will be an Input to another service. Such relationships should be described in the associated Rule(s).

### Identifier

This property represents a formally-issued Identifier for the Input.

### Name

This property represents the official Name of the Input.

### Description

This property represents a free text Description of the Input.

### Type

This property represents the type of the Input as described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Related Documentation

This property represents documentation that contains information related to the Input, for instance a particular template for an administrative document, an application or a guide on formatting the Input.

## The Output Class

Outputs can be any resource - document, artefact – anything produced by the Public Service. In the context of a Public Service, the output provides an official document or other artefact of the Competent Authority (Formal Organisation) that permits/authorises/entitles an Agent to (do) something.

In some cases, the Output of one Public Service will be an Input to another Public Service. Such relationships should be described in the associated Rule(s).

### Identifier

This property represents a formally-issued Identifier for the Output.

### Name

This property represents the official Name of the Output.

### Description

This property represents a free text Description of the Output.

### Type

This property represents the type of Output as defined in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

## The Cost Class

The Cost class represents any costs related to the execution of a Public Service or to all Public Services related to a Business Event, which the Agent consuming it needs to pay.

### Identifier

This property represents a formally-issued Identifier for the Cost.

### Value

This property represents a numeric value indicating the amount of the Cost.

### Currency

This property represents the currency in which the Cost needs to be paid and the value of the Cost is expressed. The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Description

This property represents a free text description of the Cost.

### Is Defined By

This property links the Cost class with one or more instances of the Formal Organisation class (section 4.12). This property indicates which Formal Organisation is the Competent Authority for defining the costs associated with the delivery of a particular Public Service or all Public Services associated with or required in the context of a certain Business Event.

## The Channel Class

The Channel class represents the medium through which an Agent provides, uses or interacts in another way with a Public Service.

### Identifier

This property represents a formally-issued Identifier for the Channel.

### Is Owned By

This property links the Channel class with one or more instances of the Formal Organisation class (section 4.12). This property indicates the owner of a specific Channel through which a Public Service is being delivered.

### Type

This property represents the type of Channel as defined in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

Currently several ways of delivering the Public Service have been identified and thus defined as subclasses of the Channel class, for instance E-mail, Homepage, Fax, Assistant, Telephone.

## The Period of Time Class

The Period of Time class represents an interval of time that is named or defined by its start and end dates. This interval indicates from when to when a Public Service is available for use, for instance during particular months of the year, or a specific life span for Public Services that have a known life span.

### Identifier

This property represents a formally-issued Identifier for the Period of Time.

### Start date/time

This property represents the start of the period that the Public Service is available or active.

### End date/time

This property represents the end of the period that the Public Service is available or active.

## The Rule Class

The Rule class represents a document that sets out the specific rules, guidelines or procedures that the Public Service follows. It includes the terms of service, licence, and authentication requirements of the Public Service.

Instances of the Rule class are FRBR Expressions, that is, a concrete expression such as a document, of the more abstract concept of the rules themselves. Rules are used for validating the input required by the Public Service, deciding on the eligibility of the user, steering the Public Service process and defining the dependencies/relationships between Public Services. The CPSV-AP does not envisage instances of the Rule class as machine-readable business rules.

Detailed modelling of the rules related to Public Services is out of scope of the CPSV-AP.

### Identifier

This property represents a formally-issued Identifier for the Rule.

### Description

This property represents a free text Description of the Rule.

### Language

This property represents the language(s) in which the Rule is available. This could be one or multiple languages, for instance in countries with more than one official language. The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Name

This property represents the name of the Rule.

### Implements

The Implements property links a Rule to relevant legislation or policy documents i.e. the Formal Framework under which the Rules are being defined (see section 4.10).

## The Formal Framework Class

This class represents the legislation, policy or policies that lie behind the Rules that govern the service.

The definition and properties of the Formal Framework class in the CPSV-AP are aligned with the ontology included in “Council conclusions inviting the introduction of the European Legislation Identifier (ELI)”[[25]](#footnote-25).

### Name

This property represents the Name of the Formal Framework.

### Identifier

This property represents a formally-issued Identifier for the Formal Framework. Similarly as in ELI, this can be a Local Identifier, which is the unique identifier used in a local reference system. Also this can be a URI following the URI-path as defined in ELI.

### Description

This property represents a free text Description of the Formal Framework.

### Language

This property represents the Language(s) in which the Formal Framework is available. The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Status

This property represents the Status of the Formal Framework, for instance in force, not in force, partially applicable, implicitly revoked, explicitly revoked, repealed, expired, suspended, … The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Subject

This property represents the Subject of this Formal Framework. The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Territorial Application

This property represents the geographical scope of where the Formal Framework is applicable, for instance EU, country/Member State, region…

The values of this property come from a controlled vocabulary, for instance NUTS. The recommended controlled vocabularies are listed in section 5.

### Type

This property represents the Type of a Formal Framework as described in a controlled vocabulary (e.g. directive, law, draft proposition, Parliamentary act, ministerial decision etc.). The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Related

This property represents another instance of the Formal Framework class that is related to the particular Formal Framework being described.

### Has Creator

This property links the Formal Framework to one or more instances of the Public Organisation class (section 4.13). It indicates the creators of the specific Formal Framework.

## The Agent Class

The Agent class is any resource that acts or has the power to act. In CPSV-AP, Person and Formal Organisation have been defined as sub-classes of the Agent class.

REMARK: In some countries’ legislation Person is a concept for anyone that can be legally represented and can thus be both a Natural Person and a Legal Person (organisation). In the context of CPSV-AP a Natural Person is described by using the Person class (see section 4.14), which is defined as part of the Core Person Vocabulary[[26]](#footnote-26). The Legal Person is described by using the Legal Entity class (see section 4.15), which is defined as part of the Core Business Vocabulary[[27]](#footnote-27).

### Name

This property represents the Name of the Agent.

### Identifier

This property represents a formally-issued Identifier for the Agent.

### Type

This property represents the Type of an Agent as described in a controlled vocabulary. In the context of CPSV-AP an Agent can be a Formal Organisation or a Person. The recommended controlled vocabularies are listed in section 5.

### Plays Role

Plays Role is a generic property that links an Agent to a Public Service in which it plays some role. Uses is a sub property of Plays Role with specific semantics.

### Uses

The uses property links an Agent to a Public Service in which it plays the specific role of user, meaning that it provides the input and receives the output but does not play any direct role in providing the service. This will typically be an individual citizen or an outside organisation.

### Has Address

This property represents an Address related to an Agent. Asserting the address relationship implies that the Agent has an Address.

## The Formal Organisation Class

The Formal Organisation[[28]](#footnote-28) class has been defined in the Organization Ontology[[29]](#footnote-29). It represents an Organisation[[30]](#footnote-30) which is recognized in the world at large, in particular in legal jurisdictions, with associated rights and responsibilities. Examples include a corporation, charity, government, church…

### Administrative Level

This property represents the Administrative Level where a particular Formal Organisation is operating on, for instance local, national, regional, provincial… The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 5.

### Alternative Name

This property represents a name by which the Formal Organisation is known other than her official/legal name.

### Homepage

This property represents a website through which information about the Formal Organisation can be retrieved, the particular Formal Organisation can be contacted….

### Type

This property represents the Type of a Formal Organisation as described in a controlled vocabulary. In the context of CPSV-AP, a Formal Organisation can be of type Formal Organisation, Public Organisation or Legal Entity. The recommended controlled vocabularies are listed in section 5.

## The Public Organisation Class

The Public Organisation class represents a Formal Organisation that is owned by and managed by a state’s government (local, regional, national…) and funded through taxes.

### Type

This property represents the Type of a Public Organisation as described in a controlled vocabulary, for instance an Agency, a Ministry, a Council… The recommended controlled vocabularies are listed in section 5.

## The Person Class[[31]](#footnote-31)

The Person class represents a natural person. A natural Person can be the user of a particular Public Service. The Person class has been defined as part of the Core Person Vocabulary[[32]](#footnote-32). We refer to this vocabulary for more information and details on the properties for describing a Person.

## The Legal Entity Class

The Legal Entity class represents a business that is legally registered. A Legal Entity can play different roles related in the delivery of Public Services. The Legal Entity can be a user of a particular Public Service but can also be the Competent Authority of the Public Service.

The Legal Entity class has been defined as part of the Core Business Vocabulary[[33]](#footnote-33). We refer to this vocabulary for more information and details on the properties for describing a Legal Entity.

## The Location Class

The Location class represents an identifiable geographic place.

The Address class has been defined in the context of the Core Location Vocabulary[[34]](#footnote-34). We refer to this vocabulary for more information and details on the properties for describing a Location.

### Has Address

This property represents an address representing the location.

## The Address Class

The Address class represents an address for the representation of a Location.

The representation of addresses varies widely from one country's postal system to another. Even within countries, there are almost always examples of addresses that do not conform to the stated national standard.

The Address class has been defined in the context of the Core Location Vocabulary[[35]](#footnote-35).

### Address Area

This property represents the name of a geographic area or locality that groups a number of addressable objects for addressing purposes, without being an administrative unit. Typically this is a part of a city, a neighbourhood or a village.

### Address ID

This property represents a globally unique Identifier for this instance of the Address.

The concept of adding a globally unique Identifier for each instance of an Address is a crucial part of the INSPIRE data specification[[36]](#footnote-36). A number of EU countries have already implemented an ID (a UUID) in their address register/gazetteer, among them being Denmark.

It is the Address Identifier that allows an address to be represented in a format other than INSPIRE whilst remaining conformant to the Core Vocabulary. The Identifier is a hook that can be used to link the Address to an alternative representation, such as vCard.

### Admin Unit L1

This property represents the uppermost Administrative Unit for the Address, almost always a country.

It is a best practice to use the ISO 3166-1 code but if this is inappropriate for the context, country names should be provided in a consistent manner to reduce ambiguity. For example, either write 'United Kingdom' or 'UK' consistently throughout the data set and avoid mixing the two.

### Admin Unit L2

This property represents the region of the Address, usually a county, state or another area that typically encompasses several localities.

### Full Address

This property represents the complete Address with or without formatting.

### Locator Designator

This property represents a number or a sequence of characters that uniquely identifies the locator within the relevant scope.

The Locator Designator is a number or a sequence of characters that uniquely identifies the locator within the relevant scope(s). The full identification of the locator could include one or more locator designators. In simpler terms, this is the building number, apartment number, etc.

It is characteristic that these designators are assigned systematically according to tradition or to a specific set of rules. For example address numbers are in most cases assigned in ascending order with odd and even numbers on each side of the thoroughfare. Another example is the floor identifier that in a standardized way expresses on which level the address is located[[37]](#footnote-37).

The key difference between a locator designator and a locator name is that the latter is a proper name and is unlikely to include digits.

### Locator Name

This property represents a proper noun applied to the real world entity identified by the Address.

The Locator Name could be the name of the property or complex, of the building or part of the building, or it could be the name of a room inside a building. [INSPIRE]

The key difference between a Locator Designator and a Locator Name is that the latter is a proper name and is unlikely to include digits.

Examples: "Rose Cottage", "Grand Suite", "The little house by the lake"

### PO Box

This property represents the Post Office Box number.

INSPIRE's name for this property is "postalDeliveryIdentifier" for which it uses the Locator Designator property with a type attribute of that name. This vocabulary defines a separate property for the Post Office Box[[38]](#footnote-38).

### Post Code

This property represents the Post Code, also known as postal code, ZIP code, etc.

Post Codes are common elements in many countries' postal address systems.

### Post Name

This property represents the key postal division of the address, usually the city.

The Post Name is a name created and maintained for postal purposes to identify a subdivision of addresses and postal delivery points[[39]](#footnote-39).

Examples: "Brussels"

### Thoroughfare

This property represents the name of a passage or way-through from one location to another. A Thoroughfare is not necessarily a road. It might also be a waterway or some other feature.

Examples: "Main Street"

# Recommended Controlled Vocabularies

In order to facilitate the exchange of information on Business Events and Public Services, controlled vocabularies are intended to harmonise the possible values for certain properties. This improves the interoperability of the descriptions and eases the integration of information coming from different sources. As for the CPSV-AP Domain Model described in section 4, Public Organisations can map the values of the controlled vocabularies they use for describing Public Services in their MS, to the specific values of the controlled vocabularies suggested below.

It is important to mention that the recommended controlled vocabularies in CPSV-AP can also be extended by the MSs in order to meet their specific needs. In particular, this can be useful for recommended controlled vocabularies of which only high-level values have been defined. For example, for the property “Type” of the class “Business Event”, a MS can extend this particular controlled vocabulary by adding additional events or providing additional levels of granularity.

Where possible, Table 2 provides a suggestion for the controlled vocabularies for the properties included in the CPSV-AP. For elaborating the overview, controlled vocabularies that have been developed in the context of European initiatives or other supra-national initiatives (e.g. EL, Named Authority Lists, Eurovoc, NACE, COFOG…) and that have already been used in multiple applications, are maximally being re-used. Also, in order to align with existing Core Vocabularies, the controlled vocabularies already used there are maximally reused in this application profile. Finally existing controlled vocabularies in the Member States are also taken into account.

Table 2 - CPSV-AP controlled vocabularies

| Class | Property | Section | Controlled vocabulary |
| --- | --- | --- | --- |
| Business Event | Language | 4.2.6 | European Publications Office's Languages Named Authority List (NAL) [[40]](#footnote-40) |
| Type | 4.2.4 | List of Key Business Events:   * Starting business * Starting cross-border business * Doing business * Closing business |
| Public Service | Type | 4.3.4 | COFOG taxonomy[[41]](#footnote-41) |
| Language | 4.3.1 | European Publications Office's Languages Named Authority List (NAL) |
| Sector | 4.3.6 | List of NACE codes[[42]](#footnote-42) |
| Input | Type | 4.4.1 | Due to the fact that for this property no Controlled Vocabulary has been defined on the European level, the MSs may use their own Controlled Vocabulary and the need for defining this Controlled Vocabulary has been identified. |
| Output | Type | 4.5.1 | Due to the fact that for this property no Controlled Vocabulary has been defined on the European level, the MSs may use their own Controlled Vocabulary and the need for defining this Controlled Vocabulary has been identified. |
| Cost | Currency | 4.6.3 | European Publications Office's Currencies Named Authority List (NAL)[[43]](#footnote-43) |
| Channel | Type | 4.7.3 | * E-mail * Homepage * Fax * Assistant * Telephone |
| Rule | Language | 4.9.3 | European Publications Office's Languages Named Authority List (NAL) |
| Formal Framework | Language | 4.10.3 | European Publications Office's Languages Named Authority List (NAL) |
| Status | 4.10.4 | European Legislation Identifier[[44]](#footnote-44):   * in force * not in force * partially applicable * implicitly revoked * explicitly revoked * repealed * expired * suspended * other |
| Subject | 4.10.1 | Eurovoc domains[[45]](#footnote-45) |
| Territorial Application | 4.10.2 | NUTS taxonomy[[46]](#footnote-46) |
| Type | 4.10.3 | Resource Types Named Authority Lists (NAL) |
| Agent | Type | 4.11.3 | * Agent * Person * Formal Organisation |
| Formal Organisation | Administrative Level | 4.12.1 | NUTS taxonomy |
| Type | 4.12.4 | * Formal Organisation * Public Organisation * Legal Entity |
| Public Organisation | Type | 4.13.1 | Due to the fact that for this property no Controlled Vocabulary has been defined on the European level, the MSs may use their own Controlled Vocabulary and the need for defining this Controlled Vocabulary has been identified. |

# Conformance Statement

Any implementation of the Core Public Service Vocabulary Application Profile is conformant if:

* It includes at least all mandatory properties of all mandatory classes as indicated in “Annex V: Detailed list of mandatory and optional classes and properties”;
* It includes at least all mandatory properties of any optional class used for describing the Public Service, as indicated in “Annex V: Detailed list of mandatory and optional classes and properties”;
* It uses the terms (classes and properties) in a way consistent with their semantics as declared in this specification;
* It does not use terms from other controlled vocabularies instead of ones defined in this specification (section 5).

A conforming implementation of the Core Public Service Application Profile may include classes and properties from other data models (vocabularies).

The Core Public Service Vocabulary Application Profile is technology-neutral and a publisher may use any of the terms defined in this document encoded in any technology although RDF and XML are preferred.

# Accessibility and Multilingual Aspects

The CPSV-AP can operate in any language as:

* In a multilingual context, all datatype properties with datatype “text” (for instance Name, Description…), where the value for that property may exist in multiple languages, the property has multiple instances which are tagged with a language identifier for each language in which the value for that property exists.
* The language(s) in which a service is available can easily be specified;
* The specification strongly encourages the use of URIs as identifiers and all URIs are 'dumb strings.' Although they clearly make use of English words, they do not convey those words - that is done by the human-readable labels which can be multilingual.
* The acronym URI is used throughout the document due to widespread familiarity. However, Internationalised Resource Identifiers (IRIs) are equally usable, and these can use any character in any script[[47]](#footnote-47).
* Translations of the labels used in the various terms can readily be added to the schema (please contact the working group if you can help with this). The CPSV Working Group[[48]](#footnote-48) has already provided multilingual labels and descriptions for classes and properties[[49]](#footnote-49).

# Example mapping of information from MS’s Points of Single Contact to CPSV-AP

In order to show how the CPSV-AP can be used in practice, this section contains two examples of how the information that is available on a MS’s PSC can be mapped to the CPSV-AP. In the sections below an example is included for Spain (8.1) and Estonia (8.2). Besides these two countries, a mapping was created with CPSV-AP for all participating Member States (Austria, Estonia, Finland, Greece, The Netherlands, Latvia, Lithuania, Poland, Spain and Sweden).

The mapping of the MS’s data model to the CPSV-AP was based on the review and analysis on the way information is provided on the MS’s PSC on the one hand, and the latest version of CPSV-AP on the other hand. The mapping should be read from right to left. A mapping can be of the following types[[50]](#footnote-50), where A is the foreign class or property and where B is the class or property from CPSV-AP:

* A has an **exact match** with B if the set of subjects of A is equal to the set of subjects of B. The definitions of A and B are equivalent.
* A has a **close match** with B if the set of subjects of A is mostly equal to the set of subjects of B. The number of subjects of A not included in B, and vice-versa, is negligible.
* A has a **related match** with B if there is a meaningful intersection between the subjects of A and the subjects of B.
* A has a **narrow match** with B if the set of subjects of A is a superset of the set of subjects of B. The definition of A generalizes the definition of B.
* A has a **broad match** with B if B has a narrow match with A.

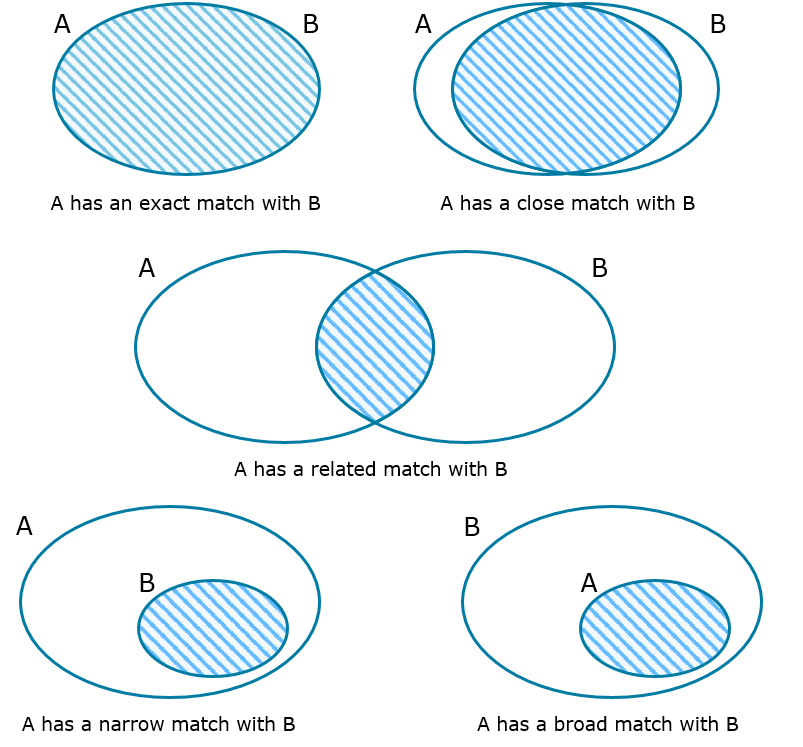


Figure 4 - Mapping types

## Example 1: Spain

Table 3 - Mapping of information on the Spanish PSC to CPSV-AP

| Class - CPSV-AP | Property – CPSV-AP | Mapping type | Foreign Property | Foreign Class |
| --- | --- | --- | --- | --- |
| Business Event |  | Exact match |  | Business situation |
| Business Event | Identifier | Exact match | URL | Business situation |
| Business Event | Identifier | Exact match | URL subcategory | Business situation |
| Business Event | Name | Exact match | Name | Business situation |
| Business Event | Name | Exact match | Subcategory | Business situation |
| Business Event | Description | No match |  |  |
| Business Event | Type | No match |  |  |
| Business Event | Language | No match |  |  |
| Business Event | Processing time | No match |  |  |
| Business Event | Has Cost | No match |  |  |
| Public Service |  | Close match |  | Procedure |
| Public Service | Identifier | Exact match | ID procedure | Procedure |
| Public Service | Description | Exact match | Description | Procedure |
| Public Service | Description | Close match | Remarks | Procedure |
| Public Service | Name | Exact match | Name | Procedure |
| Public Service | Is Grouped By | Exact match | Business Activities which Apply | Procedure |
| Public Service | Is Grouped By | Exact match | Procedure | Business situation |
| Public Service | Type | No match | Type of provision | Procedure |
| Public Service | Type | No match | Country of origin | Procedure |
| Public Service | Type | No match | Type of establishment | Establishment |
| Public Service | Type | No match | Legal form | Procedure |
| Public Service | Type | No match | Procedure group | Procedure |
| Public Service | Type | No match | Category | Procedure |
| Public Service | Type | Related match | Type | Procedure |
| Public Service | Language | No match |  |  |
| Public Service | hasChannel | Close match | Channel | Procedure |
| Public Service | hasChannel | Exact match | Telephone Number | Competent authority |
| Public Service | hasChannel | Exact match | Telephone Number | Professional association |
| Public Service | Processing Time | Exact match | Average time for resolution | Procedure |
| Public Service | Sector | Exact match | Name | Business sector |
| Public Service | Sector | Exact match | Name | Activities |
| Public Service | Keyword | No match |  |  |
| Public Service | Physically Available At | No match |  |  |
| Public Service | Requires | No match |  |  |
| Public Service | Related | No match |  |  |
| Public Service | Has Input | Narrow match | Documentation to be submitted | Procedure |
| Public Service | Has Input | Narrow match | Form | Procedure |
| Public Service | Produces | Exact match | Result | Procedure |
| Public Service | Follows | Exact match | Requirements | Procedure |
| Public Service | Spatial | Exact match | Province | Location |
| Public Service | Spatial | Exact match | Town | Location |
| Public Service | Spatial | Exact match | Autonomous community | Location |
| Public Service | Temporal | Exact match | Periods | Procedure |
| Public Service | Has Cost | Exact match | Fees | Procedure |
| Public Service | Plays role | No match |  |  |
| Public Service | Uses | No match |  |  |
| Public Service | HasCompetentAuthority | Exact match | Competent authority | Procedure |
| Public Service | HasCompetentAuthority | Related match | Competent/processing body | |
| Public Service | HasCompetentAuthority | Close match | Link to competent authority | Procedure |
| Public Service | HasFormalFramework | Exact match | Regulations | Procedure |
| Input |  | No match |  | Form |
| Input | Identifier | Exact match | URL | Form |
| Input | Name | Exact match | Name | Form |
| Input | Description | No match |  |  |
| Input | Type | No match |  |  |
| Input | Related Documentation | Close match | URL | Form |
| Output |  | No match |  |  |
| Output | Identifier | No match |  |  |
| Output | Name | Exact match | Result | Procedure |
| Output | Description | No match |  |  |
| Output | Type | No match |  |  |
| Cost |  | Exact match | Fees | Procedure |
| Cost |  | No match |  |  |
| Cost | Identifier | No match |  |  |
| Cost | Value | No match |  |  |
| Cost | Currency | No match |  |  |
| Cost | Description | No match |  |  |
| Cost | IsDefinedBy | No match |  |  |
| Channel |  | No match |  |  |
| Channel | Identifier | No match |  |  |
| Channel | Owned By | No match |  |  |
| Channel | Type | No match |  |  |
| Period of Time |  | No match | Periods | Procedure |
| Period of Time | Identifier | No match |  |  |
| Period of Time | Start Date/time | No match |  |  |
| Period of Time | End Date/time | No match |  |  |
| Rule |  | No match |  |  |
| Rule | Identifier | No match |  |  |
| Rule | Description | No match |  |  |
| Rule | Name | No match |  |  |
| Rule | Language | No match |  |  |
| Rule | Implements | No match |  |  |
| Formal Framework |  | Exact match |  | Regulation |
| Formal Framework | Identifier | Exact match | Number | Regulation |
| Formal Framework | Name | Exact match | Name | Regulation |
| Formal Framework | Description | Exact match | Method of commencement | Procedure |
| Formal Framework | Language | No match |  |  |
| Formal Framework | Status | No match |  |  |
| Formal Framework | Subject | No match |  |  |
| Formal Framework | Territorial Application | No match |  |  |
| Formal Framework | Type | No match |  |  |
| Formal Framework | Related | No match |  |  |
| Formal Framework | Has Creator | No match |  |  |
| Agent |  | No match |  |  |
| Agent | Identifier | No match |  |  |
| Agent | Name | No match |  |  |
| Agent | Type | No match |  |  |
| Agent | Plays Role | No match |  |  |
| Agent | Uses | No match |  |  |
| Agent | Has Address | No match |  |  |
| Formal Organisation |  | Exact match |  | Professional association |
| Formal Organisation | Name | Exact match | Name | Professional association |
| Formal Organisation | Administrative Level | Exact match | Scope | Procedure |
| Formal Organisation | Alternative Name | No match |  |  |
| Formal Organisation | Identifier | Exact match | Link | Professional association |
| Formal Organisation | Homepage | Exact match | Link | Professional association |
| Formal Organisation | Has Address | Exact match | Address | Professional association |
| Formal Organisation | Plays Role | Related match | Relevant department | Procedure |
| Formal Organisation | Type | No match |  |  |
| Public Organisation |  | Exact match |  | Competent authority |
| Public Organisation | Identifier | Exact match | Link | Competent authority |
| Public Organisation | Type | No match |  |  |
| Public Organisation | Name | Exact match | Description | Competent authority |
| Public Organisation | Homepage | Exact match | Link | Competent authority |
| Person |  | No match |  |  |
| Legal Entity |  | No match |  |  |
| Location |  | Exact match |  | Location |
| Location | Has Address | No match | Address | Professional association |
| Address |  | No match |  |  |
| Address | Full Address | No match |  |  |
| Address | Address ID | No match |  |  |
| Address | Address Area | No match |  |  |
| Address | Admin Unit L1 | Exact match | Province | Location |
| Address | Admin Unit L1 | Exact match | Autonomous community | Location |
| Address | Admin Unit L2 | Exact match | Town | Location |
| Address | Locator Designator | No match |  |  |
| Address | Locator Name | No match |  |  |
| Address | PO Box | No match |  |  |
| Address | Post Code | No match |  |  |
| Address | Post Name | No match |  |  |
| Address | Thoroughfare | No match |  |  |

## Example 2: Estonia

Table 4 - Mapping of information on the Estonian PSC to CPSV-AP

| Class - CPSV-AP | Property – CPSV-AP | Mapping type | Foreign Property | Foreign Class |
| --- | --- | --- | --- | --- |
| Business Event |  | Broad match |  | Topic |
| Business Event | Identifier | Exact match | Topic URL | Topic |
| Business Event | Name | Exact match | Name | Topic |
| Business Event | Name | Exact match | Category | Topic |
| Business Event | Description | Exact match | Description | Topic |
| Business Event | Type | No match |  |  |
| Business Event | Type | No match |  |  |
| Business Event | Language | No match |  |  |
| Business Event | Processing time | No match |  |  |
| Business Event | Has Cost | No match |  |  |
| Public Service |  | Exact match |  | Service |
| Public Service | Identifier | No match |  |  |
| Public Service | Description | Exact match | Description | Service |
| Public Service | Name | Exact match | Name | Service |
| Public Service | Is Grouped By | Broad match | Related topic | Service |
| Public Service | Is Grouped By | Broad match | Related service | Topic |
| Public Service | Is Grouped By | Broad match | Related external services | Topic |
| Public Service | Type | No match | Audience | Service |
| Public Service | Type | Exact match | Category | Service |
| Public Service | Language | No match |  |  |
| Public Service | hasChannel | Exact match | E-mail | Contact |
| Public Service | hasChannel | Exact match | Fax | Contact |
| Public Service | hasChannel | Exact match | Homepage | Contact |
| Public Service | hasChannel | Exact match | Phone | Contact |
| Public Service | Processing Time | No match |  |  |
| Public Service | Sector | Close match | Category | Economic Activities of Estonia (EMTAK) |
| Public Service | Keyword | Exact match | Name | Most popular related keywords |
| Public Service | Physically Available At | No match |  |  |
| Public Service | Requires | No match |  |  |
| Public Service | Related | Exact match | Related service | Service |
| Public Service | Has Input | Exact match | ID | Form |
| Public Service | Produces | No match |  |  |
| Public Service | Follows | No match |  |  |
| Public Service | Spatial | No match |  |  |
| Public Service | Temporal | No match |  |  |
| Public Service | Has Cost | No match |  |  |
| Public Service | Plays role | Exact match | Related institution | Service |
| Public Service | Uses | No match |  |  |
| Public Service | HasCompetentAuthority | Close match | Related institution | Service |
| Public Service | HasCompetentAuthority | Exact match | Related service | Contact |
| Public Service | HasFormalFramework | No match |  |  |
| Input |  | Exact match |  | Form |
| Input | Identifier | Exact match | ID | Form |
| Input | Name | Exact match | Name | Form |
| Input | Description | No match |  |  |
| Input | Type | Exact match | Type | Form |
| Input | Type | Exact match | Category | Form |
| Input | Related Documentation | No match |  |  |
| Output |  | No match |  |  |
| Output | Identifier | No match |  |  |
| Output | Name | No match |  |  |
| Output | Description | No match |  |  |
| Output | Type | No match |  |  |
| Cost |  | No match |  |  |
| Cost | Identifier | No match |  |  |
| Cost | Value | No match |  |  |
| Cost | Currency | No match |  |  |
| Cost | Description | No match |  |  |
| Cost | IsDefinedBy | No match |  |  |
| Channel |  | No match |  |  |
| Channel | Identifier | No match |  |  |
| Channel | Owned By | No match |  |  |
| Channel | Type | No match |  |  |
| Period of Time |  | No match |  |  |
| Period of Time | Identifier | No match |  |  |
| Period of Time | Start Date/time | No match |  |  |
| Period of Time | End Date/time | No match |  |  |
| Rule |  | No match |  |  |
| Rule | Identifier | No match |  |  |
| Rule | Description | No match |  |  |
| Rule | Name | No match |  |  |
| Rule | Language | No match |  |  |
| Rule | Implements | No match |  |  |
| Formal Framework |  | Exact match | Legislation | Topic |
| Formal Framework | Identifier | Exact match | URL | Legislation |
| Formal Framework | Name | Exact match | Name | Legislation |
| Formal Framework | Description | No match |  |  |
| Formal Framework | Language | No match |  |  |
| Formal Framework | Status | No match |  |  |
| Formal Framework | Subject | No match |  |  |
| Formal Framework | Territorial Application | No match |  |  |
| Formal Framework | Type | No match |  |  |
| Formal Framework | Related | No match |  |  |
| Formal Framework | Has Creator | No match |  |  |
| Agent |  | No match |  |  |
| Agent | Identifier | No match |  |  |
| Agent | Name | No match |  |  |
| Agent | Type | No match |  |  |
| Agent | Plays Role | No match |  |  |
| Agent | Uses | No match |  |  |
| Agent | Has Address | No match |  |  |
| Formal Organisation |  | Exact match |  | Contact |
| Formal Organisation | Identifier | Exact match | Homepage | Contact |
| Formal Organisation | Name | Exact match | Name | Contact |
| Formal Organisation | Type | Exact match | Category | Contact |
| Formal Organisation | Has Address | Exact match | Address | Contact |
| Formal Organisation | Administrative Level | No match |  |  |
| Formal Organisation | Alternative Name | No match |  |  |
| Formal Organisation | Homepage | Exact match | Homepage | Contact |
| Public Organisation |  | No match |  |  |
| Public Organisation | Identifier | No match |  |  |
| Public Organisation | Type | No match |  |  |
| Public Organisation | Administrative Level | No match |  |  |
| Public Organisation | Alternative Name | No match |  |  |
| Public Organisation | Homepage | No match |  |  |
| Public Organisation | Has Address | No match |  |  |
| Person |  | No match |  |  |
| Legal Entity |  | No match |  |  |
| Location |  | No match |  |  |
| Location | Has Address | No match |  |  |
| Address |  | No match |  |  |
| Address | Full Address | No match |  |  |
| Address | Address ID | No match |  |  |
| Address | Address Area | No match |  |  |
| Address | Admin Unit L1 | No match |  |  |
| Address | Admin Unit L2 | No match |  |  |
| Address | Locator Designator | No match |  |  |
| Address | Locator Name | No match |  |  |
| Address | PO Box | No match |  |  |
| Address | Post Code | No match |  |  |
| Address | Post Name | No match |  |  |
| Address | Thoroughfare | No match |  |  |

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|  |  |
| --- | --- |
| Country | Representative |
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| Lithuania | Konstantitas Peciulis |
| Spain | Manuel Mateos  Patrocinio Nieto |
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# Annex I: Sources for defining the working terminology for key concepts

In this annex we describe the sources that were used as an input for defining a common working terminology for key concepts (Table 5). From the work that has been analysed, we have identified several definitions. These definitions are listed in Table 6, and were compared to come to a single definition for some key concepts (section 2) in the context of this work.

Table 5 - Related work for defining key concepts

|  |  |  |
| --- | --- | --- |
| Owner | Title | Description |
| ISA Programme of the European Commission | e-Government Core Vocabularies v1.1 | This document contains consolidated and updated versions of the different core vocabularies helping to define the public service concept: the Core Business Vocabulary; the Core Location Vocabulary;  the Core Person Vocabulary;  and the Core Public Service Vocabulary. |
| European Commission | D5.13 Population of the Services Directory with  Information Related to the New Professions v1.0 | In a nutshell, this deliverable maps and captures all the data necessary to use the eServices and Services Directories involved in the SPOCS pilots. This document gives the definitions for Business Event and Administrative Formality. |
| ISA Programme of the European Commission | DIGIT – Federated catalogue of public services  D2.2 Phase II Final report –  WP 2: Requirements and Scenarios | The scope of this study is about a catalogue of public services offered by all public administrations at all government levels in all EU Member States and the three other EEA countries (“Member States”), which are the members of the ISA Programme. This document defines the key concepts related to Public Services Catalogue and Point of Single Contact. |
| Court of Justice of the European Union | Different reports & cases | These resources were used in purpose of defining the term of administrative formality. |
| Department of Enterprise, Trade and Employment, Irish Government | Public Services Broker Study | This study’s objective is to provide browser-based access via a single entry point that will make it easier for businesses to deal with Government. The study provides a good model for defining the set of Key Business Events, which are a combination of business lifecycle, business functions and services. |
| Ljupco Todorovski, University of Ljubljana, Slovenia | The life event approach, 2006 | The life event approach by Todorovski is a widely accepted way of modelling, integrating, and presenting government services from the perspective of users. The Business Event is a life event for the organizations. |
| European Commission, Enterprise Directorate-General | Linking up Europe:  the Importance of Interoperability  for eGovernment Services | The objective of this Commission services  working document is to emphasise  the importance of interoperability in  delivering eGovernment services in  Europe. It also defines the term of Business Episode. |
| AXELOS | ITIL® 2011 glossary and abbreviations | An IT Service Management glossary. Contains good concepts for the definitions of Service Portfolio and Service Catalogue. |
| Oxford University | Oxford Dictionaries | An explanatory dictionary for defining the terms of Administrative and Formality. |
| John Wiley & Sons, Inc. | Environmental Impact Assessment: Practical Solutions to Recurrent Problems by David P. Lawrence | In this book different degrees of administrative formalities are defined. Low level of administrative formalities is applicable for the public services that do not need formal assistance, i.e. counselling services. High degree, vice versa, is applicable for the public services with very formal and complex procedures, i.e. litigation. |
| R. L. Daft, H. Willmott Murphy | Organization theory and design | In this work, a definition of an organizational lifecycle was given:  “The organizational life cycle is the life cycle of an organization from its creation to its termination.” |
| A. A. Zoltners, P. Sinha, S. E. Lorimer | Match Your Sales Force Structure to Your Business Life Cycle | The objective of this Harvard Business Review article is to analyse different aspects of company´s sales force structure over the life cycle of the business. The article supports four business life cycle stages - Start-up, Growth, Maturity and Decline. |
| G. A. Lichtenstein, T. S Lyons | Revisiting the business life-cycle: Proposing an actionable model for assessing and fostering entrepreneurship | Authors of this article are evaluating different business life cycle models and suggesting their own view of the best model. |
| L. E. Greiner | Evolution and revolution as organizations grow | Well-cited Harvard Business Review article that emphasizes manager’s tasks in a different business life cycle phases. Introduces 5 important business life cycle phases – Creativity, Direction, Delegation, Coordination, Collaboration |
| K. C. Wang | The five elements theory in business research | This article provides Chinese point of view about business life cycle events – Planning, Innovation and Change, Leading and Market Control, Performance Management and Bureaucratic Control, Organizing and Clan Control. |

Table 6 - Definitions from related work used as input for defining key concepts

|  |  |  |
| --- | --- | --- |
| Term | Definition | Sources |
| Administrative formality | The legislation of European Union does not define administrative formalities. However, based on court practice, similar concepts and contexts, it is concluded that the administrative formality means the rules of procedure for realizing citizens’ or businesses rights or obligations. | PwC Legal Estonia, October 2014 |
| Administrative formality | The term "administrative formalities" must be understood as covering all operations which involve the checking of documents and certificates accompanying the goods and are intended to ensure by simple visual inspection that the goods correspond to the documents and certificates, where such operations may be carried out by officials having general authority to inspect goods at the frontier. | European Court reports 1988 Page 04689. Case 190/87. |
| Formalities (count noun) | A thing that is done simply to comply with convention, regulations, or custom. Synonym to “Official Procedure”. | Oxford Dictionary |
| Administrative formality | Administrative formality has different degrees: from low degree (unassisted procedures) to high degree (litigation). | “Environmental Impact Assessment: Practical Solutions to Recurrent Problems” By David P. Lawrence, John Wiley & Sons, Inc. |
| Procedure Description | The term procedure description is describing the formal activities that are part of the procedure of a public service, i.e. how the procedure for this service will be enforced including the process steps of the customer and the responsible public service provider. | Population of the Services Directory with Information Related to the New Professions, V1.0; 30-06-2011; SPOCS |
| Public Service | A set of deeds and acts performed by or on behalf of a public administration for the benefit of a citizen, a business or another public administration. | e-Government Core Vocabularies (v1.1) |
| Public Service | A public service is a service rendered by a public administration to either business (A2B), citizens (A2C) or other public administrations (A2A). | European Commission – ISA Work Programme; DIGIT – Federated catalogue of public services; D2.2 Phase II Final report – WP 2: Requirements and Scenarios; Version 0.1  June 2013 |
| Service | A service is a resource that represents the capability to bring a certain outcome and value to the service requester and is enabled by the service provider. | European Commission – ISA Work Programme; DIGIT – Federated catalogue of public services; D2.2 Phase II Final report – WP 2: Requirements and Scenarios; Version 0.1  June 2013 |
| Services of general interest | The concept Services of general (economic) interest (SG(E)I) is an official term used by the European Union for all services that are of specific interest to society. This includes all public services. The scope of the SGIs is broader than the scope of the public services in this document and can also include services which are often, but not always, in hands of private companies (e.g. water, electricity, mail). | European Commission – ISA Work Programme; DIGIT – Federated catalogue of public services; D2.2 Phase II Final report – WP 2: Requirements and Scenarios; Version 0.1  June 2013 |
| Business Event | A certain stage in the business lifecycle with which a bundle of public services is associated. | Population of the Services Directory with Information Related to the New Professions, V1.0; 30-06-2011; SPOCS |
| Business Event | An Event comprises the major categories through which any business carries out its business activities and interaction with Government. There are 12 Events in the proposed Business Access Model which are a combination of lifecycle, business functions and services. | Public Services Broker Study, BASIS 2001 |
| Life Event | Metaphor used to denote a specific situation or event in the life of a citizen or a life cycle of an organization that requires a set of public services to be performed. | Todorovski et al., 2006. |
| Business Episode | Components of the business life cycle. They are, in effect, life events for enterprises. Typical examples of business episodes include starting a business, employing staff, acquiring a licence, statutory returns, taxation, closing/selling a business. | Linking up Europe: the Importance of Interoperability for eGovernment Services. European Communities, 2003 |
| Business Episode | An Episode is a sub-categorisation of Events and is essentially a more defined classification of key business activities and Government interactions. 105 unique Episodes were defined as sub-categories of the 12 Events. | Public Services Broker Study, BASIS 2001 |
| Service Portfolio | The complete set of services that is managed by a service provider. The service portfolio is used to manage the entire lifecycle of all services, and includes three categories: service pipeline (proposed or in development), service catalogue (live or available for deployment), and retired services. | ITIL® 2011 glossary and abbreviations |
| Service Catalogue | A database or structured document with information about all live services, including those available for deployment. The service catalogue is part of the service portfolio and contains information about two types of service: customer-facing services; and supporting services required by the service provider to deliver customer-facing services. | ITIL® 2011 glossary and abbreviations |
| Catalogue of Public Services | A catalogue of public services is a collection of descriptions of public services that are provided by a public administration at any administrative level (i.e. local, regional, national or pan-European). These descriptions are created following a common data model for representing public services. | European Commission – ISA Work Programme; DIGIT – Federated catalogue of public services; D2.2 Phase II Final report – WP 2: Requirements and Scenarios; Version 0.1 June 2013 |
| eService | An eService (or a digital public service), in the EU context, is (part of) a public service that is made available electronically via an e-Government portal. The administrative procedures can be completed via a user interface which is available on the Web. | European Commission – ISA Work Programme; DIGIT – Federated catalogue of public services; D2.2 Phase II Final report – WP 2: Requirements and Scenarios; Version 0.1 June 2013 |
| Federated catalogue of public services | A federated catalogue of public services is a collection of catalogues of public services which are joined together following a common data model for representing public services. | European Commission – ISA Work Programme; DIGIT – Federated catalogue of public services; D2.2 Phase II Final report – WP 2: Requirements and Scenarios; Version 0.1 June 2013 |
| Point of single contact | The Services Directive requires the Member States to set up a Point of Single Contact. This is a public administration portal (and a one-stop-shop) for service providers with two main goals: providing information and completing administrative procedures. It is necessary for the portal to describe the requirements, procedures and formalities which are necessary to perform or access the services within a Member State. It also needs to provide contact details of competent authorities, access to public registers, and online forms, and process the applications filed. A PSC can be seen as a catalogue of public services. | European Commission – ISA Work Programme; DIGIT – Federated catalogue of public services; D2.2 Phase II Final report – WP 2: Requirements and Scenarios; Version 0.1 June 2013 |
| Organizational Lifecycle | The organizational life cycle is the life cycle of an organization from its creation to its termination. | R. L. Daft, H. Willmott Murphy (2010), Organization theory and design, p. 356 |

# Annex II: Template for the analysis of the models for describing business events and public services on the EU MS PSCs

In this Annex we describe the public service models used to review and analyse the state-of-the art in the Member States. For each model we will describe the title, description, the owner of the model, the administrative levels (national, regional and/or local) it applicable on and any other relevant documentation. This general information about the model is followed by a description of all classes and attributes and any controlled vocabularies used.

Table 7 - Template Public Service Model - General information

|  |  |
| --- | --- |
| **Title** | Title of the public service model or the PSC. |
| **Description** | Description of the public service model or PSC website and the information provided. In cases problems were detected, they are also mention in this sub-part. |
| **Owner** | The owner of the public service model or the PSC (e.g. ministry) |
| **Administrative level** | * [National] * [Regional] * [Local] |
| **Other documentation** | Any other relevant documentation. |

Table 8 - Template Public Service - Description of classes and properties

|  |  |  |  |
| --- | --- | --- | --- |
| Class | Property | Controlled vocabulary / values | Comments |
| The class of the CPSV-AP that the property or value belongs to. | The property we are mapping from CPSV-AP. | The value belonging to the CPSV-AP. | Any additional information or remarks to be made related to mapping. |

# Annex III: Review and analysis of the state-of-the-art in the MS concerning data models for describing business events and public services on the Points of Single Contact

In this section the models for describing business events and related public services, used in the national PSCs of Member States are identified and analysed. For each business event and public service model we have described the title, the description, the owner of the model, the administrative levels (national, regional and/or local) it is applicable on and any other relevant documentation. The general information about each model is followed by a description of all classes and attributes, and any controlled vocabularies used. Explanation on the template used for describing these data models can be found in “Annex II: Template for the analysis of the models for describing business events and public services on the EU MS PSCs”. Table 9 gives an overview of the PSCs that have been analysed:

Table 9 - Overview of analysed PSCs

|  |  |  |
| --- | --- | --- |
| Country | PSC | Link |
| Austria | National | http://www.eap.gv.at/index\_en.html |
| Burgenland | http://eap.bgld.gv.at/Start.aspx?lang=en |
| Carinthia | http://eap.ktn.gv.at/Start.aspx?lang=en |
| Lower Austria | http://eap.noe.gv.at/Start.aspx?lang=en |
| Upper Austria | http://eap.ooe.gv.at/Start.aspx?lang=en |
| Salzburg | http://eap.salzburg.gv.at/Start.aspx?lang=en |
| Styra | http://www.eap.steiermark.gv.at/?lang=en |
| Tiral | https://www.tirol.gv.at/arbeit-wirtschaft/eap-en/ |
| Voralberg | http://eap.vorarlberg.gv.at/Start.aspx?lang=en |
| Vienna | http://www.wien.gv.at/english/psc/index.html?lang=en |
| Belgium | National | http://business.belgium.be/ |
| Bulgaria | National | http://psc.egov.bg/ |
| Croatia | National | www.psc.hr |
| Cyprus | National | http://www.businessincyprus.gov.cy |
| Czech Republic | National | http://www.businessinfo.cz |
| Denmark | Business in Denmark | www.businessindenmark.dk |
| Virk | https://indberet.virk.dk/ |
| Estonia | National | https://www.eesti.ee/ |
| Finland | National | http://www.yrityssuomi.fi |
| France | National | https://www.guichet-entreprises.fr/ |
| Germany | National | http://www.dienstleisten-leicht-gemacht.de/ |
| Baden-Wurttemberg | www.ea.service-bw.de |
| Bavaria | http://www.eap.bayern.de/ |
| Berlin | http://www.ea.berlin.de/ |
| Brandenburg | www.eap.brandenburg.de |
| Bremen | http://www.wfb-bremen.de/de/wfb-einheitlicher-ansprechpartner |
| Hamburg | http://www.hamburg.de/einheitlicher-ansprechpartner |
| Hesse | www.eah.hessen.de |
| Mecklenburg-Vorpommern | www.ea-mv.de |
| Lower Saxony | www.dienstleisterportal.niedersachsen.de |
| North Rhine-Westphalia | www.ea-finder.nrw.de |
| Rhineland-Palatinate | www.eap.rlp.de |
| Saarland | www.saarland.de/einheitlicher\_ansprechpartner.htm |
| Saxony | www.sachsen.de |
| Saxony-Anhalt | www.ea.sachsen-anhalt.de |
| Schleswig-Holstein | www.ea-sh.de |
| Thuringia | www.thueringen.de |
| Greece | EUGO PSC | http://www.eu-go.gr/ |
| StartUp Greece | http://www.startupgreece.gov.gr/ |
| Hungary | National | http://eugo.gov.hu |
| Ireland | National | www.pointofsinglecontact.ie |
| Italy | National | http://www.impresainungiorno.gov.it/ |
| Latvia | National | https://www.latvija.lv/en |
| Lithuania | National | http://www.verslovartai.lt/ |
| Luxembourg | National | http://www.guichet.public.lu/ |
| Malta | National | http://www.businessfirst.com.mt/ |
| Netherlands | National | http://www.answersforbusiness.nl/ |
| Poland | National | https://www.biznes.gov.pl/ |
| Portugal | National | www.portaldaempresa.pt |
| Romania | National | http://www.edirect.e-guvernare.ro/ |
| Slovakia | National | http://www.eu-go.sk/ |
| Slovenia | National | http://www.eugo.gov.si/ |
| Spain | National | http://www.eugo.es/ |
| Sweden | National | https://www.verksamt.se/ |
| United Kingdom | National | https://www.gov.uk/ |

Also, an analysis of the commonalities and differences in terms of classes and properties of the data models used for describing business events and public services on the PSCs has been performed. This has served as input for suggesting new classes and properties to be added to the CPSV-AP to the Working Group and was an initial mapping of the data models used in the Member States with the CPSV-AP.

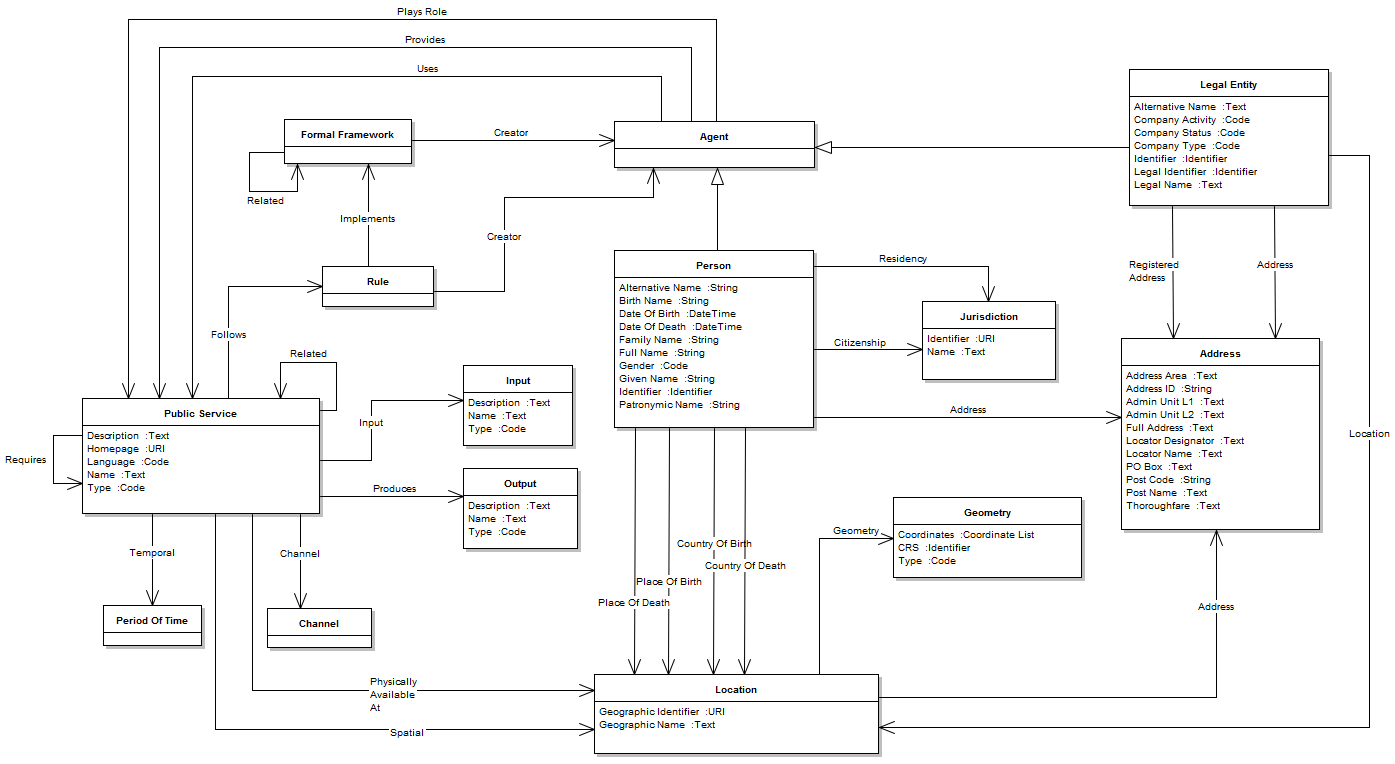
# Annex IV: The Core Public Service Vocabulary

The Core Public Service Vocabulary[[51]](#footnote-51) is a simplified, reusable and extensible data model that captures the fundamental characteristics of a service offered by public administration. It has been designed to make it easy to exchange basic information about individual public sector services. By using the vocabulary, **almost certainly augmented with sector-specific information**, organisations publishing data about their services will enable:

* Easier discovery of those services with and between countries;
* Easier discovery of the legislation and policies that underpin service provision;
* Easier recognition of how services provided by a single organisation interrelate and are used either by other services or external users; and
* Easier comparison of similar services provided by different organisations.

The diagram representation of the current data model of the CPSV can be found in Figure 5.

Figure 5 - CPSV diagram representation of current data model



Following the ISA Process and Methodology for Developing Core Vocabularies[[52]](#footnote-52), the CPSV Working Group was set up for the creation of the vocabulary. It consisted of the following types of stakeholders that partake in the public service provision process:

* 23 representatives of e-Government interoperability frameworks and strategies from the Member States and owners/managers of e-Government portals operating at different government levels;
* 5 experts from EU-funded Large Scale Pilot projects, e.g. SPOCS and representatives from EU Institutions.
* 5 representatives of standardisation bodies already active in service modelling, e.g. W3C, OASIS, The Open Group and OMG.
* 18 representatives of software vendors, IT companies and other private companies already active in service modelling, e.g. SAP and IBM.
* 18 experts on service modelling (SOA, service science) from research institutes and universities across Europe and beyond.

There following known implementation of the CPSV exist:

* **BE - Flemish Government.** The Flemish Government is piloting the CPSV (as part of its OSLO vocabulary[[53]](#footnote-53)) to publish its intergovernmental product and service catalogue[[54]](#footnote-54) as Linked Data.
* **EE – Integrated portfolio management of public services.** The Estonian Ministry of Economic Affairs created an extension[[55]](#footnote-55) of the CPSV to address local needs, as well as to cover the public service lifecycle. New classes and properties were introduced to cover information related to security, evaluation and the underlying Web Service(s) supporting the delivery of a public service. The extended CPSV is also the basis for the Estonian framework for the dynamic management of public service portfolios (focused on the evaluation of public services and the governance of their lifecycle).
* **FI – Service map for the City of Helsinki.** The City of Helsinki has described the services they offer to citizens and made them available through a Service Map[[56]](#footnote-56). It enables to search for services in different ways, locate them on a map and retrieve more information on particular services.
* **EU - ISA Programme.** The CPSV pilot “Describe your public service once to publish on multiple Government Access Portals”[[57]](#footnote-57) is a known implementation of the CPSV. It demonstrates that the Core Public Service can be used as a foundational RDF Vocabulary to homogenise public service data that originates from local, regional, and national e-Government portals. It also demonstrates that the definition of uniform HTTP URI sets for public services facilitates information management. Finally the implementation shows that a linked data infrastructure can provide access to homogenised, linked and enriched public service data. The pilot[[58]](#footnote-58) and report[[59]](#footnote-59) documenting the findings can be accessed through Joinup.

In this work, the CPSV will be extended to ensure that all relevant information concerning business events and public services from national, regional and/or local electronic PSCs can be captured.

# Annex V: Detailed list of mandatory and optional classes and properties

Table 11 - Mandatory and optional classes and properties

| Class | Property | Mandatory/optional |
| --- | --- | --- |
| Business Event |  | mandatory |
| Business Event | Identifier | mandatory |
| Business Event | Name | mandatory |
| Business Event | Description | optional |
| Business Event | Type | optional |
| Business Event | Language | optional |
| Business Event | Has Cost | optional |
| Business Event | Processing Time | optional |
| Public Service |  | mandatory |
| Public Service | Identifier | mandatory |
| Public Service | Description | mandatory |
| Public Service | Name | mandatory |
| Public Service | Is Grouped By | mandatory |
| Public Service | Type | optional |
| Public Service | Has Competent Authority | mandatory |
| Public Service | Has Formal Framework | optional |
| Public Service | Language | optional |
| Public Service | Has Channel | optional |
| Public Service | Processing Time | optional |
| Public Service | Sector | optional |
| Public Service | Keyword | optional |
| Public Service | Physically Available At | optional |
| Public Service | Requires | optional |
| Public Service | Related | optional |
| Public Service | Has Input | mandatory |
| Public Service | Produces | optional |
| Public Service | Follows | optional |
| Public Service | Spatial, Temporal | optional |
| Public Service | Has Cost | optional |
| Input |  | mandatory |
| Input | Identifier | mandatory |
| Input | Name | mandatory |
| Input | Description | optional |
| Input | Type | optional |
| Input | Related Documentation | optional |
| Output |  | optional |
| Output | Identifier | mandatory |
| Output | Name | mandatory |
| Output | Description | optional |
| Output | Type | optional |
| Cost |  | optional |
| Cost | Identifier | mandatory |
| Cost | Value | optional |
| Cost | Currency | optional |
| Cost | Description | optional |
| Cost | Is Defined By | optional |
| Channel |  | optional |
| Channel | Identifier | mandatory |
| Channel | Is Owned By | optional |
| Channel | Type | optional |
| Period of Time |  | optional |
| Period of Time | Identifier | mandatory |
| Period of Time | Start date/time | mandatory |
| Period of Time | End date/time | mandatory |
| Rule |  | optional |
| Rule | Identifier | mandatory |
| Rule | Description | mandatory |
| Rule | Name | mandatory |
| Rule | Language | optional |
| Rule | Implements | optional |
| Formal Framework |  | optional |
| Formal Framework | Identifier | mandatory |
| Formal Framework | Name | mandatory |
| Formal Framework | Description | optional |
| Formal Framework | Language | optional |
| Formal Framework | Status | optional |
| Formal Framework | Subject | optional |
| Formal Framework | Territorial Application | optional |
| Formal Framework | Type | optional |
| Formal Framework | Related | optional |
| Formal Framework | Has Creator | optional |
| Agent |  | optional |
| Agent | Identifier | mandatory |
| Agent | Name | mandatory |
| Agent | Type | optional |
| Agent | Plays Role | optional |
| Agent | Uses | optional |
| Agent | Has Address | optional |
| Formal Organisation |  | mandatory |
| Formal Organisation | Administrative Level | optional |
| Formal Organisation | Alternative Name | optional |
| Formal Organisation | Homepage | optional |
| Formal Organisation | Type | optional |
| Public Organisation |  | optional |
| Public Organisation | Type | optional |
| Person |  | optional |
| Legal Entity |  | optional |
| Location |  | optional |
| Location | Has Address | optional |
| Address |  | optional |
| Address | Full Address | mandatory |
| Address | Address ID | mandatory |
| Address | Address Area | optional |
| Address | Admin Unit L1 | optional |
| Address | Admin Unit L2 | optional |
| Address | Locator Designator | optional |
| Address | Locator Name | optional |
| Address | PO Box | optional |
| Address | Post Code | optional |
| Address | Post Name | optional |
| Address | Thoroughfare | optional |

# Annex VI: CPSV-AP Distributions

For the CPSV-AP, the following distributions have been created:

Table 12 - Overview of distributions of the CPSV-AP

|  |  |
| --- | --- |
| Format | Distribution on Joinup |
| Specification document | <https://joinup.ec.europa.eu/catalogue/distribution/cpsv-ap-specification-v100> |
| UML (Sparx Enterprise Architect) | <https://joinup.ec.europa.eu/catalogue/distribution/cpsv-ap-uml-diagram-EA-v100> |
| UML (Enhanced Meta File) | <https://joinup.ec.europa.eu/catalogue/distribution/cpsv-ap-uml-diagram-emf-v100> |
| XML Schema | <https://joinup.ec.europa.eu/catalogue/distribution/cpsv-ap-xml-schema-v100> |
| RDF Schema | <https://joinup.ec.europa.eu/catalogue/distribution/cpsv-ap-rdf-schema-v100> |

1. European Commission. Interoperability for European Public Administrations (ISA). Accessing Member State information resources at European level. <http://ec.europa.eu/isa/actions/01-trusted-information-exchange/1-3action_en.htm> [↑](#footnote-ref-1)
2. European Commission. Interoperability for European Public Administrations (ISA). <http://ec.europa.eu/isa/index_en.htm> [↑](#footnote-ref-2)
3. http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32006L0123 [↑](#footnote-ref-3)
4. SPOCS LSP (2011), Points of Single Contact Research Study, Available at: http://ec.europa.eu/internal\_market/services/docs/services-dir/studies/spocs\_en.pdf [↑](#footnote-ref-4)
5. <http://europa.eu/youreurope/> [↑](#footnote-ref-5)
6. <http://ec.europa.eu/idabc/servlets/Doc2bb8.pdf?id=1675> [↑](#footnote-ref-6)
7. <https://joinup.ec.europa.eu/asset/core_public_service/description> [↑](#footnote-ref-7)
8. <http://dublincore.org/documents/2001/04/12/usageguide/glossary.shtml#A> [↑](#footnote-ref-8)
9. European Commission. Joinup. Process and Methodology for Developing Core Vocabularies. <https://joinup.ec.europa.eu/node/43160> [↑](#footnote-ref-9)
10. [↑](#footnote-ref-10)
11. <https://joinup.ec.europa.eu/node/104619> [↑](#footnote-ref-11)
12. <https://joinup.ec.europa.eu/asset/cpsv-ap/issue/all> [↑](#footnote-ref-12)
13. [cpsv-ap@joinup.ec.europa.eu](mailto:cpsv-ap@joinup.ec.europa.eu) [↑](#footnote-ref-13)
14. <http://joinup.ec.europa.eu/mailman/archives/cpsv-ap/> [↑](#footnote-ref-14)
15. <https://joinup.ec.europa.eu/asset/cpsv-ap/issue/all> [↑](#footnote-ref-15)
16. <https://joinup.ec.europa.eu/asset/cpsv-ap/communications/all> [↑](#footnote-ref-16)
17. <https://joinup.ec.europa.eu/node/63578> [↑](#footnote-ref-17)
18. <https://joinup.ec.europa.eu/category/licence/isa-open-metadata-licence-v11> [↑](#footnote-ref-18)
19. Definition has been based on the definition of a life event in «Reference Models for e-Services Integration based on Life-Events by Todorovski et al., 2006 : « A life event is a specific situation or event in the life of a citizen or a life cycle of an organization that requires a set of public services to be performed.» [↑](#footnote-ref-19)
20. http://europa.eu/youreurope/business/index\_en.htm [↑](#footnote-ref-20)
21. <https://www.ietf.org/rfc/rfc2119.txt> [↑](#footnote-ref-21)
22. http://ec.europa.eu/isa/documents/isa\_annex\_ii\_eif\_en.pdf [↑](#footnote-ref-22)
23. <https://joinup.ec.europa.eu/asset/core_vocabularies/description> [↑](#footnote-ref-23)
24. http://open-data.europa.eu/open-data/data/dataset/2nM4aG8LdHG6RBMumfkNzQ [↑](#footnote-ref-24)
25. <http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:52012XG1026%2801%29> [↑](#footnote-ref-25)
26. <https://joinup.ec.europa.eu/asset/core_person/description> [↑](#footnote-ref-26)
27. <https://joinup.ec.europa.eu/asset/core_business/description> [↑](#footnote-ref-27)
28. <http://www.w3.org/TR/vocab-org/#class-formalorganization> [↑](#footnote-ref-28)
29. <http://www.w3.org/TR/vocab-org/> [↑](#footnote-ref-29)
30. <http://www.w3.org/TR/vocab-org/#class-organization> [↑](#footnote-ref-30)
31. In the context of this specification the Person Class refers to a natural person. In some countries, for instance in legislation, the concept Person is used to referring both to a natural person (“Person” in CSPV-AP) and a Legal Person (“Legal Entity” in CPSV-AP). [↑](#footnote-ref-31)
32. <https://joinup.ec.europa.eu/asset/core_person/description> [↑](#footnote-ref-32)
33. <https://joinup.ec.europa.eu/asset/core_business/description> [↑](#footnote-ref-33)
34. <https://joinup.ec.europa.eu/asset/core_location/description> [↑](#footnote-ref-34)
35. <https://joinup.ec.europa.eu/asset/core_location/description> [↑](#footnote-ref-35)
36. <http://inspire.ec.europa.eu/index.cfm/pageid/2> [↑](#footnote-ref-36)
37. <http://inspire.ec.europa.eu/documents/Data_Specifications/INSPIRE_DataSpecification_AD_v3.1.pdf> [↑](#footnote-ref-37)
38. <http://inspire.ec.europa.eu/documents/Data_Specifications/INSPIRE_DataSpecification_AD_v3.1.pdf> [↑](#footnote-ref-38)
39. <http://inspire.ec.europa.eu/documents/Data_Specifications/INSPIRE_DataSpecification_AD_v3.1.pdf> [↑](#footnote-ref-39)
40. <http://publications.europa.eu/mdr/authority/language/> [↑](#footnote-ref-40)
41. <http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=4> [↑](#footnote-ref-41)
42. <http://ec.europa.eu/competition/mergers/cases/index/nace_all.html> [↑](#footnote-ref-42)
43. <http://publications.europa.eu/mdr/authority/currency/index.html> [↑](#footnote-ref-43)
44. <http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52012XG1026(01)> [↑](#footnote-ref-44)
45. <http://eurovoc.europa.eu/drupal/?q=node/555> [↑](#footnote-ref-45)
46. <http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST_NOM_DTL&StrNom=NUTS_22&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC> [↑](#footnote-ref-46)
47. <http://www.ietf.org/rfc/rfc3987.txt> [↑](#footnote-ref-47)
48. <https://joinup.ec.europa.eu/node/52600/> [↑](#footnote-ref-48)
49. <https://docs.google.com/spreadsheet/ccc?key=0Arqf55JwcBx4dGpvVG5BcTVqaUNKTEFJX09xcXpaRUE&usp=drive_web#gid=3> [↑](#footnote-ref-49)
50. Source: <https://joinup.ec.europa.eu/asset/core_vocabularies/asset_release/core-vocabularies-v11> [↑](#footnote-ref-50)
51. <https://joinup.ec.europa.eu/asset/core_public_service/description> [↑](#footnote-ref-51)
52. <https://joinup.ec.europa.eu/community/semic/document/isa-deliverable-process-and-methodology-developing-core-vocabularies> [↑](#footnote-ref-52)
53. <https://joinup.ec.europa.eu/catalogue/asset_release/oslo-open-standards-linked-administrations-flanders-version-11> [↑](#footnote-ref-53)
54. <http://www.corve.be/projecten/lokaal/IPDC/> [↑](#footnote-ref-54)
55. <https://www.mkm.ee/sites/default/files/study_-_integrated_portfolio_management_of_public_services_-_brief_summary.pdf> [↑](#footnote-ref-55)
56. <http://www.hel.fi/palvelukartta/Default.aspx?language=en&city=91> [↑](#footnote-ref-56)
57. <https://joinup.ec.europa.eu/node/63148> [↑](#footnote-ref-57)
58. <http://cpsv.testproject.eu/CPSV/> [↑](#footnote-ref-58)
59. <https://joinup.ec.europa.eu/node/63148> [↑](#footnote-ref-59)