

Webinar on the SDG services model

March 24-03-2021

10:00-12:00 (GMT+1)

Organised by the Catalogue of Services Action of the ISA² programme



Webinar practicalities

 Click on « connect audio » but please mute your microphones.

 You can share your questions and comments via the chat at any time during the webinar.

 The webinar will be recorded.

1. Welcome

Speaker: Miguel Alvarez Rodriguez

Who's in the room?

M U R A L

Agenda

- | | |
|---|-----|
| 1. Welcome | 10' |
| 2. Contextual information | 10' |
| 3. Approach for creating the SDG services model | 10' |
| 4. SDG concepts: identifying and prioritizing | 75' |
| 5. Next steps | 15' |

2. Contextual information

Speaker: Miguel Alvarez Rodriguez

Legal background

Reference from the Single Digital Gateway Regulation:

Article 4

Access to information

2. The Commission shall ensure that the Your Europe portal provides users with easy, online access to the following:
- (a) information about those rights, obligations and rules referred to in point (a) of Article 2(2) that are derived from Union law;
 - (b) information about those procedures referred to in point (b) of Article 2(2) that are established at Union level;
 - (c) information about those assistance and problem-solving services referred to in point (c) of Article 2(2) that are provided at Union level.

https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2018.295.01.0001.01.ENG&toc=OJ:L:2018:295:TOC

Bilateral meetings 2020

Bilateral meetings conducted with a number of Member States

- Identifying the need to further work on a model for the information requirements of procedures and assistance services of the SDG Regulation (articles 9 to 11)
- Semantic and technical support on modelling activities for national catalogues of services

OUTCOME:

- **Interest from more than 10 Member States to work further on a services model for the SDG**
- **The SDG services model should be aligned with existing models (e.g. CPSV-AP)**

Benefits of a common model

- *Improving the findability, understandability and quality of information (e.g. key steps in a procedure, main conditions for accessing the services, language, contact information, etc.) according to articles 9 to 11;*
- *Reusing existing information to enrich the information at European level, ensuring the consistency of the messages to the end users;*
- *Automating and easing the retrieval of this information (e.g. from regional/national catalogues of services), reducing the duplication of administrative tasks;*
- *Starting point to digitalise information for access on the national webpages (article 4.1 of regulation) and make it machine-readable.*

Key objectives of this webinar

- Presenting and aligning on the **approach** for creating a **services model** that describes the most important **information about services** in the context of quality information requirements of **articles 9,10 and 11** of the **SDGR**.
- Discussing and agreeing on the most important **concepts** to include within the model

3. Approach for creating the services model

Speaker: Florian Barthélemy

General approach

- 1 Classifying and identifying the most fundamental concepts for a first 'easy-to-implement' model.
- 2 Creating the **SDG services model**
- 3 Optionally, after defining a first model, Member States can participate in a pilot exposing their national data catalogues on Your Europe. (*exact case to be agreed*)

Desired role Member States

Providing input and participating in the modelling discussions.

What does the name represent? (*quality requirements - art. 9 to 11*)

Existing sources of information

1. Repository of links: with the SDG services model, we enrich information already collected via the repository of links

1. Existing standards on open specifications: CPSV-AP, Core Vocabularies, other models, etc.

Repository of links metadata

Meta tag name	Mandatory?	Description	Controlled dataset
sdg-tag	yes	The sdg-tag will contain the text sdg identifying the page as part of the Single Digital Gateway	{sdg}
DC. ISO3166	yes	It will contain the two characters ISO 3166-1 representation of names of countries.	The EEA countries
DC. Location	only if applicable	Describes the NUTS or LAU location id for which the content on the page is valid (http://purl.org/dc/terms/Location)	The NUTS and LAU location ids The complete NUTS 1-3 and LAU datasets in excel format

https://ec.europa.eu/assets/grow/growth/_toolbox/sdg-docs/metadata-for-urls.pdf



CORE PUBLIC SERVICE VOCABULARY	CORE LOCATION VOCABULARY	CORE CRITERION & EVIDENCE VOCABULARY
CORE PERSON VOCABULARY	CORE BUSINESS VOCABULARY	CORE PUBLIC ORGANISATION VOCABULARY

Existing sources of information

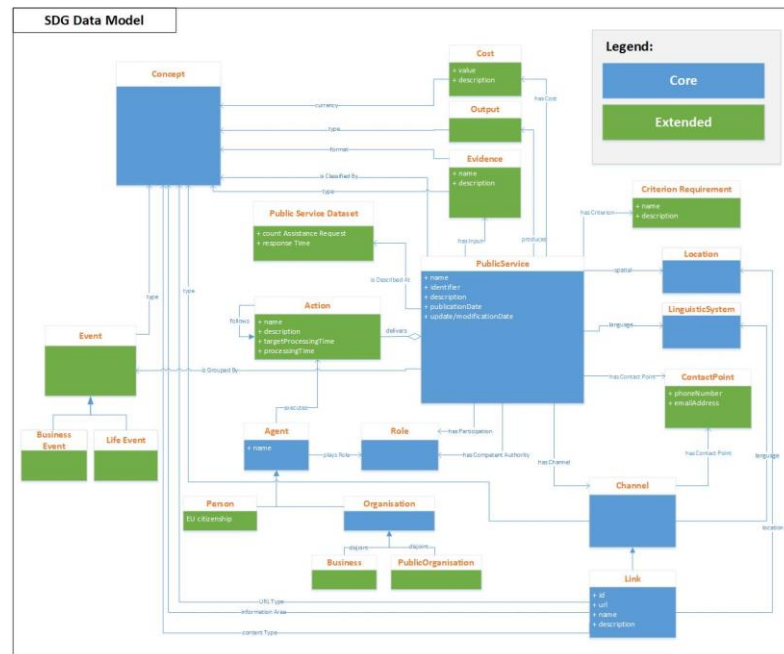
3. Initial SDG model: with the MS and DG GROW, we have created a first draft data model capturing the information of the SDGR, based on the CPSV-AP .

This work can serve as a preliminary analysis of the current work.



GitHub

<https://github.com/catalogue-of-services-isa/SDG-services-model/tree/master/archive>



How to tackle it practically

Identifying and prioritising SDG concepts

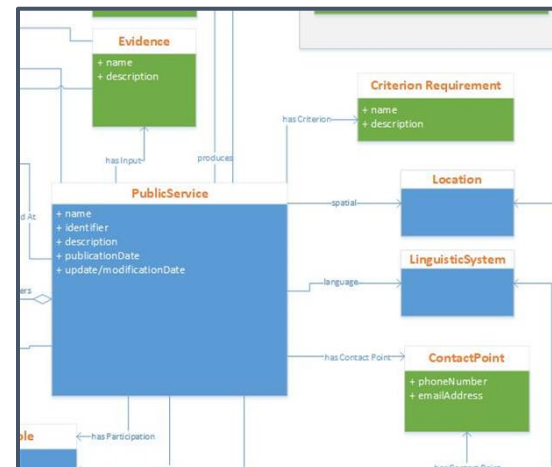
Concepts from the SDGR	How important is this information to find the relevant services and give clear explanations to Your Europe's visitors? (not relevant, relevant, highly relevant)	Do you have this information? (yes/no/ don't know) Optional	If yes, please indicate the information you have? Optional
Service			
Country			
Type of service			
Policy code			
Language			
Name			



Finding consensus through webinars, GitHub, email, etc.

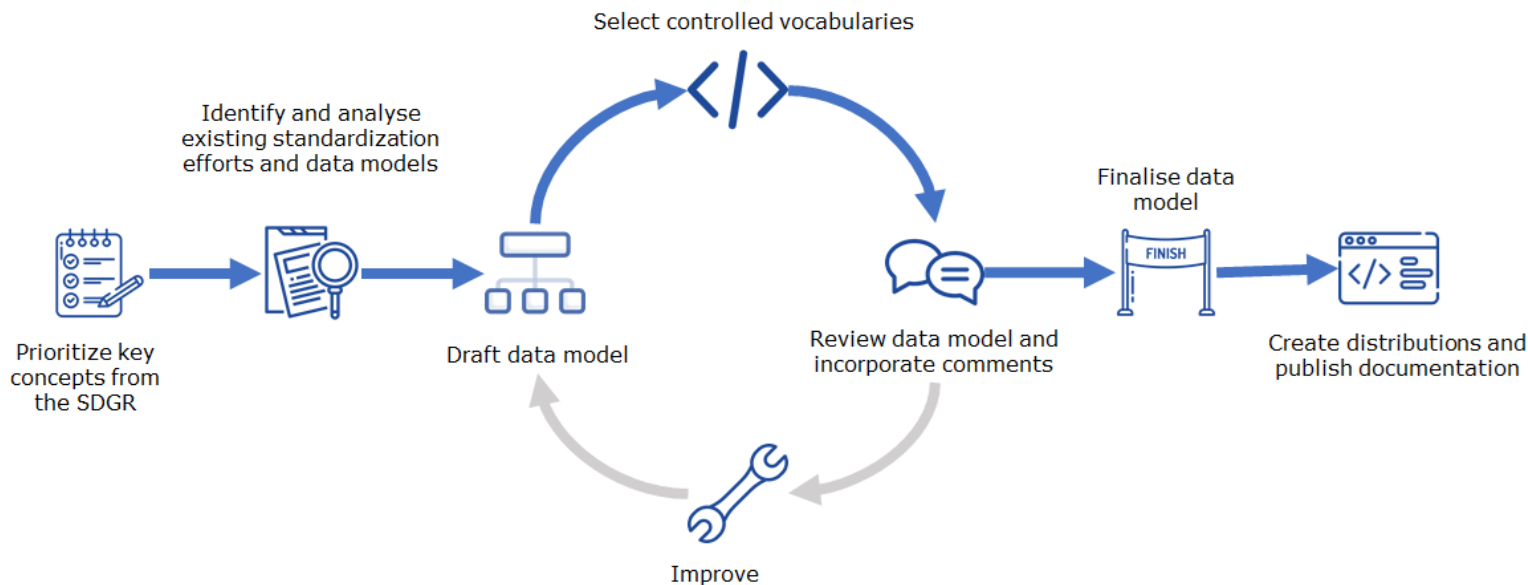


SDG services model



Example of a data model, screenshot from the initial SDG model from 2020

General workflow on creating a data model



4. SDG concepts: identifying and prioritizing

Speaker: Florian Barthélemy

Practical approach for today

Analysis and identified concepts

Aligning on the concepts identified from multiple articles in the SDGR (e.g. art. 9, 10 and 11) through a brainstorming exercise.

We have already identified during the analysis the most important concepts and added a prioritization.

Use case

Putting context to these concepts by situating them within a practical use case.

Prioritization

Concepts from the SDGR	Reference in the SDGR	Priority	Usage / definition / context from the regulation	Proposed description
Service	Art. 2.2	SHOULD	Overarching concept covering all information about the services offered by competent authorities in the EEA countries and the European Commission as part of the Regulation (EU) 2018/1724 such as the type of service, the country or specific location for which the service is relevant, etc.	Mandatory or discretionary set of activities performed, or able to be performed, by or on behalf of a public organisation, publicly funded and arise from public policy. Services may be for the benefit of an individual, a business, or other public authority, or groups of any of these. A service exists whether it is used or not, and the term 'benefit' may apply in the sense of enabling the fulfilment of an obligation. As defined in the revised version of the European Interoperability Framework, a European public service comprises any service provided by public administrations in Europe, or by other organisations on their behalf, to businesses, citizens or others public administrations.
Country	Art. 3, 6, ...	MUST	Country of the service provided.	Country code for which the service is relevant. The following code list can be used: the two characters ISO 3166–Alpha 2 code representation of names of countries.
Type of service		SHOULD	It contains the information about the type of content that the service is offering: information, procedure, assistance.	List of different services identified in the Regulation (EU) 2018/1724 by their nature.
Policy code	Art 9, 10	MUST	It will contain the information about the code of the content area covered by the service according to Annex I and II. The list of codes is available from https://webgate.ec.europa.eu/pdfs/wikis/download/attachments/534023030/annex%20I%20and%20II.xlsx?version=2&modificationDate=1600029836269&api=v2 for Webpages. The same classification could be used for describing services.	The content area covered by the service according to Annex I and II of Regulation (EU) 2018/1724
Language	Art. 9, 10, 11, 13	MUST	"Any additional languages in which the procedure can be carried out." "Member States will make the information accessible in an official language of the Union that is broadly understood by the largest possible number of cross-border users, in accordance with Article 12;" The language in which the service can be provided may differ from the language of certain channels (e.g. Web Pages in several languages vs provision of the service in 1-2 languages)	Language(s) in which the 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 described in a controlled vocabulary.
Name	Art. 2.2	SHOULD	This property represents the official name of the Public Service in the country providing it.	Official Name of the Public Service

Based on our analysis and prioritization, we can propose already a set of important concepts, LET'S DISCUSS.

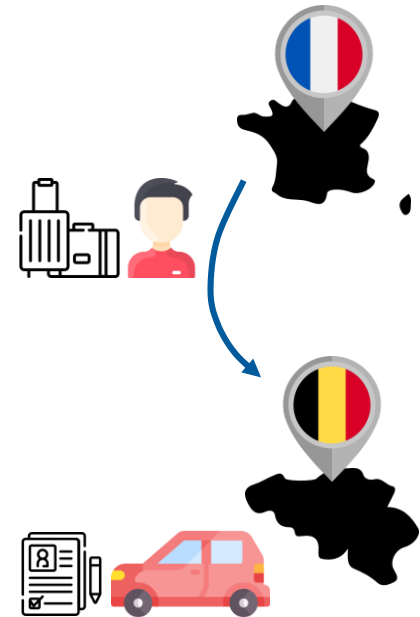
Use case: information on registering a vehicle abroad

Because I am moving permanently from France to Belgium, I want to have information on the different **steps** of the **procedure** for registering my vehicle in the **country** abroad such as the **language(s)** in which the service is provided.

Furthermore, I would like to know the **contact details** of the **authority** offering the service when browsing through the **web pages** containing the information, and additional **documents** that are of interest.

One of the most important things, is to know which **evidences** I need to provide and which **fees** are applicable.

Finally, I need to know the **output** that I will receive as proof of the registration.



Prioritisation exercise



LINK IN THE CHAT:

<https://app.mural.co/t/beadvtc7549/m/beadvtc7549/1615875837155/5198e857c96d2b0e56a50f44583097d2f8200e47>

5. Next steps

Speaker: Florian Barthélemy

Next steps

PERIOD	ACTIVITY
Feb 15 - Feb 19	Contact Member States <i>Present the approach and share the concepts from the Regulation</i>
Feb 20 - Mar 24	Collect and analyse key concepts from the Member States <i>Support MS to provide the right information</i>
Mar 24	Present key concepts - Webinar #1 <i>Present findings and agree on key concepts with the MS</i> <i>Discuss the exact information to be captured</i>
Mar 14 - Mar 31	Propose descriptions of the concepts <i>Integrate the inputs from the different Member States and come up with a proposition</i>
Mar 31 - Apr 13	Collect feedback
Apr 13	Discuss propositions - Webinar #2
Apr 13 - Apr 30	Final proposition on GitHub <i>Final proposition in the format of a list with the identified concepts and a diagram, extending the existing metadata.</i>

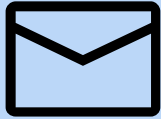
Upcoming webinar

Join the upcoming webinar on the 13rd of April!
(Invitations will follow soon)

Focus of the webinar:

- Discussing the draft model based on your input
- Discussing the feedback received through email and GitHub

Feedback & Collaboration



Feedback can be provided by email to the following people:

- barthelemy.florian@pwc.com
- maxime.pittomvils@pwc.com
- miguel.alvarez-rodriguez@ec.europa.eu



Feedback/Input can be provided through GitHub by creating an issue:

<https://github.com/catalogue-of-services-isa/SDG-services-model>



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