

Meeting Minutes – Webinar 2 on the SDG services model 12/04/2021

Action 2016.29 Catalogue of Services Action

Project	Action 2016-29 Catalogue of services	Meeting Date/Time	12/04/2021 14:00-16:00 (GMT+1)
Meeting Type	Webinar	Meeting Location	Google meet
Meeting Coordinator	Miguel Alvarez Rodriguez Florian Barthélemy	Issue Date	20/04/2021

Meeting Agenda

1. Welcome
2. Scoping
3. Proposed data model
 - Overview of the prioritized concepts and discussing a draft model through an example
 - Discuss the need for other prioritized concepts
 - Additional non-prioritized concepts
4. Next steps

Webinar's participants

Attendee Name	Abbreviation	Organisation/Country
Assen Antov	AA	Bulgaria
Kutt Kommel	KK	Estonia
Stina Avvo	SA	Estonia
Miguel Alvarez Rodriguez	MAR	European Commission
Jarmo Kovero	JK	Finland
Kirsi Mikkonen	KM	Finland
Marko Latvanen	ML	Finland
Nikos Vasilakis	NV	Greece
Valentini Paparrizou	VP	Greece
Alessandra Pieroni	AP	Italy
Giovanna Scaglione	GS	Italy
Szymon Mamrot	SM	Poland

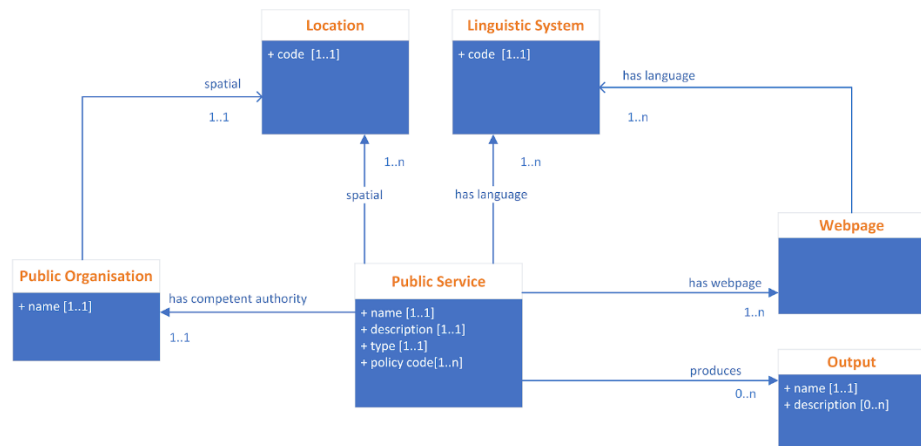
Jorge Cabrita de Sousa	JC	Portugal
Lisdália Sanches	LS	Portugal
Marco Pedro	MP	Portugal
Florian Barthélemy	FB	PwC EU Services
Maxime Pittomvils	MP	PwC EU Services
Michiel De Keyzer	MDK	PwC EU Services
Ana Rosa Guzmán	AG	Spain
Marco Aerts	MA	The Netherlands

Summary of the meeting	
Topic	Summary
Welcome	<ul style="list-style-type: none"> • Miguel Alvarez Rodriguez (MAR) started the webinar by welcoming all attendees to the second SDG services model webinar organized by the Catalogue of Services Action of the ISA² Programme. • MAR asked if there was an objection to record the webinar. There was no objection and the webinar has been recorded. • MAR explained the agenda of the webinar.
Scoping	<ul style="list-style-type: none"> • Miguel Alvarez Rodriguez (MAR) introduced the problem statement and the scoping of the modelling exercise. The idea is to provide minimum information per result to help the user define what are the relevant links, based on the user's search criteria. The scope is here the YourEurope portal. • Florian Barthémy (FB) complemented by highlighting the two perspectives that should be taken into account: <ul style="list-style-type: none"> ◦ The quality of the results and a focus on the user's perspective to provide minimum information per result to easily decide which link to click on. ◦ The provision and maintenance of the links and metadata tags as basis for the information on YourEurope. • FB gave more details on the objective of the SDG services model: minimizing the number of clicks and time required from the YourEurope visit to obtain the right information. • FB gave additional information on a practical example: Applying at a university in Helsinki in the YourEurope portal. • FB explained the approach. • Michiel De Keyzer asked whether everyone agreed with the proposed approach and scope.
Proposed data	Overview of the prioritized concepts and discussing a draft

model

model through an example

- Maxime Pittomvils (MP) introduced the modelling exercise by going over the gathered input for creating the draft data model.
- MP explained that the SDG services model will be explained step by step with a use case.
- MP went over the first use case: obtaining information about how to register a vehicle abroad.



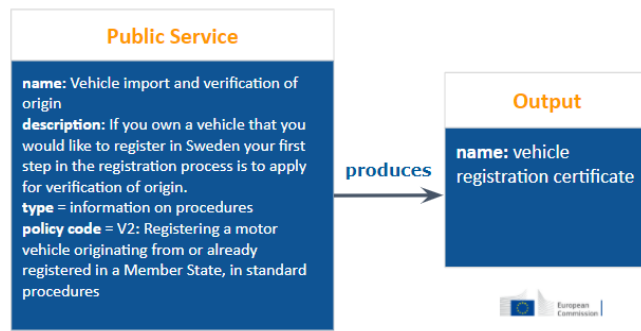
- The model was introduced step by step, discussing each concept separately:

- **Public Service**

Prepared question: How do we capture terms that are specific to information, procedures and assistance services? (Specific terms for a subclass of a public service, optional terms of a public service)

Valentini Papparizou: The policy code is not needed for the searchability of the user, neither the type.

- **Output**



Prepared question: Do we need a description for 'Output' or other concepts?

Miguel Alvarez Rodriguez asked the question whether it is relevant to have different types of output.

Jorge Cabrita de Sousa responded that the output can vary from country to country, so that a list might be of order.

Ana Rosa Guzman agreed that types of output could be interesting.

It was agreed to investigate further the need for types of output.

- **Public Organisation**

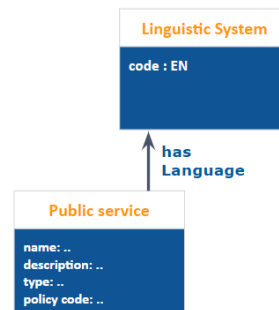


Prepared question: Which key information should be included for a Public Organisation?

Marco Aerts: Contact details can be useful to retrieve immediate results. Direct contact for smaller authorities is important, even more for business services.

Ana Rosa Guzman: The name of the organisation used to change a lot.

- **Linguistic System**

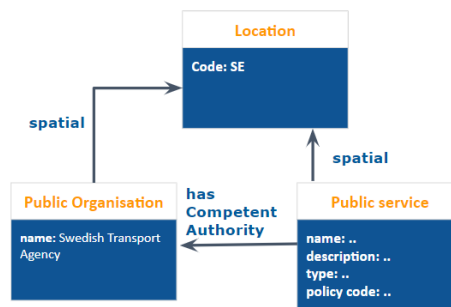


Florian Barthélemy: This is the language in which the public service is provided.

Is it relevant to have the language of the public service?

.

- **Location**



Prepared question: Which codelist to use for the Location?

Country code (ISO 3166)

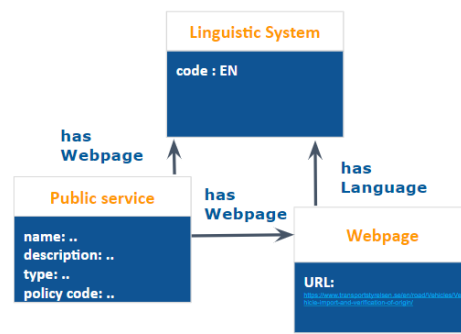
More detailed locations (NUTS, LAU, ATU?)

Ana Rosa Guzman: There is a need for the geographical area of the Public Organisation: The procedure depends on the public organisation and the geographical location, it can be described at national level, but the geographical location needs to be executed at regional level.

Marco Aerts: The SDG prescribes NUTS/ LAU locations.

Jorge Cabrita de Sousa: It makes sense to go to the regional/municipality level regarding the locations.

- **Public Service – Webpage - Language**



Prepared question:

1. Are there other concepts besides 'description' which should be included for describing a Public Service?
2. Are there other concepts besides URL for webpage?

Miguel Alvarez Rodriguez raises the question whether the linguistic system is relevant at this stage.

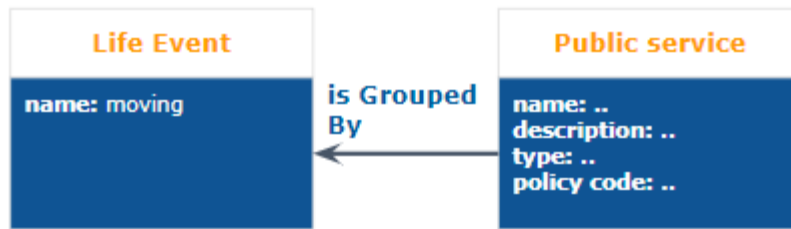
Valentini Papparizou answered that the availability of the language is questionable and mentions it can be put as an optional class.

Jorge Cabrita de Sousa comments that the end user will not always know in which language the webpage will be.

Discuss the need for other prioritized concepts

Florian Barthélemy introduced the second use case: additional concepts for optimising the user experience.

- **Life event**

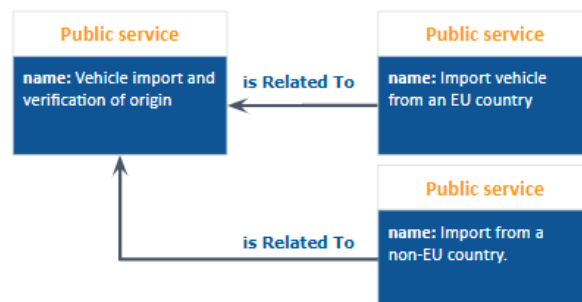


Event as a way to regroup different services as present in Annex II.

Ana Rosa Guzman commented that there already exists the classification of the SDG metadata.

Marco Aerts complemented that using the SDG information areas is a possibility instead of life events.

- **Related public service**



Prepared question: How do we differentiate the related or required services? Do you make use of other concepts to differentiate the respective variations of the same service? For example in the vehicle registration, there are specific cases if you import a vehicle from an EU country or not, if the vehicle is new or already registered.

Ana Rosa Guzman: Starting a business can be at municipality level, but you could need a license from the national level.

Jorge Cabrita de Sousa: We will encounter a problem of granularity if we don't agree on the level on which the service should be provided at EU level.

Miguel Alvarez Rodriguez: We will reflect on this concept based

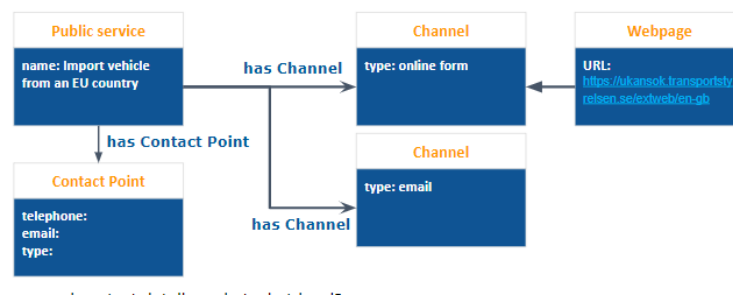
on the input received.

- **Cost**



Valentini Paparrizou commented that the cost is not necessary within the direct results of the search.

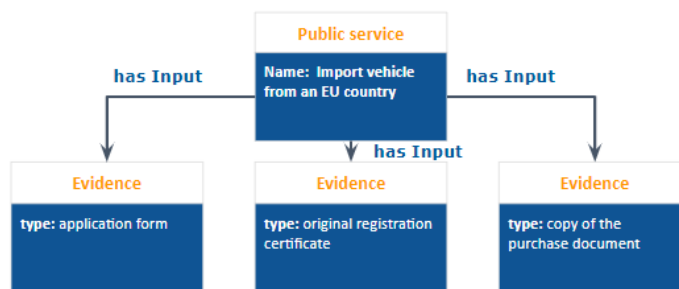
- **Contact Point, Channel and Webpage**



Prepared questions: Do we need contact details and at what level? Do we need to define an additional class 'Channel' to cover other types of channels?

Ana Rosa Guzman commented that the maintenance of the contact details outside of the competent authority's portal can be problematic.

- **Evidence**



Prepared questions: This is a simplified representation. Separate

discussions are ongoing in CCCEV and SDG OOP threads. Does this need to be captured? For findability? For improving the user experience? Are other related concepts needed? E.g. Evidence format, Requirement

It was proposed to not include evidence at this stage of the modelling exercise.

Additional non-prioritized concepts

An additional exercise was prepared on Mural to get consensus on the concepts that were identified through the prioritization spreadsheet as non-relevant. Through this exercise, we wanted to make sure that there were no concepts left that should be within the scope.

Within the exercise, all concepts considered out-of-scope were listed, together with yes/no columns for classification by the participants. Due to lack of time, the exercise has not been done. Therefore, it was decided to continue based on the input from the prioritization spreadsheets received by the participants.

Any missing concepts can always be mentioned through an issue on GitHub.

INPUT			
Concept	Description	yes	no
Authentication, identification and signature	The accepted means of authentication, identification and signature for the procedure.		
Date of publication and date of last update	Date of the last update of the information and the date of publication of the information.		
Procedure, step of procedure and sequence of actions	A sequence of actions that must be taken by users to satisfy the requirements.		
Exception	the relevant steps of the procedure to be taken by the user, including any exception.		
Documents: Legal act, reference, technical specification, guidelines	Document is an overarching concepts to capture: references, links to legal acts, technical specifications and guidelines, where relevant;		
Redress and appeal	The means of redress or appeal which are generally available in the event of disputes with the competent authorities.		
Deadline, average / estimated time	Any deadlines to be respected by the user or by the competent authority and where no deadlines exist, the average, estimated or indicative time that the competent authority needs to complete the procedure;		
rules concerning lack of reply, legal consequences, tacit approval, administrative silence	Information on rights, obligations and rules: ny rules concerning a lack of reply from the competent authority and the legal consequences thereof for the users, including tacit approval or administrative silence arrangements;		
Delay, extension	If no tacit approval, administrative silence or similar arrangements exist, competent authorities shall, where applicable, inform users of any delays and of any extension of deadlines or any consequences thereof.		

Next steps

- Florian Barthélemy informed the attendees on the next steps:
 - A communication will be sent with the exact date of the next webinar, an updated model based on the feedback received so far and the required preparation by the Member States for the upcoming webinar.
 - Feedback can be provided through email or via GitHub: <https://github.com/catalogue-of-services-isa/SDG-services-model>.
- Miguel Alvarez Rodriguez closed the webinar by thanking all participants for collaborating.