

Meeting Minutes – Webinar 3 on the SDG services model 11/05/2021

Action 2016.29 Catalogue of Services Action

| | | | |
|---------------------|--|-------------------|--------------------------------------|
| Project | Action 2016-29 Catalogue of services | Meeting Date/Time | 11/05/2021 09:00-11:00 (GMT+1) |
| Meeting Type | Webinar | Meeting Location | Google meet |
| Meeting Coordinator | Miguel Alvarez Rodriguez Florian Barthélemy | Issue Date | 27/05/2021 |

Meeting Agenda

1. Welcome
2. Presentation of the model and examples
3. Discussing the model: tackling the GitHub issues
4. Next steps

Webinar's participants

| Attendee Name | Abbreviation | Organisation/Country |
|--------------------------|--------------|----------------------|
| Kutt Kommel | KK | Estonia |
| Stina Avvo | SA | Estonia |
| Raimo Reiman | RR | Estonia |
| Miguel Alvarez Rodriguez | MAR | European Commission |
| Kirsi Mikkonen | KM | Finland |
| Mervi Kylmanen-Paakki | MK | Finland |
| Valentini Paparrizou | VP | Greece |
| Paola Russillo | PR | Italy |
| Gabriele Ciasullo | GC | Italy |
| Jorge Cabrita de Sousa | JC | Portugal |
| Lisdália Sanches | LS | Portugal |
| Marco Pedro | MP | Portugal |
| Nuno Martins | NM | Portugal |
| Florian Barthélemy | FB | PwC EU Services |
| Maxime Pittomvils | MP | PwC EU Services |
| Ana Rosa Guzmán | AG | Spain |

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 went over the agenda of the webinar. |
| Presentation of the model and examples | <ul style="list-style-type: none"> Maxime Pittomvils (MP) mentioned the possibility to change the naming of the model: it was agreed that the name of the model could be updated from 'SDG services model' to 'SDG search service model'. MP introduced the updated model that was published on GitHub for the Member States to review. <pre> classDiagram class PublicOrganisation { +Identifier: Literal [1..*] +preferredLabel: Literal [1..*] } class Location { +geographicIdentifier: URI } class PublicService { +Identifier: Literal +name: Literal +description: Literal } class LinguisticSystem { +language: Code } class Webpage { +Identifier: URI [1..*] } class ContactPoint class Output { +Identifier: Literal [1..*] +name: Literal [1..*] +description: Literal [1..*] +type: Code [0..*] } PublicOrganisation --> Location : +spatial PublicService --> Location : +spatial PublicService --> PublicOrganisation : +hasCompetentAuthority PublicService --> Webpage : +hasWebpage PublicService --> ContactPoint : +hasContactPoint PublicService --> Output : +produces LinguisticSystem --> Webpage : +hasLanguage </pre> <ul style="list-style-type: none"> MP thanked the people for posting issues on GitHub. MP explained the model through the use case that was presented in the previous webinar: 'Obtaining information about how to register a vehicle abroad'. The data from the use case is filled in as an example in the data model in the different classes and properties. |

Use case: obtaining information about how to register a vehicle abroad

Because I am moving permanently from Belgium to Sweden, I want to get information on how to register my Belgian vehicle in Sweden.

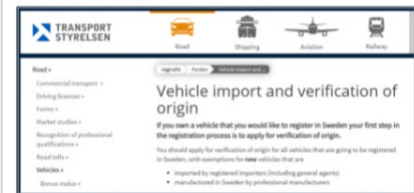
Using a search functionality, I enter a few keywords related to the service I'm looking for: "register", "vehicle", "Sweden". Additionally, I could search for the desired result, which is the "registration certificate".

When going through the results, I want to identify quickly the best result by checking that the information provided:

- comes from the responsible **public organisation**;
- is available in my **language**;
- corresponds to the **location** I'm interested in.

I go through the **service descriptions** and select the one that corresponds the most to my search.
I want the result to provide me with a direct **link** to the **page** where additional information can be found, including the **contact details**.

Outcome of the use case: the user clicked on the right page where additional information can be found.



<https://www.transportstyrelsen.se/en/road/Vehicles/Vehicle-import-and-verification-of-origin/>



- MP explained the different changes that have been made since the last webinar and the updates that have been introduced in the model.

Discussing the model: tackling the GitHub issues

The model will be discussed in more detail using different GitHub issues that have been posted by the Catalogue of Services team and by the Member States.

- **Issue #XX**

Is there a need to have next to the geographic identifier of Location, also the **geographic name of the Location**? [Issue not documented on GitHub]

Conclusion

The geographic name will be added to the model. The name will depend on the codelist used for Location. (Issue 40). An option can be to automatically align with NUTS/LAU. We will need to check whether these names are sufficient for the Member States. Based on that, we can decide whether to include an additional preferred label or not.

Discussions

Florian Barthélemy: Do we want to have the name in plain language as a specific attribute, next to the URI that identifies the name according specific codelists?

Ana Rosa Guzman: The name is always necessary to show.

Multiple attendees agreed with the proposition to include the name.

- **Issue #40**:

How should we **define Location** and which codelist to use for the geographic identifier? Is there a need to include multiple properties to capture the different levels explicitly (e.g. country and region/state)?

Conclusion

We found an agreement to use NUTS and LAU to describe the locations. We will align with DG GROW on the relation between ISO3166 and the NUTS/LAU usage. We will reach out to the Publications office to check on the delay of updating codes and how to reuse the LAU codes which are now published in spreadsheet format. We will propose usage notes on NUTS/LAU for the model based on the discussions.

Discussions

Delay of updating codelists

Paola Russillo: We have experienced delay in the updates for the ISO3166 code (code for Location) when we change for example the structure of the municipalities.

Florian Barthélemy: This point can be mentioned to the Publications Office and Eurostat: the time to update and maintain the different vocabularies and codelists.

The level of Location

Kutt Kommel: The level of municipality may depend on the state and the specific services.

Jorge Cabrita de Sousa: Municipalities should be included. In some cases, we also have a lower level of 'Parish' in Portugal. These are also included within LAU.

NUTS/LAU vs ISO3166

Ana Rosa Guzman: NUTS0 is almost identical to ISO3166. But there are slight differences (e.g. for Greece and the United Kingdom). We are not using ISO3166 for the SDG metadata for the repository of links, but we are using NUTS0. Whichever we choose here, it should be aligned with the SDG metadata.

Florian Barthélemy: NUTS is available through Publications Office, LAU is available through Eurostat but only in excel/csv. We need to make sure LAU is also published through URIs. We also need to make sure both can be maintained and updated within a short timeframe.

Miguel Alvarez Rodriguez: We will reach out to the Publications Office and DG GROW to align on the different codelists used.

USAGE OF NUTS/LAU

Ana Rosa Guzman: one important limitation of the current search on YourEurope is the fact that relevant locations and procedures are not propagated in all directions. It means for instance that certain procedures localised at national level will not be proposed in the search results if a regional or lower location was indicated. For Ana Rosa, it is important for the user to find results even though the geographical area is unknown or indicated at a different level.

Florian Barthélemy: this is important and should be looked at

in particular in the implementation phase (starting with the pilot).

Kutt Kommel: there is a need to validate the content of the codelists.

Florian Barthélemy: NUTS and LAU are complementary and can be combined in one unique list. Each Member States will need to go through the list and check whether the list is correct and complete. If not, we can raise issues and we can check this later with the Publications Office.

Florian Barthélemy: What should be the usage recommendation for this code? Should we indicated 1 code per service and this code should be the lowest level? Should we indicate several codes per public service, how to differentiate and do we need to differentiate?

Florian Barthélemy: If we use the lowest level, it could propagate to all higher levels. During the pilot phase, we will see how it works and update the usage notes if needed.

- **Issue #44**

Should we capture the kind of page the URL of the class Webpage will point to? For example, if there are multiple pages, **e.g. one with information and one to request the service, do we want to specify the distinction explicitly?**

Conclusion

We agreed to capture the type of the URL. We should bear in mind that what we display as results should be short. Keeping the two types of the implementing act would be sufficient (Information, Procedure).

Additionally, we could include a property which identifies whether a procedure is provided online or not.

Discussions:

Kutt Kommel: We have two types of webpages: One with information about the service, and the other one is the service itself, e.g. the e-portal where you can conduct the service.

Ana Rosa Guzman: This is what we currently have in the repository of links: links to information pages and links to the procedure pages.

Florian Barthélemy: From your experience, will the users directly click on the link which provides the application, or should we redirect them first to an information page?

Paola Russillo: I don't believe that people always go through the information page first, but I can expect for users across Member States, they don't immediately know where and how to do it. Therefore, it would be indeed good to go first through the information page.

Valentini Paparrizou: We want to identify the metadata for a specific purpose: to make the search results accurate and useful for the information the user is interested in. The YourEurope scope is to get the general information and redirect the users to the national page for more information. For me it is enough to make a distinction between the three types (information, procedure, assistance). Whether the service is offline/online can be found on the national page. We cannot expect to insert detailed information on YourEurope. We should encourage end-users to spend a few minutes going through important information provided directly by the Member States in one of their portals. They should find their ways from there.

Ana Rosa Guzman: There is no immediate need to put a direct link to the page where you can execute the procedure, but what would be useful is to inform a user whether they can access to the procedure online or not. (e.g. an icon indicating whether the procedure is accessible online or not).

- **Issue #45**

Should we allow several pages to be indicated per service or only one?

Conclusion

No consensus was reached during the webinar. We propose to leave the current 1..* cardinality for now.

Leaving the cardinality from 1 to many gives the flexibility to each Member State to decide what is best in their case. The limitation of this approach is that it doesn't harmonise at this level the type of information displayed to the end-users. For example, for the same procedure, one country could indicate one single link while another country would provide many.

The discussion is directly touching the objective at European level: is the goal to redirect the users to the right information page for the 21 procedures of Annex II or to already provide a first filter of the specific services behind each procedure based on the search results? This aspect will need to be further discussed through GitHub.

Discussions

Ana Rosa Guzman: In the repository of links, there is only a single link. The search results will always be pointing to the information page. It will depend on the model of the information page. There could be several applications for the same information page.

Paola Russillo: At national level it will be of course 1..*. But if we want to limit the complexity at European level, we can go for 1..1.

Florian Barthélemy: We will leave the relation 1..* between Public Service and Webpage. We will add a note mentioning the more links are captured, the more it could confuse the end-user in choosing the correct link.

Jorge Cabrita de Sousa: There should be at least one link.
Miguel Alvarez Rodriguez: We should leave it open 1..* and we could propose a best practice of 1..1 if a Member State prefers.

Paola Russillo: How we understood it: the 1..* complexity is something we will manage at national level. At European level we only have the information about a specific procedure and a Member State. (Hence a 1..1) This was our understanding of the simplified model.

Paola Russillo: Since one procedure corresponds to several services in each member state, and since each procedure in different member states is different, we should prevent to put all information and links at European level.

Florian Barthélemy: The information could be provided in several webpages, which would mean different Webpages. This is also one of the reasons to have a 1..* relationship.

Valentini Paparrizou: We should not forget that the target audience of the SDG is cross border users. From that perspective, we should not expect foreigners to know the detailed information about for example different pension schemes in a country they are not familiar with. This supports the idea of a single landing page per Member State per service.

Ana Rosa Guzman: The point of Valentini is important. For the pension scheme, there would be two types of landing pages: general information and procedure related information including the different types of procedures for claiming a pension scheme.

Paola Russillo: The current discussion should also consider the OOP because the procedures must also work. At operational level, one procedure from Annex II corresponds to one to many different services in each Member State. Considering the number of services, we should avoid putting this complexity at European level or the 2023 deadline will not be reachable anymore. For example, in Italy, there are more than 500 services associated with the 21 procedures. Each service has different characteristics per competent authority. There are 9000 competent authorities. It is important to be pragmatic.

Ana Rosa Guzman: It is important to clarify what we understand with procedure in general because competent authorities will probably have a different understanding than the different actors involved in the SDG. It is important to define terms that represent the different realities.

Florian Barthélemy: We will continue the discussion on procedures offline about the complexity of the different kind of links, which are: the information on rights obligations and rules, information on procedures and then the links that directly point where you can execute a procedure.

- **Issue #43**

In addition to **Webpage**, is there a need for additional **Channels** through which you can initiate the Public Service? (e.g. online enquiry form)

Conclusion

By having Webpage, we have one specific kind of Channel. For the use case we are discussing today, that is probably the only thing we need now. The further complexity of capturing other types of Channels, should be left at national/regional/local level.

Discussion

Florian Barthélemy: So far, we haven't included Channel because we didn't think it was needed when focusing on the search facility.

Paola Russillo: We would like to include the concept of Channel. The service could be available in different channels. By coming back to the previous issue, if we restrict ourselves to high-level information, then indeed no need for Channel. If we need to provide more details, then we are in favour of having the Channel class.

Florian Barthélemy: Are there cases to have this information at European level? e.g. the fact that information is accessible via email/phone/..

Paola Russillo: If the relation is 1..1, you don't have all details about the specific information. If the relation is 1..*, there is a need for a Channel. It is the question whether we want to have the complexity at European level.

Florian Barthélemy: By having Webpage, we have 1 specific kind of Channel. For the use case we are discussing today, that is probably the only thing we need now. The further complexity of capturing other types of Channels, can be left at national/regional/local level.

- **Issues #41, #42**

How to reuse existing models defining Contact Point? Which attributes of Contact Point should be covered?

Conclusion

There is no need to include the Contact Point as we don't want to model this level of detail at this stage.

- **Issue #37**

The type according to the regulation (information, procedure, assistance service) is not required to improve the search in the YourEurope portal. Currently, there is no type defined for Public Service. However, we do think that a type capturing generic information about services could be useful in certain searches.

Conclusion

We discussed the possibility to do a mapping between the procedures defined in the repository of links and the types proposed in CPSV-AP. We propose to discuss the issue further offline through GitHub, where we define better the need. This issue can be further broken down:

- Type of procedures (under the class Service) coming from Annex II that could be included in the model
- Analyse the needs for more details on the types of services/procedures as an extension of the list above.

Discussion

Paola Russillo: It can be useful if we found a way to identify the 21 procedures of the SDG through the types. The user can do what is suggested, accessing directly the procedure not passing through the information page.

Florian Barthélemy: Would such a mapping between the 21 procedures and the types we are proposing be useful to improve the search and findability? This is not something we could do immediately, as it will take some time.

Stina: Could the Evidence broker be of use here?

Florian Barthélemy: The outcome of Evidence broker could also be relevant.

Florian Barthélemy: There are different ways to classify Public Services: Events, types of Public Services, the information areas from Annex I and types of Output.

Florian Barthélemy: We will discuss this issue further offline, proposing in more the detail the need.

- **Issue #38**

The policy code was not needed to improve the search within the YourEurope portal, based on the discussions last webinar. On the other side, the participants expressed the need for different lists such as a list of events. At the moment, the policy code regroups several classifications including life events (Annex II) and information areas (Annex I). Therefore, is there a need for the information areas?

Conclusion

Will an additional classification next to the ones of the SDGR (Annex I and II) increase the searchability and findability for the end user? We will continue this discussion offline and during the next webinar.

Discussion

Life events:

Florian Barthélemy: Do we need further classification of Life events than what the SDGR is proposing? Would this help the search results of the end user or not? Do we always stick to the 21 procedures as defined in the SDGR or do we also capture other kind of events?

Paola Russillo: We recommend keeping the events from the 21 procedures from the SDGR at European level. The search engine will have an increased complexity if we will include the different services. Because the different types of services will need to be mapped between the different Member States.

| | |
|-------------------|---|
| | <ul style="list-style-type: none"> • Issue #39: The types of Output have been added to the model based on feedback received during the previous webinar, but which types of Output should be defined? <p>Conclusion</p> <p>The issue was not discussed during the webinar. It will be further discussed through GitHub.</p> <p>Maxime Pittomvils mentioned the further considerations on the model such as identifiers, cardinalities and the format in which the model will be published. Due to the limited time, these considerations will be considered later.</p> |
| Next steps | <ul style="list-style-type: none"> • Florian Barthélemy informed the attendees on the next steps: <ul style="list-style-type: none"> ◦ An updated stable version will be published on GitHub around the 20th of May. ◦ There will be an upcoming webinar to present the stable version of the model and to brainstorm on a pilot. More details will follow via email on how to continue the work on the model: report of the webinar, invitations for the upcoming webinar, issues on GitHub, the updated model, etc. |