Webinar 2 on the SDG services model

April 12-04-2021

14:00-16:00 (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

Agenda

1. Welcome 10’
2. Scoping 10’
3. Proposed data model: 85’
   - 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 15’

2. Scoping

Speaker: Miguel Alvarez Rodriguez and Florian Barthélemy

Problem statement

The YourEurope portal serves as a search engine, where a user searches for information and gets links as results. There are two key aspects for making YourEurope fit-for-purpose:

1. **Quality** of the results, **harmonisation** of the results and a focus on the **user's perspective** by providing minimum information per result to decide easily on which link to click; and
2. **Provision** and **maintenance** of the links and their metadata tags as basis for the information on YourEurope.

How do we help citizens and businesses to find and get the information they need at a glance, while minimising the efforts from Member States to provide this information?

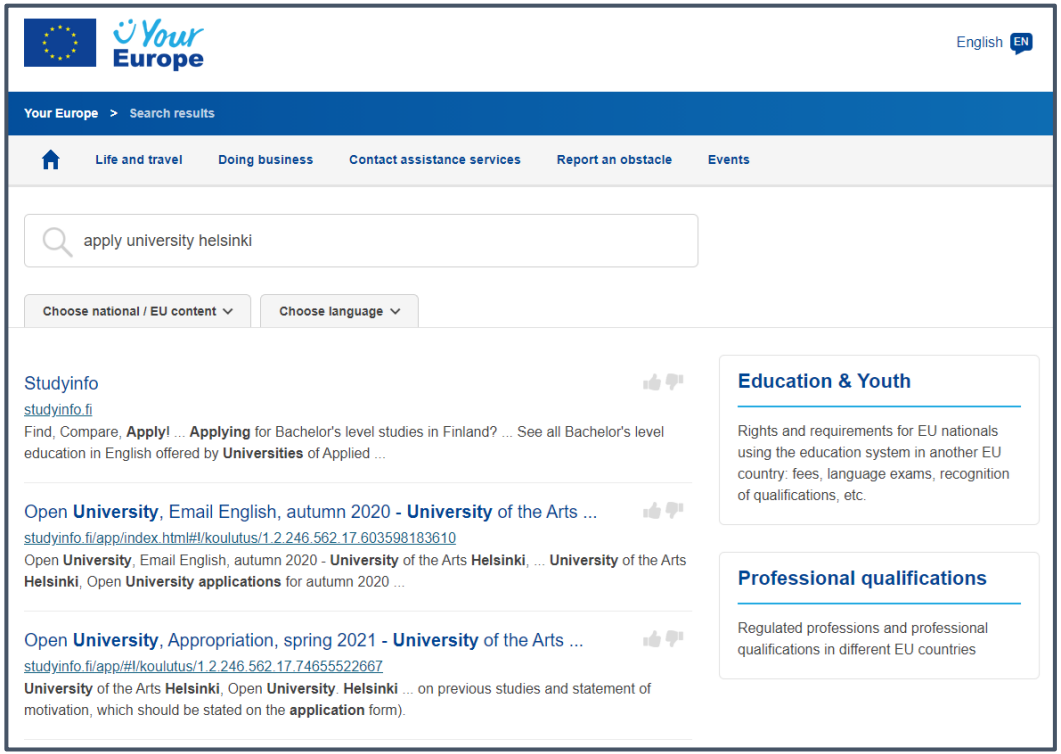
Objective of the SDG services model

Minimising the number of clicks and time required from YourEurope visitors to obtain the right information.

Examples of metadata

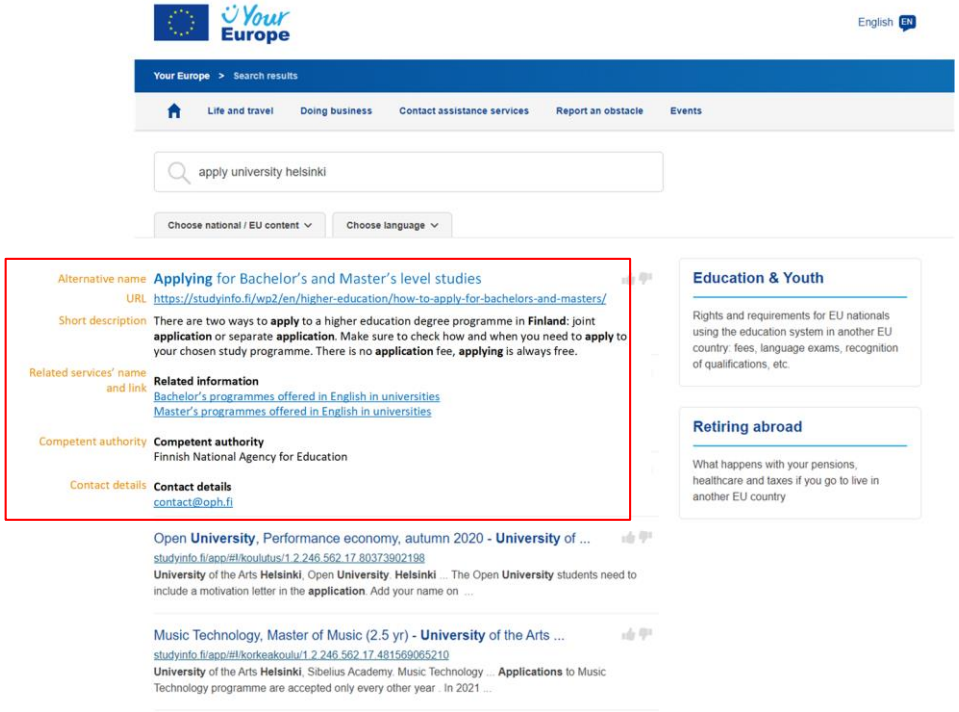
Policy name (based on code from SDGR annexes)
Alternative/preferred name(s) (text used by the authority)
Short description (text)
Link of the webpage (URL)
Country (code)
Name of the country (derived from the code)
Detailed location of the service (e.g. municipality, city) (code)
Name of the detailed location (derived from the code)
Keywords (text)
Related service(s)' name (text)
Related service(s)' link (URL)
Name of the output (text)
Name of the competent authority (text)
Contact details (email)

Example from the scoping document



Scoping document can be found on GitHub: https://github.com/catalogue-of-services-isa/SDG-services-model/blob/master/Scoping%20SDG%20Services%20model.pdf

Example from the scoping document



Policy name Submitting an initial application for admission to public tertiary education institution
Alternative/preferred name(s) Applying for Bachelor's and Master's level studies
Short description There are two ways to **apply** to a higher education degree programme in **Finland**: joint **application** or separate **application**. Make sure to check how and when you need to **apply** to your chosen study programme. There is no **application** fee, **applying** is always free.
Link of the webpage https://studyinfo.fi/wp2/en/higher-education/how-to-apply-for-bachelors-and-masters/
Country FI
Name of the country SUOMI / FINLAND
Detailed location of the service FI1B
Name of the detailed location Helsinki-Uusimaa
Keywords university, higher education, higher school
Related service(s)' name
Bachelor's programmes offered in English in universities
Master's programmes offered in English in universities
Related service(s)' link
https://studyinfo.fi/app/#l/haku/*?page=1&articlePage=1&organisationPage=1&itemsPerPage=25&sortCriteria=0&facetFilters=teachingLangCode_ffm:EN&facetFilters=educationType_ffm:et01.05.05&tab=los
https://studyinfo.fi/app/#l/haku/*?page=1&articlePage=1&organisationPage=1&itemsPerPage=25&sortCriteria=0&facetFilters=teachingLangCode_ffm:EN&facetFilters=educationType_ffm:et01.05.02&tab=los
Name of the competent authority Finnish National Agency for Education
Contact details contact@oph.fi

Approach

STEP	STATUS
Analyse and model the information requirements from the SDGR	Done
Prioritise the information in function of its added-value for the end-user	Ongoing
Model the prioritised information requirements and agree on the semantics using the methodology presented during the 1st webinar	**Today**
Create a specification which can be used as a common reference by all Member States	**Not started**

We are concluding this exercise but keep it into account for adapting the model (missing terms, terms without added value)

What would be the final format of the specification? (class diagram, html, machine readable format)

3. Proposed data model

Speaker: Maxime Pittomvils, Florian Barthélemy

Prioritization sheet

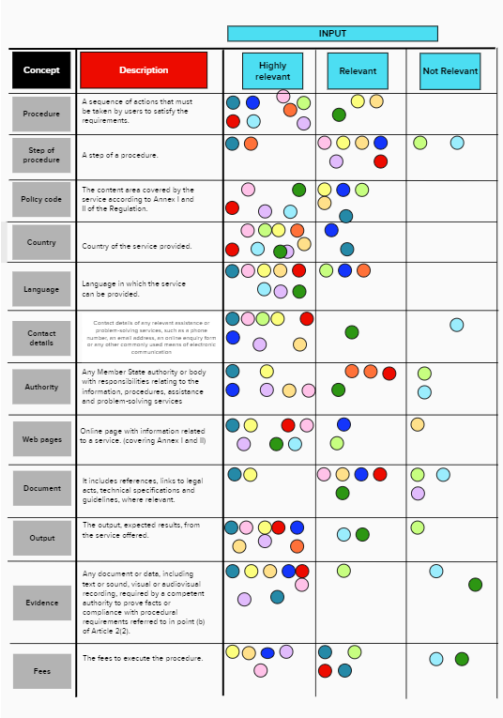
Concepts from the SDGR	Reference in the SDGR	Priority	How important is this information to find the relevant services and give clear explanations to Your Europe's visitors? *(not relevant, relevant, highly relevant)*	Do you have this information? (yes/no/I don't know) *Optional*	If yes, please indicate the information you have? *- Optional*
Service	Art. 2.2	SHOULD			
Country	Art. 3, 6, ...	MUST			
Type of service	Art. 2.2	SHOULD			
Policy code	Art 9, 10	MUST			
Language	Art. 9, 10, 11	MUST			
Name	Art. 2.2	SHOULD			
Description	Art. 2.2	NICE TO HAVE			
Date of publication	Art. 9	SHOULD			
Date of last update	Art. 9	SHOULD			
Keyword	Art. 2.2	NICE TO HAVE			
Channel	art 6, 7	NICE TO HAVE			
Web Page	Art. 2, 5, 7, 9	MUST			
Language of the page	Art. 9, 10, 11	MUST			
Type of channel	Art. 9, 11	NICE TO HAVE			

Gathered all input from the prioritization sheets received, and processed based on 'Highly relevant', 'Relevant' and 'Not relevant'.

If you didn't have the time to contribute, you can still share your input via the spreadsheet or in general through GitHub by posting issues.

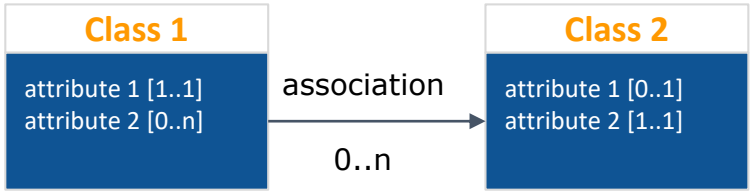
Results from last webinar

Taken into account the results from the exercise in the last webinar in a pragmatic way, cross checking the input we received from the spreadsheets. The prioritization sheets with gathered input were taken as primary source.



General notes on the model

- All classes will have a unique identifier - this is not included in the model for now to keep it simple for our discussion
- Mandatory attributes and relationships are indicated with cardinality with [1..1]
- Optional attributes and relationships are indicated with [0..1] or [0..n] when there can be multiple instances.



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.

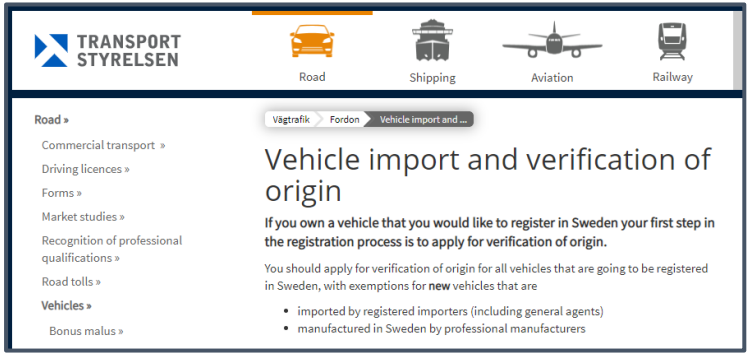
Using a search functionality, I enter a few keywords related to the service I'm looking for: "**register**", "**vehicle**", "**Sweden**". Additionally, I could search for the desired result, which is the "**registration certificate"**.

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.

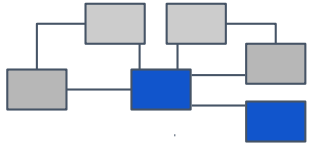
I go through the **service descriptions** and select the one that corresponds the most to my search.
I want the result to provide me with a direct **link** to the **page** where additional information can be found.

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/

Because I am moving permanently from Belgium to Sweden, I want to have **information on registering my 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 look for the expected output, the "**registration certificate**".



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

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

Public Service

name: Vehicle import and verification of origin
description: If you own a vehicle that you would like to register in Sweden your first step in the registration process is to apply for verification of origin.
type = information on procedures
policy code = V2: Registering a motor vehicle originating from or already registered in a Member State, in standard procedures

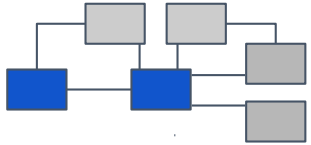
produces

Output

name: vehicle 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.

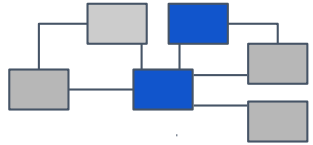


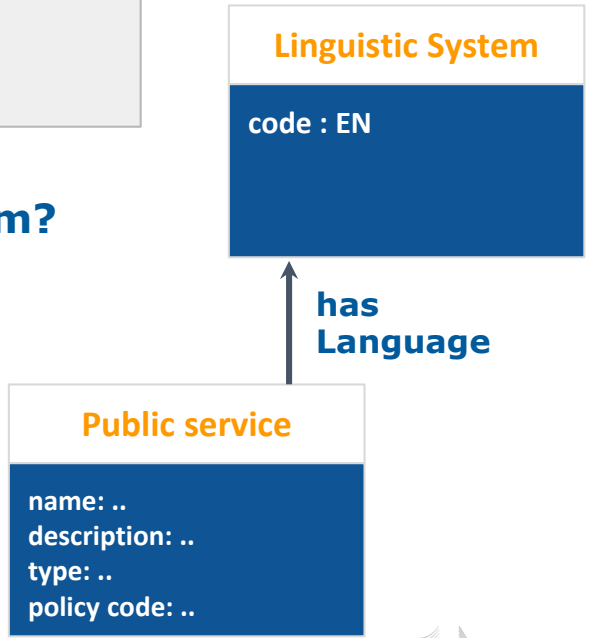
Which key information should be included for a Public Organisation?

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.

Which codes do we want to use for Linguistic System?
ISO 639-1



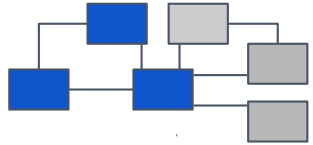


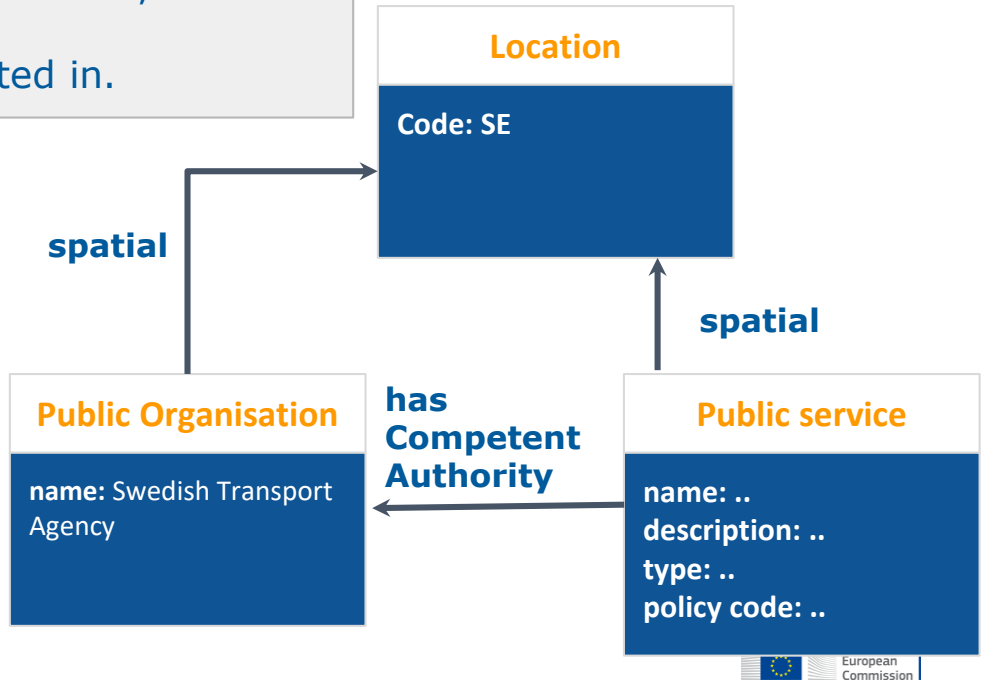
When going through the results, I want to identify quickly the best result by checking that the information provided:

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

Which codelist to use for the Location?

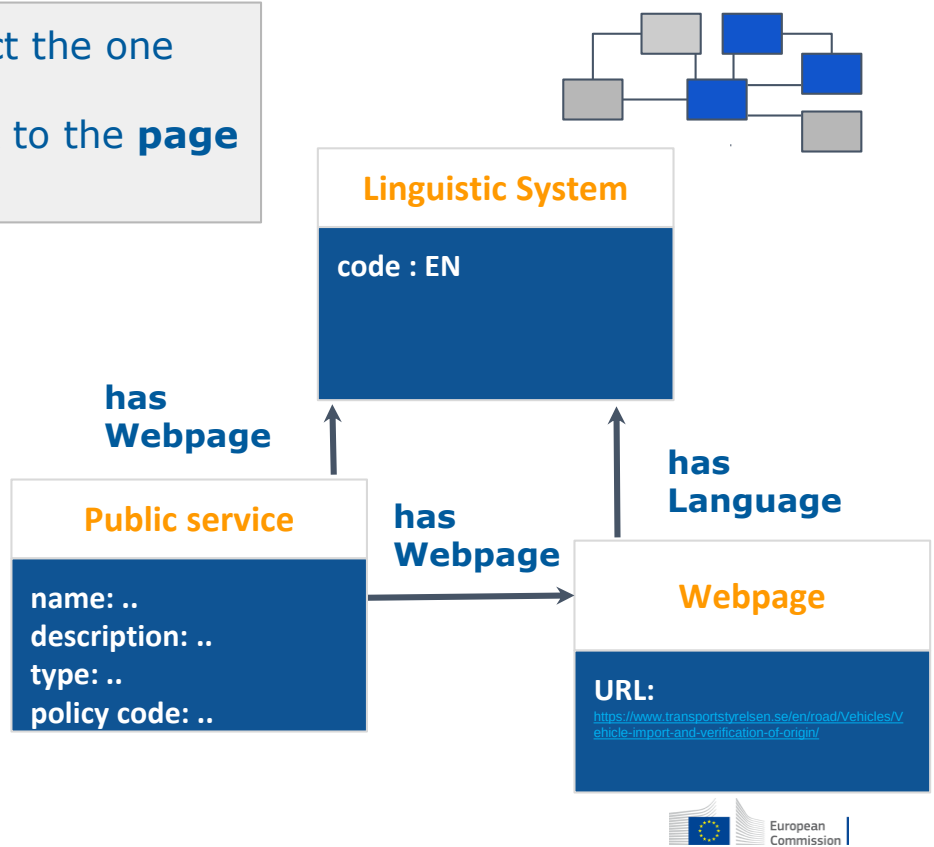
- Country code (ISO 3166)
- More detailed locations (NUTS, LAU, ATU?)



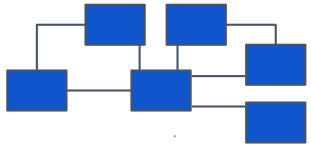


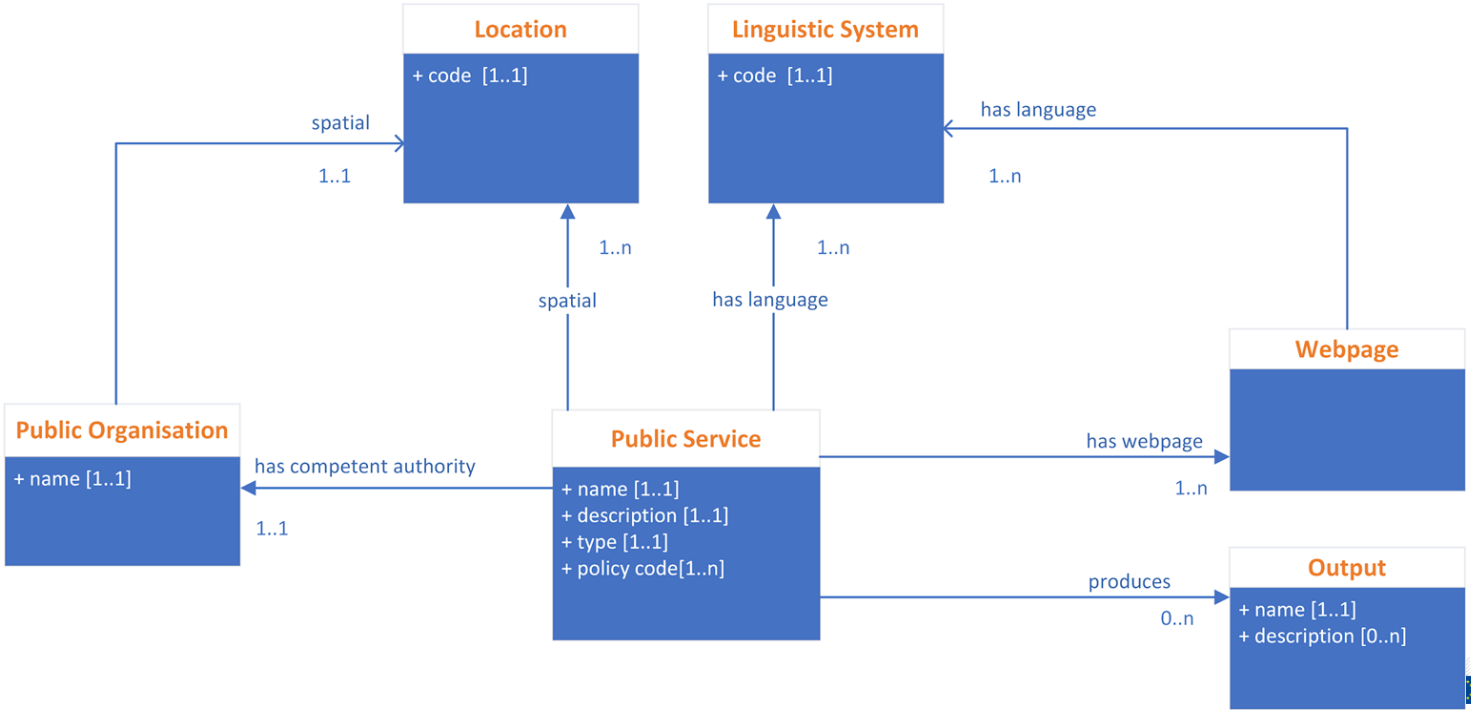
I go through the **service descriptions** and select the one that corresponds the most to my search.
I want the result to provide me with a direct **link** to the **page** where additional information can be found.

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?**



SDG services model draft





Use case (continued): additional concepts for optimising the user experience

Besides the previous concepts, which other concepts could improve the **search results** or the **user experience**?

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

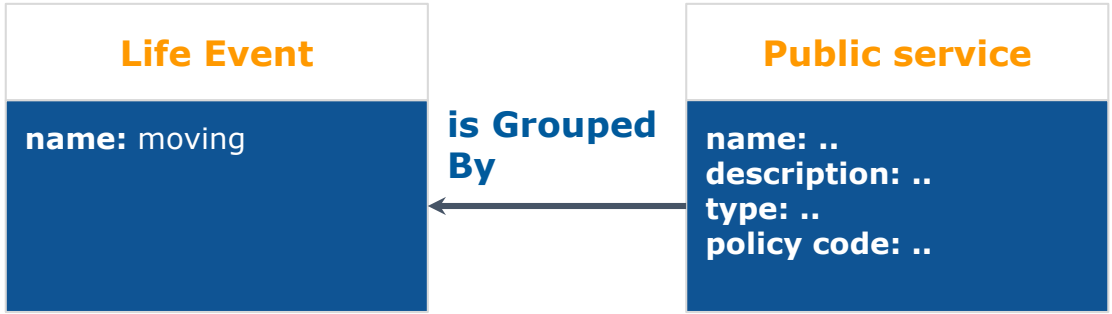
Using a search functionality, I enter a few keywords related to the service I'm looking for: "**register**", "**vehicle**", "**Sweden**".

Related or required services are indicated next to the general service I'm looking for. I'm interested to know if the service is free of charge or has a certain **cost**.

Once convinced, I look for the different **channels** for applying and select, if relevant, the right **contact point**. I choose my preferred channel, applying via the online form, and proceed with the application.

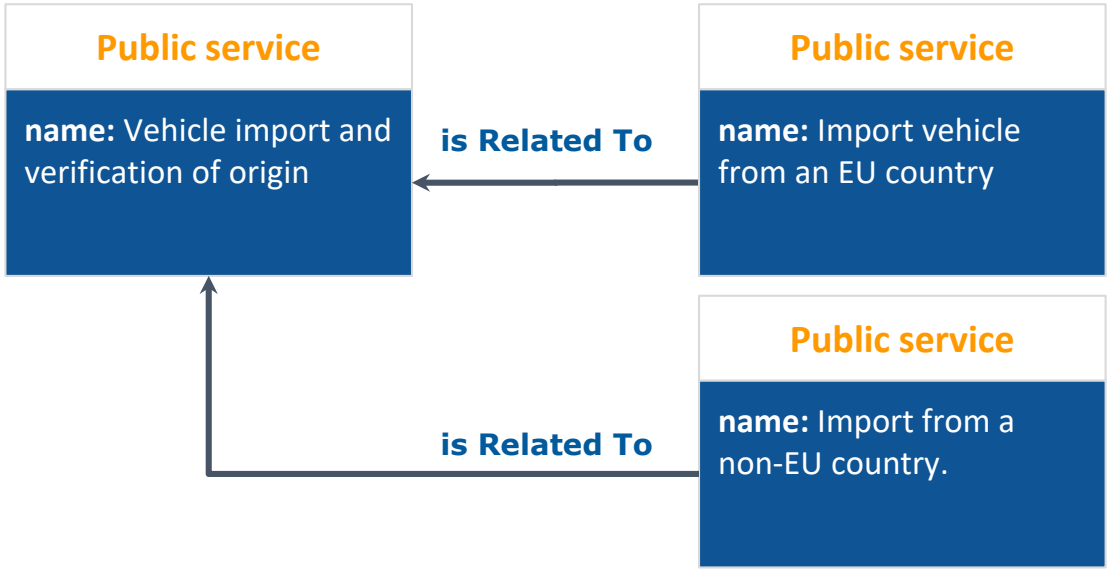
In the introduction of the online form, the list of **evidence types** is described which indicates what I will be expected to provide during the application process. Once the evidence collected, I start the process.

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



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

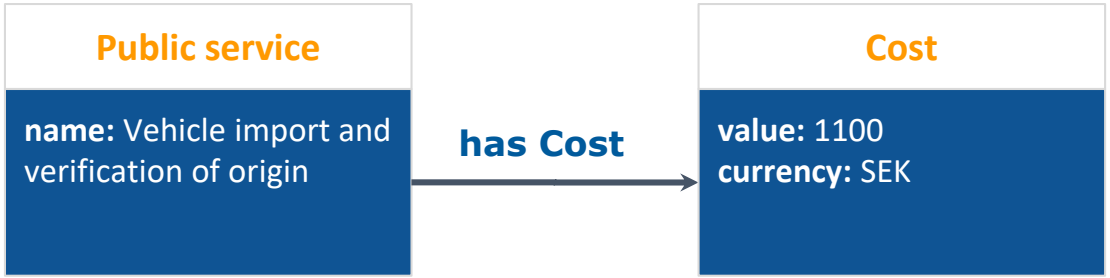
Related or required services are indicated next to the **general service** I'm looking for.



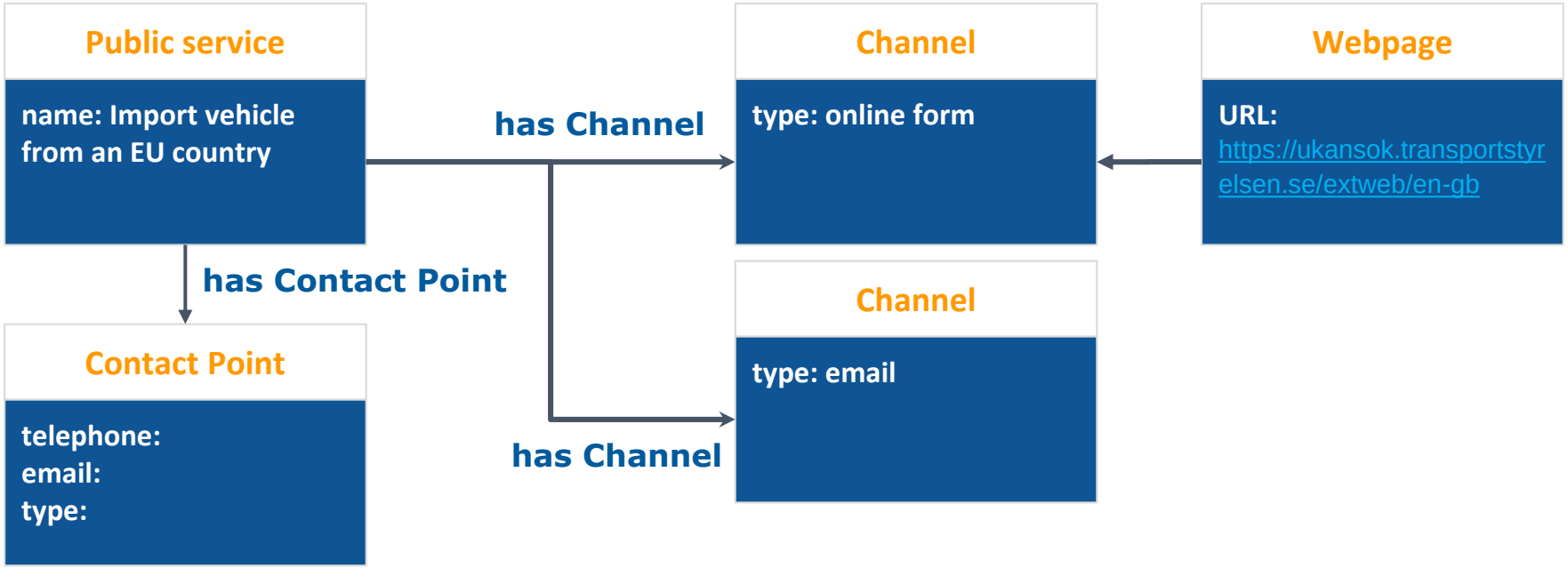
How do we differentiate the related or required services? Do you make use of other concepts to differentiate the respective variations of the same service?

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.

I'm interested to know if the service is **free of charge** or has a certain **cost**.



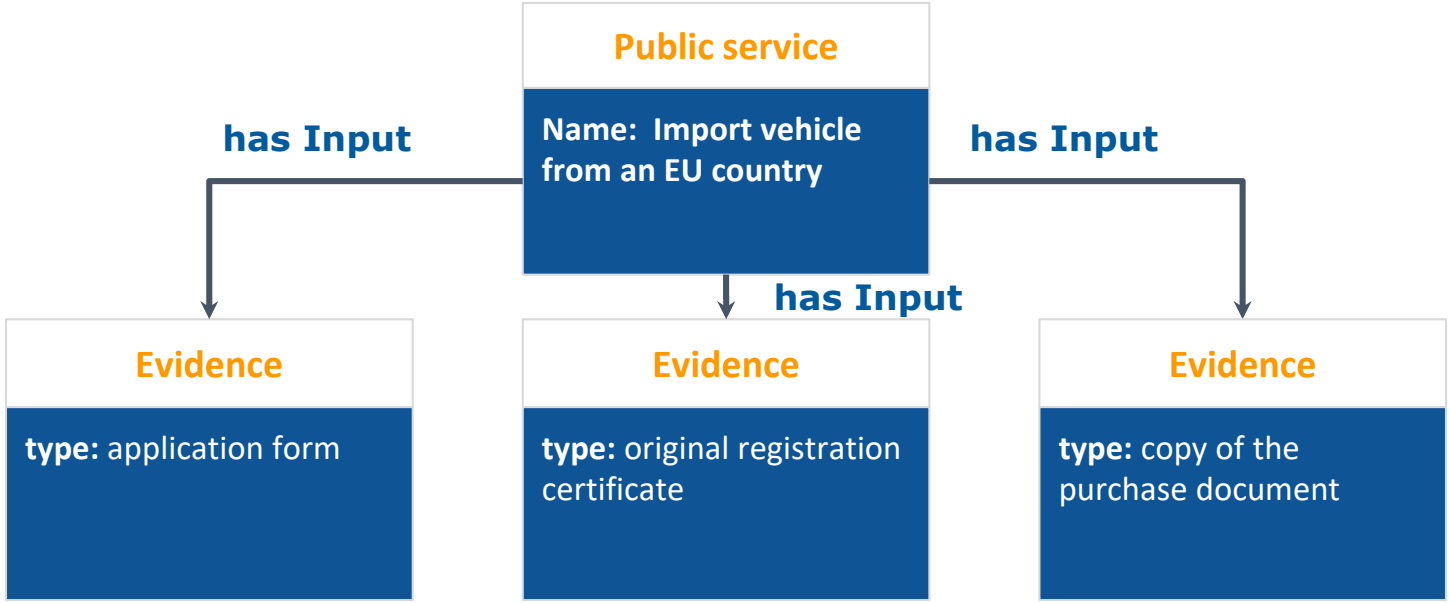
Once convinced, I look for the different **channels** for applying and use, if relevant, the right **contact point**. I choose my preferred **channel**, applying via the **online form**, and proceed with the application.



Do we need contact details and at what level?

Do we need to define an additional class 'Channel' to cover other types of channels?

In the introduction of the online form, the list of **evidence types** is described which indicates what I will be expected to provide during the application process. Once the evidences collected, I start the process.



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

SDG concepts classification

4. Next steps

Speaker: Florian Barthélemy

Next steps

ISA² You click, we link

PERIOD	ACTIVITY
Mar 24	**Present key concepts - Webinar #1** *Present findings and agree on key concepts with the MS* *Discuss the exact information to be captured*
Mar 24 - Apr 12	***Gather further input from the Member States and prepare draft model*** *Integrate the inputs from the different Member States and come up with a proposition*
Apr 12	**Discuss propositions and present draft model - Webinar #2**
Apr 13 - Apr 25	**Gather feedback via GitHub and email** *Share your comments, concerns, improvements to the Model via email and GitHub*
Apr 26 - May 2	***Integrate received input*** *Integrate the inputs from the different Member States and come up with a final proposition*
May 3	***Present final proposition - Webinar #3*** *Final proposition in the format of a list with the identified concepts and a diagram, extending the existing metadata.*
May 3 - May 30	***Conducting the pilot*** *[optional] exact pilot to be determined.*

Upcoming webinar

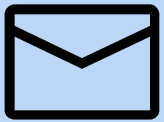
Join the **upcoming webinar** on the **3rd of May!**
(Invitations will follow soon)

Input for the data model can be provided until the **25th of April.**

Focus of the webinar:

- Discussing the final 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

GitHub

Feedback/Input can be provided through GitHub by creating an issue: https://github.com/catalogue-of-services-isa/SDG-services-model

ISA² programme

You click, we link!

Stay in touch

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@EU_isa2

ISA² Programme

DIGIT-ISA2-COMM@ec.europa.eu

Run by the Interoperability Unit at DIGIT (European Commission) with 131€M budget, the ISA² programme provides public administrations, businesses and citizens with specifications and standards, software and services to reduce administrative burdens.