

Meeting Minutes – Webinar on the SDG services model 24/03/2021

Action 2016.29 Catalogue of Services Action

Project	Action 2016-29 Catalogue of services	Meeting Date/Time	24/03/2021 10:00-12:00 (GMT+1)
Meeting Type	Webinar	Meeting Location	Google meet
Meeting Coordinator	Miguel Alvarez Rodriguez Florian Barthélemy	Issue Date	24/03/2021

Meeting Agenda

1. Welcome
2. Contextual information
3. Approach for creating the SDG services model
4. SDG concepts: identifying and prioritizing
5. Next steps

Webinar's participants

Attendee Name	Abbreviation	Organisation/Country
Assen Antov	AA	Bulgaria
Milena Chobanova	MC	Bulgaria
Stina Avvo	SA	Estonia
Kutt Kommel	KK	Estonia
Miguel Alvarez Rodriguez	MAR	European Commission
Patrick McCarty	PM	European Commission
Kirsi Mikkonen	KM	Finland
Christoph Harnoth	CH	Germany
Volker Schmitz	VS	Germany
Valentini Paparrizou	VP	Greece
Nikos Vasilakis	NV	Greece
Paola Russillo	PR	Italy
Claudio Celeghin	CC	Italy

Vincenzo Travascio	VT	Italy
Marco Aarts	MA	Netherlands
Szymon Mamrot	SM	Poland
Jagoda Zakrzweska	JZ	Poland
Barbara Zarzecka	BZ	Poland
Jorge Sousa	JS	Portugal
Marco Pedro	MPe	Portugal
Liliana Onofre	LO	Portugal
Lisdalia Sanches	LS	Portugal
Florian Barthélemy	FB	PwC EU Services
Maxime Pittomvils	MPi	PwC EU Services
Michiel De Keyzer	MDK	PwC EU Services
Ana rosa Guzman	AG	Spain
Alessandro Jelmini	AJ	Sweden

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 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.
Contextual information	<ul style="list-style-type: none"> • Miguel Alvarez Rodriguez (MAR) explained the legal background of the Single Digital Gateway Regulation (SDGR), emphasizing the information requirements stated in article 4.2. • MAR gave further explanation on the bilateral meetings conducted with 14 Member States in 2020 to identify the support that the Catalogue of Services should focus on. • MAR presented the key objectives of the webinar <ul style="list-style-type: none"> ◦ Aligning on the approach for creating a services model capturing the information of the SDGR (focus on article 9,10 and 11) ◦ Discussing and agreeing on the most important concepts to include within the model.
Approach for creating the	<ul style="list-style-type: none"> • Florian Barthélemy (FB) presented the general approach for creating the SDG services model:

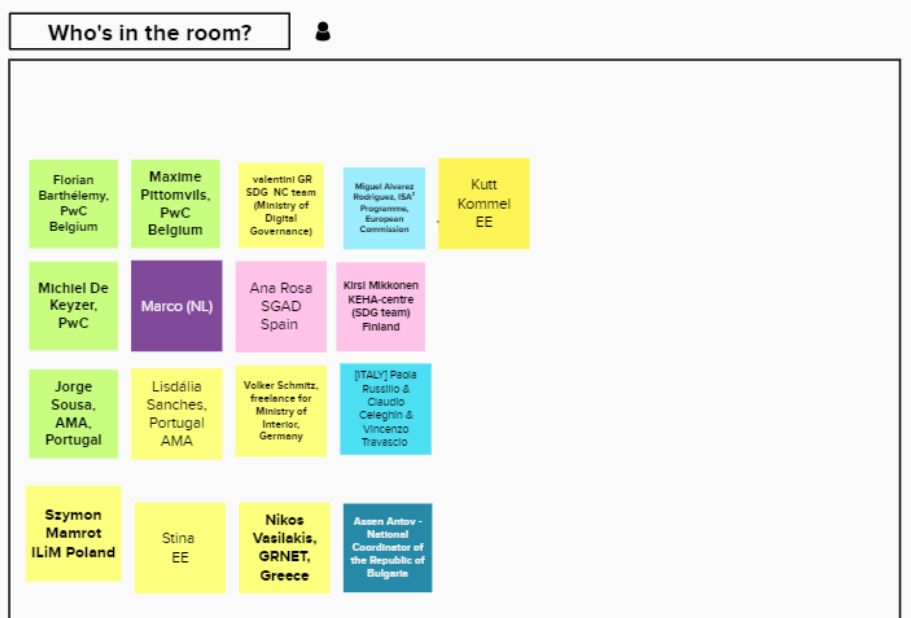
SDG services model

- Classifying and identifying the most fundamental concepts for a first 'easy-to-implement' model,
- Creating the SDG services model,
- Optionally, after defining a first model, Member States can participate in a pilot using the model with their national data catalogues (exact case to be agreed).
- FB gave an explanation on the existing sources of information that will be used to create the SDG services model.
- FB explained the general workflow for creating a data model, from identifying concepts, using existing standards to reviewing and finalizing the data model.
- Stina Avvo asked where to find the SDG data model (that was created last year).
- Michiel De Keyzer answered that all relevant information would be shared after the webinar.

SDG concepts: Identifying and prioritizing

- Florian Barthélemy (FB) introduced the prioritization exercise and the use case 'Information on registering a vehicle abroad'.
- The attendees were asked to fill in their name and organization within the collaboration tool MURAL.

Who's in the room exercise:



The use case to illustrate some of the most important concepts identified from the SDGR (Art 9,10 and 11), with the concepts highlighted in bold:

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.



- Ana Rosa Guzman asked whether the use case covers multiple authorities or only one.
- Florian Barthélemy answered that for the moment the idea of the use case was to serve purely as an example and to keep it simple, where we don't consider multiple authorities yet.

Prioritization exercise

The figure below shows the prioritization exercise, where the different Member States prioritized the concepts in the categories 'Highly Relevant', 'Relevant' and 'not relevant'. The exercise was held during the webinar, in which the Member States dragged the dots in the colour of their country to a classification for each concept. These concepts are taken from the prioritization excel prepared by the Catalogue of Services Action, which was shared with the Member States before the webinar.

INPUT				
Concept	Description	Highly relevant	Relevant	Not Relevant
Procedure	A sequence of actions that must be taken by users to satisfy the requirements.			
Step of procedure	A step of a procedure.			
Policy code	The content area covered by the service according to Annex I and II of the Regulation.			
Country	Country of the service provided.			
Language	Language in which the service can be provided.			
Contact details	Contact details of any relevant assistance or problem-solving services, such as a phone number, an email address, an online enquiry form or any other commonly used means of electronic communication.			
Authority	Any Member State authority or body with responsibilities relating to the information, procedures, assistance and problem-solving services			
Web pages	Online page with information related to a service. (covering Annex I and II)			
Document	It includes references, links to legal acts, technical specifications and guidelines, where relevant.			
Output	The output, expected results, from the service offered.			
Evidence	Any document or data, including text or sound, visual or audiovisual recording, required by a competent authority to prove facts or compliance with procedural requirements referred to in point (b) of Article 2(2).			
Fees	The fees to execute the procedure.			

Countries	
Estonia	
Germany	
Netherlands	
Spain	
Sweden	
Italy	
Portugal	
Bulgaria	
Finland	
Greece	
Poland	
Slovenia	

- Volker Schmitz raised the point that there were also references to articles above 12 in the SDGR, which concern the implementation and not purely the information.
- FB commented that we indeed want to tackle the information on the services and not the implementation, and that the references to the articles above 12 will be removed.
- Jorge Sousa emphasized the importance of working first on an ontology, as different countries have different descriptions for the same concepts. The alignment on understanding each other when talking about these concepts in the starting point.
- Ana Rosa Guzman (AG) asked what the goal of the SDG services model is and how it relates to the YourEurope portal. She questioned how the YourEurope portal and the Search engine would work with this SDG services model.

	<ul style="list-style-type: none"> • Miguel Alvarez Rodriguez (MAR): We cannot expect that the YourEurope portal contains all information from the national webpages. • Michiel De Keyzer (MDK): It is important to be aligned. What we are trying to do here is to improve the search functionalities to give people better results. The way we want to achieve this, is by structuring it so that it can be queried in a better way, by using the semantic web. • FB mentioned that in the next communication towards the Member States, the goal will be clarified further based on the discussions held today. • Marco Aerts (MA) mentioned that in the Netherlands the SDG model, that was created last year by the Catalogue of Services Action, was used as inspiration for their national data model. The national model covers most of the information that is in this SDG model. It is a real challenge to capture all information and to make sure it is aligned on the different levels of authorities (municipalities, national level). • MA mentioned that it is good in the current exercise that we try to simplify the modelling exercise as much as possible. • Valentini Paparrizou asked whether there could be additional time (2 weeks) to revisit the information that is provided through the prioritization sheet and provide the filled-in sheet back to the Catalogue of Services Action. • FB confirmed the additional time for the Member States. In the next webinar, the prioritization will be revisited, while working towards a first model.
Next steps	<ul style="list-style-type: none"> • Florian Barthélemy (FB) informed the attendees on the next steps: <ul style="list-style-type: none"> ◦ Additional time will be given to the attendees to fill in the prioritization sheet of the concepts. ◦ A communication will follow with further information on the scoping of the SDG services modelling exercise and to fix the date of the next webinar. ◦ Feedback can be provided through email or via GitHub: https://github.com/catalogue-of-services-isa/SDG-services-model. • Miguel Alvarez Rodriguez (MAR) closed the webinar by thanking all participants for collaborating.