Webinar 3 on the SDG services model

May 11-05-2021

09:00-11:00 (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.	Presentation of the model and examples	15’
3.	Discussing the model: tackling the GitHub issues	80’
4.	Next steps	15’

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 and propose a first model	Done
Updated the model based on the input received.	**Today**
Create a specification which can be used as a common reference by all Member States	**Not started**
Conduct a pilot	**Not started**

2. Presentation of the model and examples

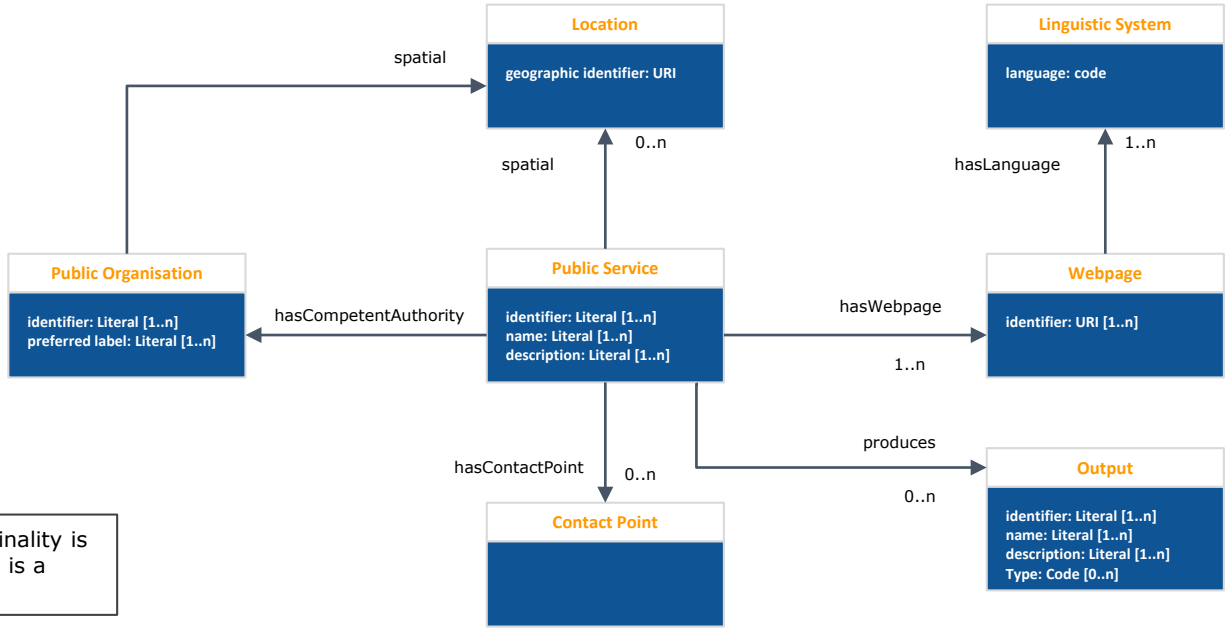
Speaker: Maxime Pittomvils

Naming of the model

Currently: SDG services model

This name might raise confusion, as we are focusing at the moment on improving the search results. Do you agree with this proposition: *SDG search service model*?

The current model



In case no cardinality is indicated, there is a cardinality of 1.

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.

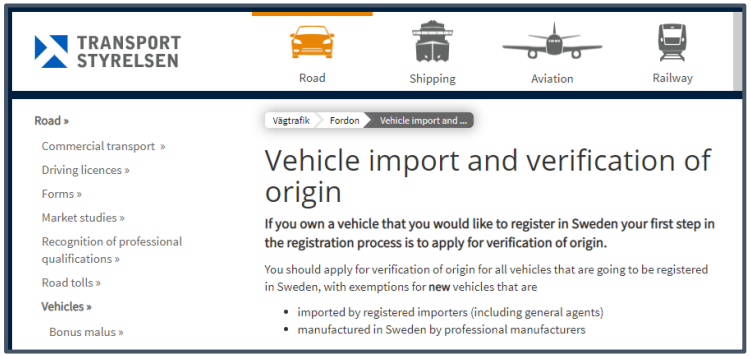
Using a search functionality, I enter a few keywords related to the service I'm looking for: "**register**", "**vehicle**", "**Sweden**". Additionally, I could search for the desired **result**, which is the "**registration certificate"**.

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.

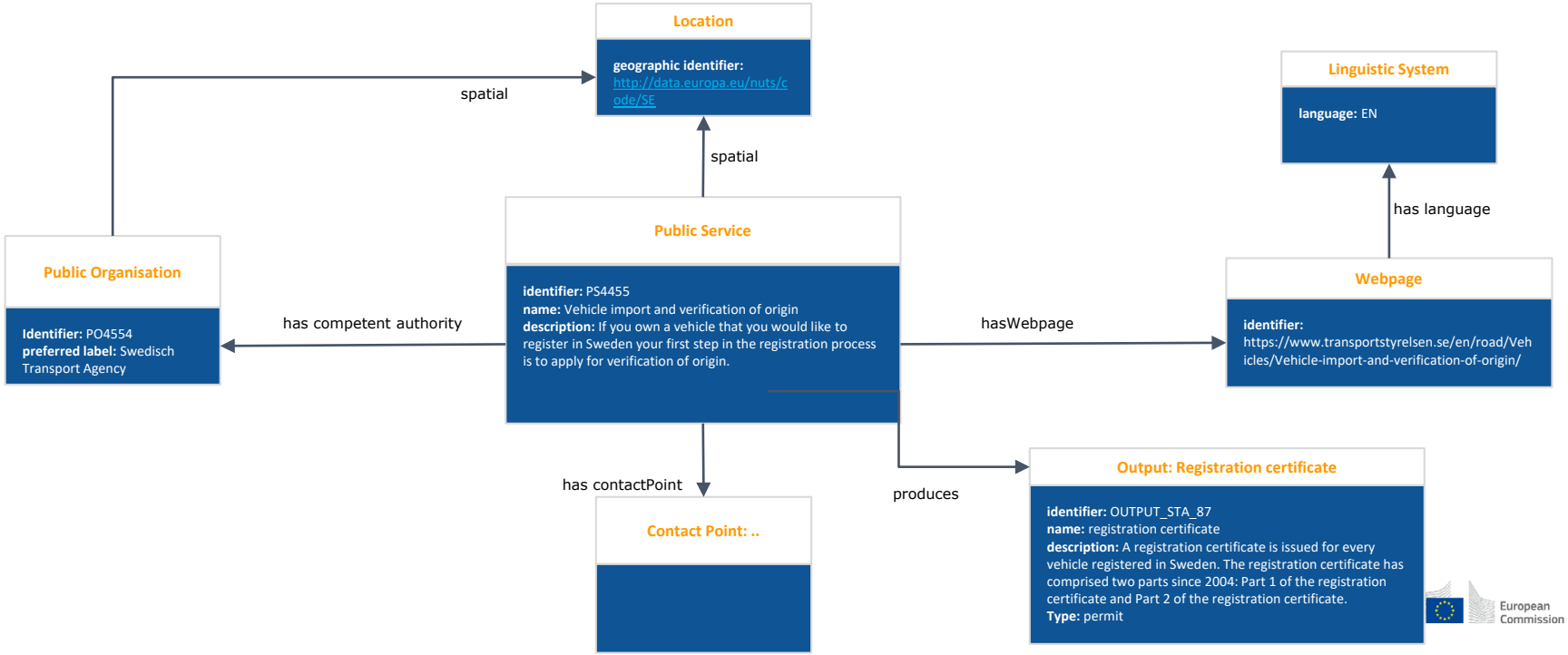
I go through the **service descriptions** and select the one that corresponds the most to my search.
I want the result to provide me with a direct **link** to the **page** where additional information can be found, including the **contact details**.

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/

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



Changes applied based on the last webinar

- **Cost** has not been included within the model
- **Evidence** has not been included within the model
- **hasLanguage** link between Public Service and Linguistic System has been removed

Are there any comments on the decisions taken?

3. Discussing the model: tackling the GitHub issues

Speaker: Maxime Pittomvils, Florian Barthélemy

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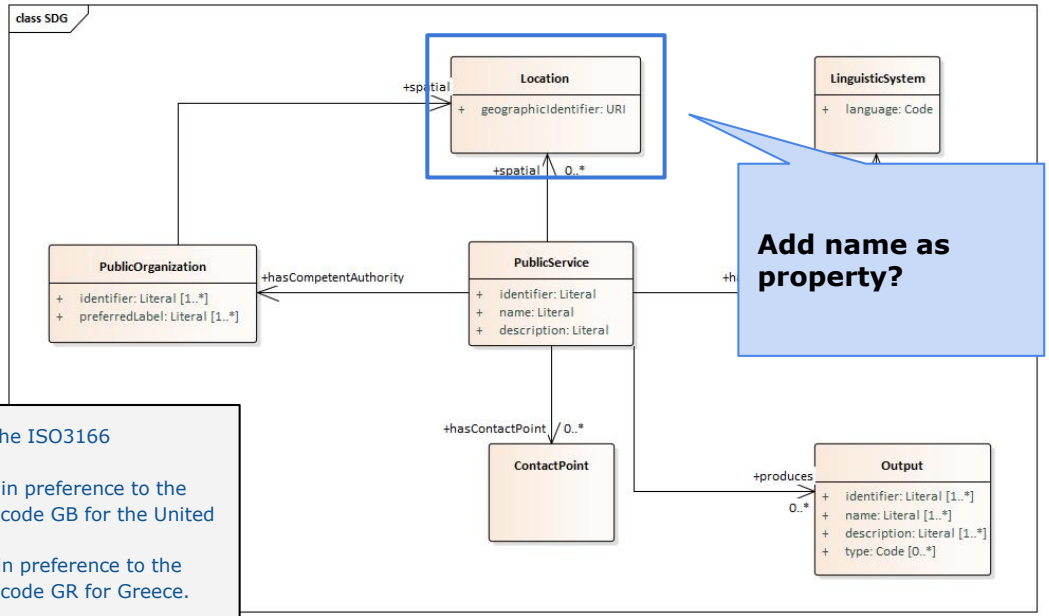
Issue

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]

Proposed solution

In case there is a need, the Core Location Vocabulary proposes the following for the geographic name: https://semiceu.github.io/Core-Location-Vocabulary/releases/2.00/#Location%3Ageographic%20name

Definition CPOV: A geographic name is a proper noun applied to a spatial object.



Name according to specific rules

- - "Αθηνα"@gr-Grek (the Greek endonym written in the Greek script)
- - "Athína"@gr-Latn (the standard Romanisation of the endonym)
- - "Athens"@en (the English language exonym)

Name according to the ISO3166

- - use 'UK' in preference to the ISO 3166 code GB for the United Kingdom;
- - use 'EL' in preference to the ISO 3166 code GR for Greece.

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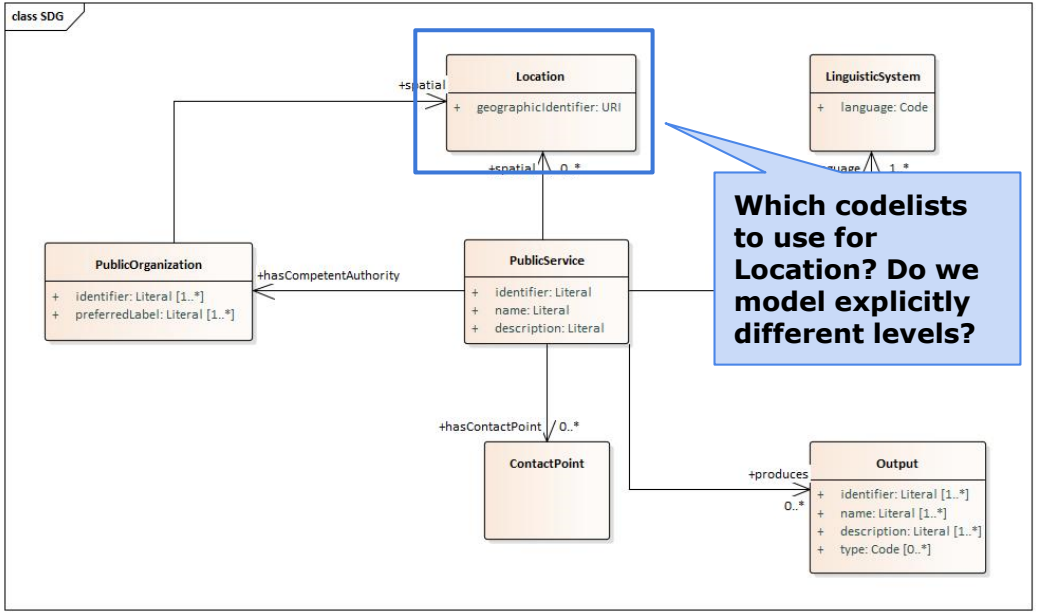
Issue #40

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) ?

Proposed solution

- In the model, we propose NUTS and LAU (they are complementary, as mentioned in https://ec.europa.eu/eurostat/web/nuts/local-administrative-units)
- For NUTS, we have URIs existing as published by OP: https://op.europa.eu/en/web/eu-vocabularies/dataset/-/resource?uri=http://publications.europa.eu/resource/dataset/nuts
- For LAU, there is only xls distributions (see link above)



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?**

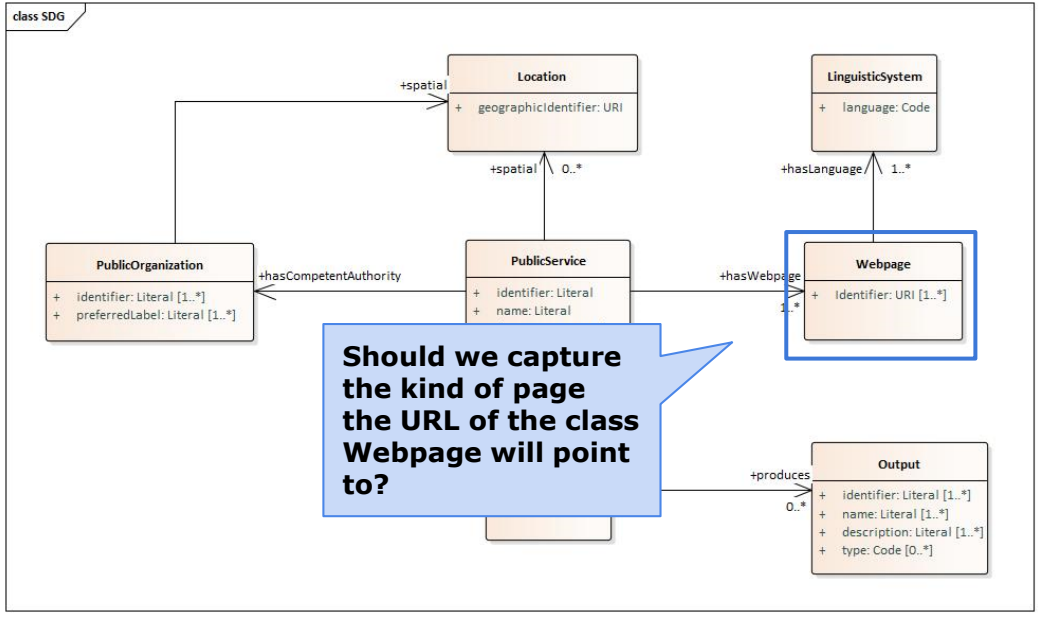
Proposed solution

We could add a **type** property to include information about the kind of content the Webpage is providing. One Webpage could have several types of content.

Do you agree?

What would be the types?

- Information (already included in the metadata for URLs)
- Procedure (already included in the metadata for URLs)
- Application
- ...



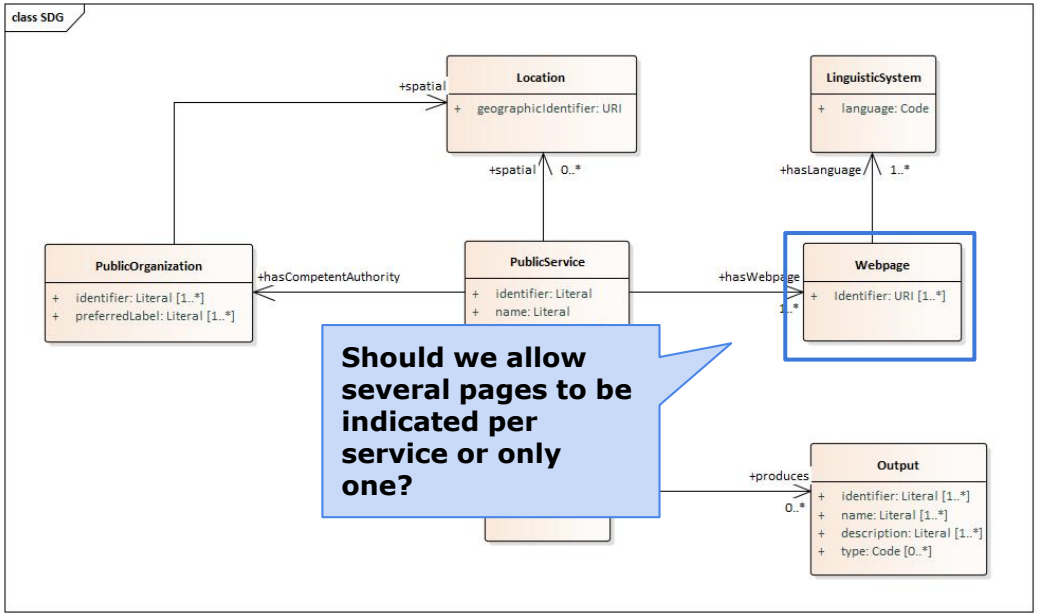
Issue #45 Should we allow several pages to be indicated per service or only one?

Proposed solution

This depends on the decision taken on the previous issue (type of Webpage)

At this moment in time, we have allowed the possibility to indicate several Webpages per Public Service. From a user perspective, this would give us the ability to provide the choice of the page to the reader.

Example You can find for example pages for information but also directly entry forms.



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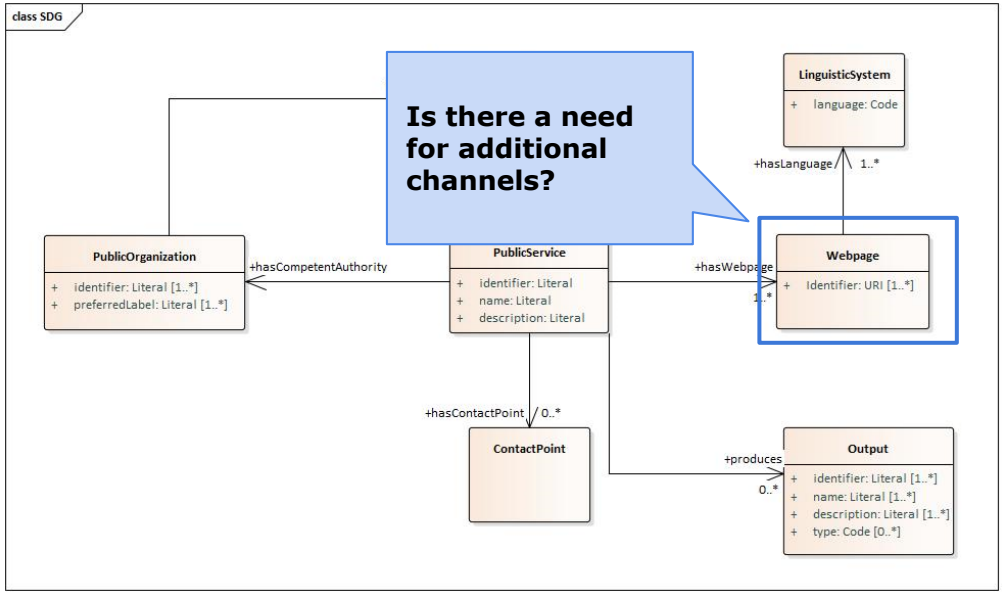
Issue #43 In addition to **Webpage**, is there a need for additional **Channels** through which you can initiate the Public Service? (e.g. online enquiry form)

Proposed solution

In CPSV-AP, the class Channel captures the different media through which an Agent provides, uses or interacts in another way with a Public Service.

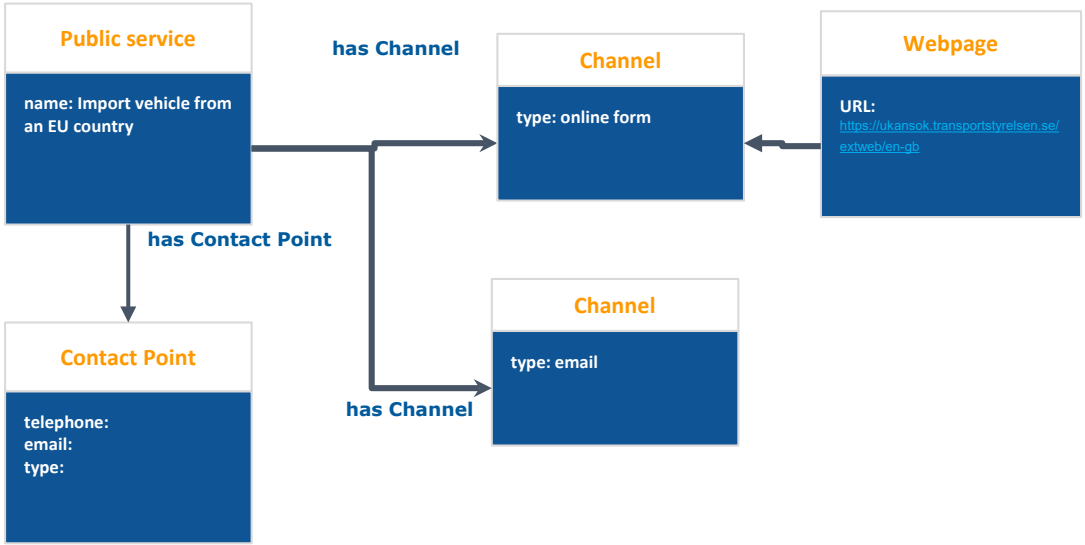
Is there a need to capture other types of Channels?

At this stage, Channel was not included because it was not perceived as necessary.



European Commission

Example of Channel



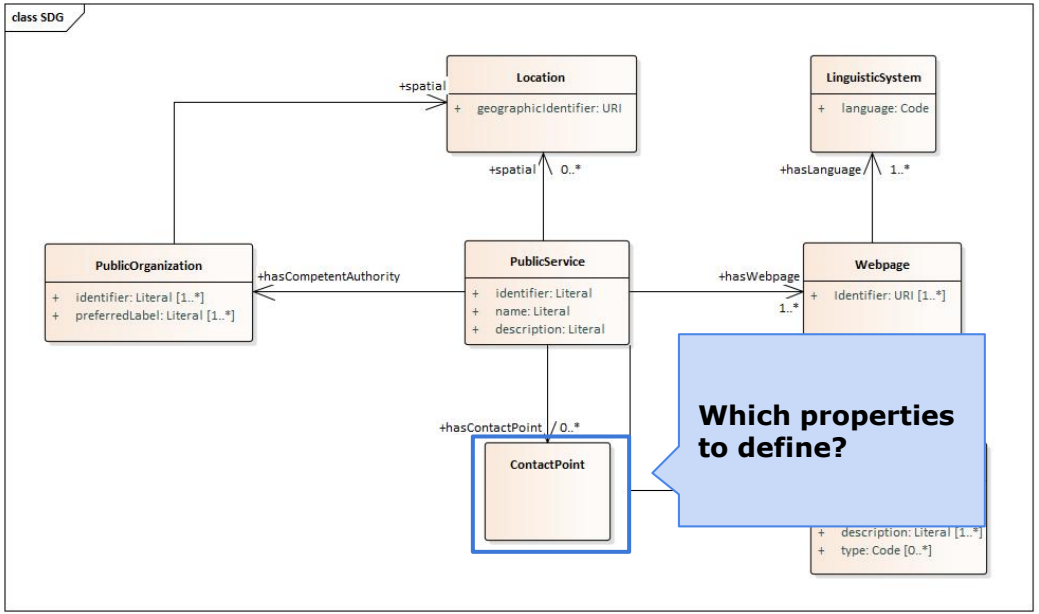
Issue #41, #42 How to reuse existing models defining Contact Point? Which attributes of Contact Point should be covered?

Proposed solution

For now, CPOV proposes the following properties: availability Restriction, email, phone, opening Hours.
https://semiceu.github.io/CPOV/releases/2.00/#Contact%20Point

Are there other attributes you would like to see? (*Example in the next slide*)
For example, should the model capture web forms used as a Contact Point?

Note that CPOV is under revision. There has been an issue raised on the reuse of schema.org in the Core Vocabulary. We propose to align with the new version of CPOV once a solution will be found.



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Contact Point as defined in CPOV, applied on the example of the Swedisch Transport Agency (https://www.transportstyrelsen.se/en/contact-us/)

Property	Expected Range	Description	Usage
availability restriction	Opening Hours Specification	The availability restriction property links a Contact Point to details of specific details of its opening hours that override the general case.	
has email	Literal	A property through which an e-mail address for the Public Organisation, or a representative of it, can be contacted.	
has telephone	Literal	A property through which a phone number for the Public Organization, or a representative of it, can be contacted.	
opening hours	Literal	The value of this property is structured text that gives the hours at which the contact point is normally available.	Days are specified using two-letter combinations: Mo, Tu, We, Th, Fr, Sa, Su. For example, if the contact point is open Monday-Friday, 9 -5, the value of the openingHours property would be Mo-Fr 09:00-17:00. If the Contact Point is only available on Tuesday and Thursday between 6 and 8pm, the value would be Tu,Th 16:00-20:00.

→ kontakt@transportstyrelsen.se

→ +46 771 503 503

→ Mo-Fri 08.00-16.30

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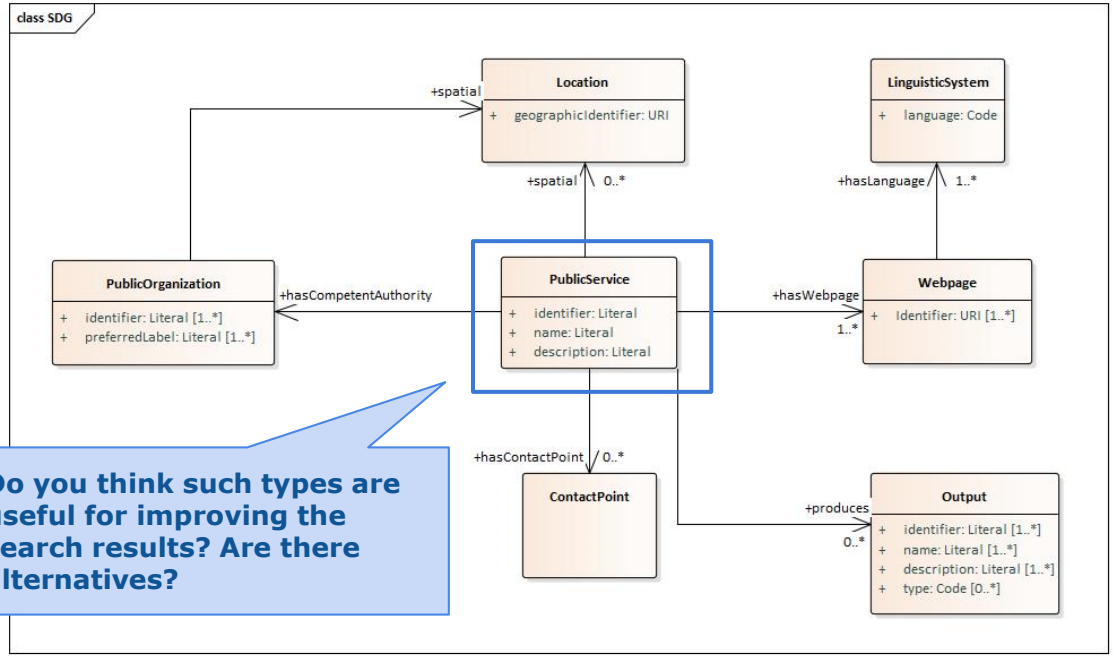
Issue #38

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.

Proposed solution

From the taxonomy defined in CPSV-AP, the following types have been already defined:

- Framework
- Information
- Registration
- Certification
- Financing
- Production
- Feedback
- Control & monitoring
- Taxation



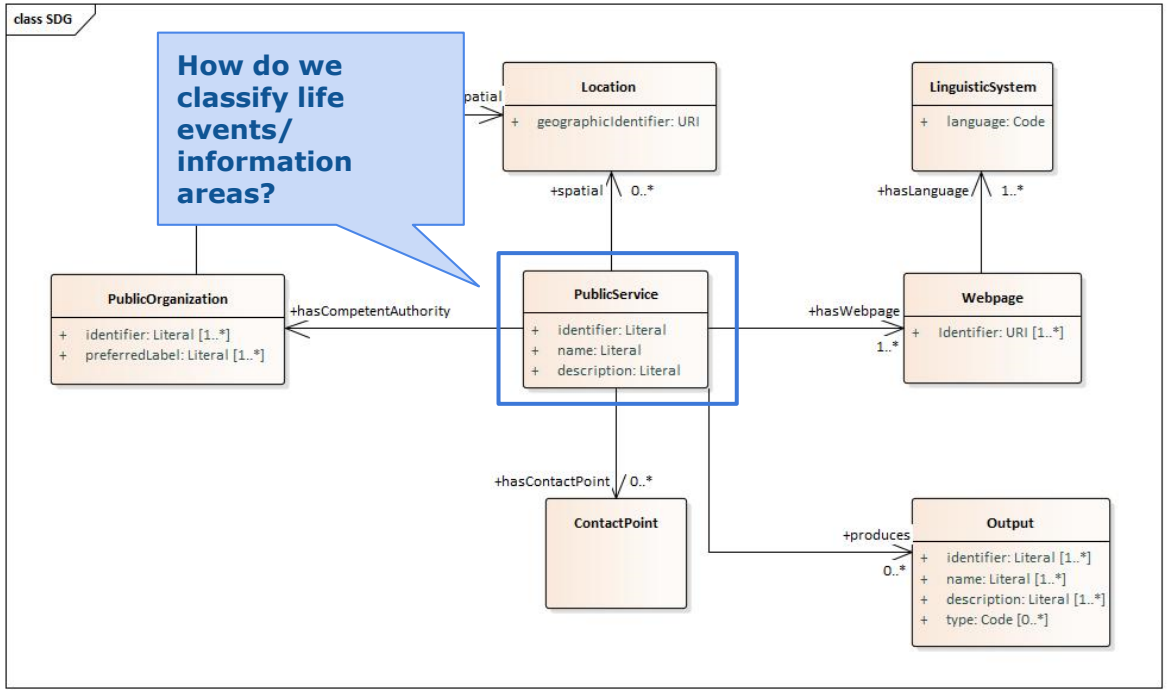
Issue #37

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?

Proposed solution

We propose to map the life events from the annex II to the list of life and business events proposed in CPSV-AP. See proposition in the next slide. Do you agree with this approach?

Is the information area classification (annex I) useful? If yes, we propose to distinguish it from the events. Can this be covered by the type?



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CPSV-AP: Life Events Life Events from Annex II

1st level life event	SDGR
Having a child	Birth
Becoming a (social) caretaker	
Starting education	Studying
Looking for a new job	Working
Losing/quitting a job	Working
Looking for a place to live	Residence
Changing relationship status	
Driving a vehicle	Moving
Travelling abroad	Moving
Moving to/from the country	Moving
Going into military service	
Facing an emergency / health problem	
Facing a crime	
Retirement	Retiring
Death of a relative	

Do you agree to map the life events from CPSV-AP tp the SDGR list of events from Annex II?

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Business Events from Annex II

Single placeholder for all business related events: "*Starting, running and closing a business*"

Proposition: we map the content of Annex II to the list proposed in CPSV-AP as a starting point.

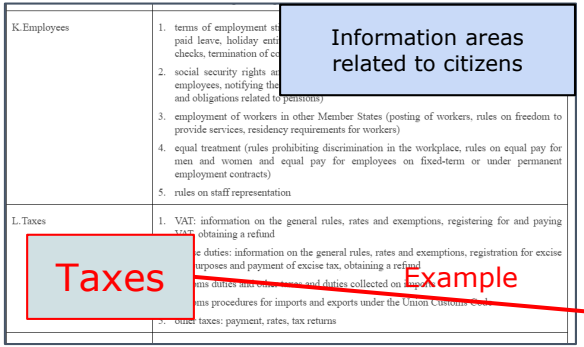
Do you agree with this approach?

CPSV-AP: 2 levels Business Events

Starting business	Registering a company
	Needing a licence, permit or certificate to start or continue an activity
	Registering Intellectual Property
	Registering a branch
	Starting a new activity
	Financing a company
	Hiring an employee
Starting cross-border business	Registering a cross-border business
	Registering a branch
Doing business	Financing a company
	Needing a licence, permit or certificate to start or continue an activity
	Registering Intellectual Property
	Hiring an employee
	Participating in public procurement
	Notifying and reporting to authorities
	Starting a new activity
	Registering a branch
	Having problems in paying creditors
Closing business	Restructuring of a company
	Dissolution of a company

Policy code vs Life Event

SDGR policy code: Annex I (Information areas)

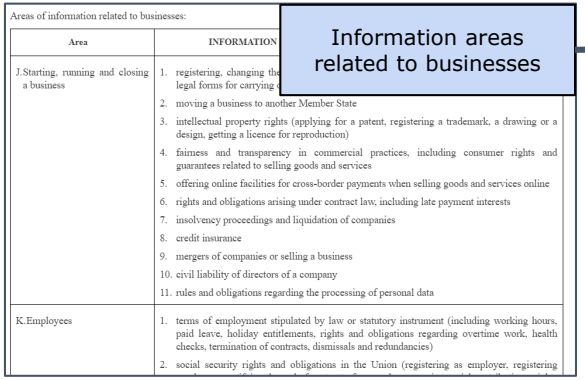


K.Employees	1. terms of employment st… paid leave, holiday enti… checks, termination of co… 2. social security rights an… employees, notifying the… and obligations related to pensions) 3. employment of workers in other Member States (posting of workers, rules on freedom to provide services, residency requirements for workers) 4. equal treatment (rules prohibiting discrimination in the workplace, rules on equal pay for men and women and equal pay for employees on fixed-term or under permanent employment contracts) 5. rules on staff representation
L.Taxes	1. VAT: information on the general rules, rates and exemptions, registering for and paying VAT, obtaining a refund …e duties: information on the general rules, rates and exemptions, registration for excise …urposes and payment of excise tax, obtaining a refund …ms duties and other taxes and duties collected on imports …ms procedures for imports and exports under the Union Customs Code 5. other taxes: payment, rates, tax returns

Information areas related to citizens

Taxes

Example



Areas of information related to businesses:

Area	INFORMATION
J.Starting, running and closing a business	1. registering, changing th… legal forms for carrying … 2. moving a business to another Member State 3. intellectual property rights (applying for a patent, registering a trademark, a drawing or a design, getting a licence for reproduction) 4. fairness and transparency in commercial practices, including consumer rights and guarantees related to selling goods and services 5. offering online facilities for cross-border payments when selling goods and services online 6. rights and obligations arising under contract law, including late payment interests 7. insolvency proceedings and liquidation of companies 8. credit insurance 9. mergers of companies or selling a business 10. civil liability of directors of a company 11. rules and obligations regarding the processing of personal data
K.Employees	1. terms of employment stipulated by law or statutory instrument (including working hours, paid leave, holiday entitlements, rights and obligations regarding overtime work, health checks, termination of contracts, dismissals and redundancies) 2. social security rights and obligations in the Union (registering as employer, registering

Information areas related to businesses

Type of Public Service

Types:

- Framework
- Information
- Registration
- Certification
- Financing
- Production
- Feedback
- Control & monitoring
- Taxation

How do these classifications differ? Does the policy code contain information to be captured?

CPSV-AP: Business events

ANNEX V.DESCRIPTION OF 2ND LEVEL BUSINESS EVENTS

Table 20: Description of 2nd level business events

Business Event (1st level)	Business Event (2nd level)	Description
Starting business	Registering a company	This business event groups public services that are related to different kind of activities that have to be done before the business is eligible to operate, for instance registering in the business register, registering as a VAT payer, notifying the residence of your company…
	Needing a licence, permit or certificate to start or continue an activity	This business events groups public services related to the request of a licence, permit, certificate or other official document that have to be acquired before starting to execute a certain activity.
	Registering Intellectual Property	This business event groups public services related to the registering inventions, patents, trademarks, copyrights.
	Registering a branch	This business event groups public services relating to the start-up of a new activity, and that have to be done before you can start with the particular activity.
	Starting a new activity	This business event groups public services for the start-up of a new activity, and that have to be done before you can start with the particular activity.
	Financing a company	This business event groups public services related to different types of funding, grants, loans, subsidies that help to finance the business.
	Hiring an employee	This business event groups public services for recruiting and registering employees, applying for a work permits, changes in employment.
Starting cross-border business	Registering a cross-border business	This business event groups public services that result in starting an international operations.
	Registering a branch	This business event groups public services for opening affiliates and representative offices.
Doing business	Financing a company	This business event groups public services related to different types of funding, grants, loans, subsidies that help to finance the business.

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?

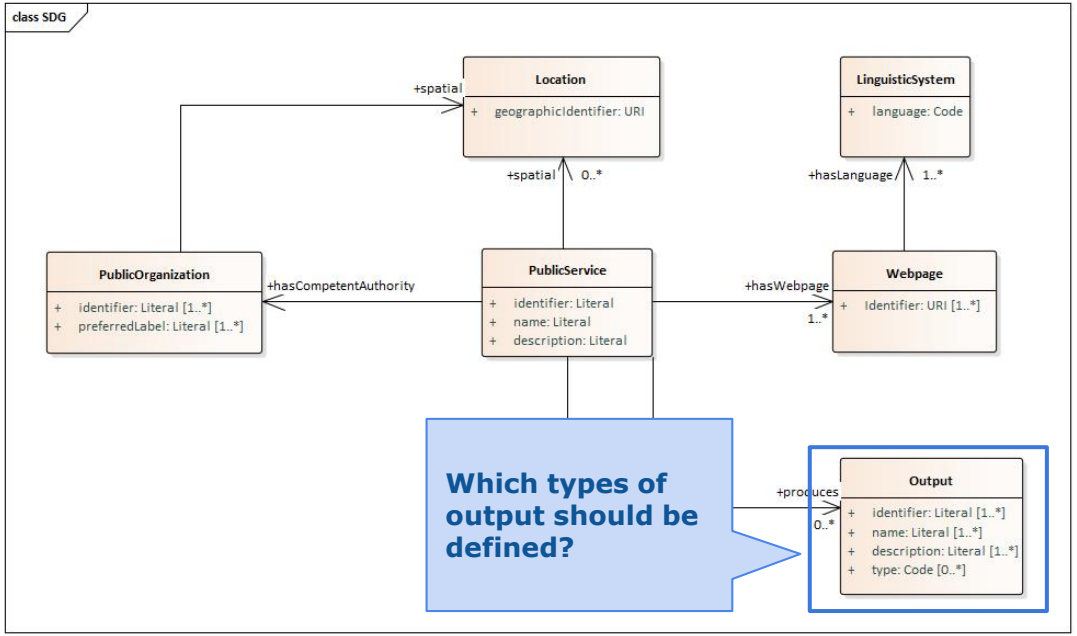
Proposed solution

We align with CPSV-AP and propose the following types as starting point:

- Declaration
- Physical object
- Code
- Financial obligation
- Financial benefit
- Recognition
- Permit

(This list comes from page 39 of the CPSV-AP specification)

Do you agree with this list?



Further considerations on the model

- Identifiers
- Cardinalities
- Format in which the model will be published

Identifiers

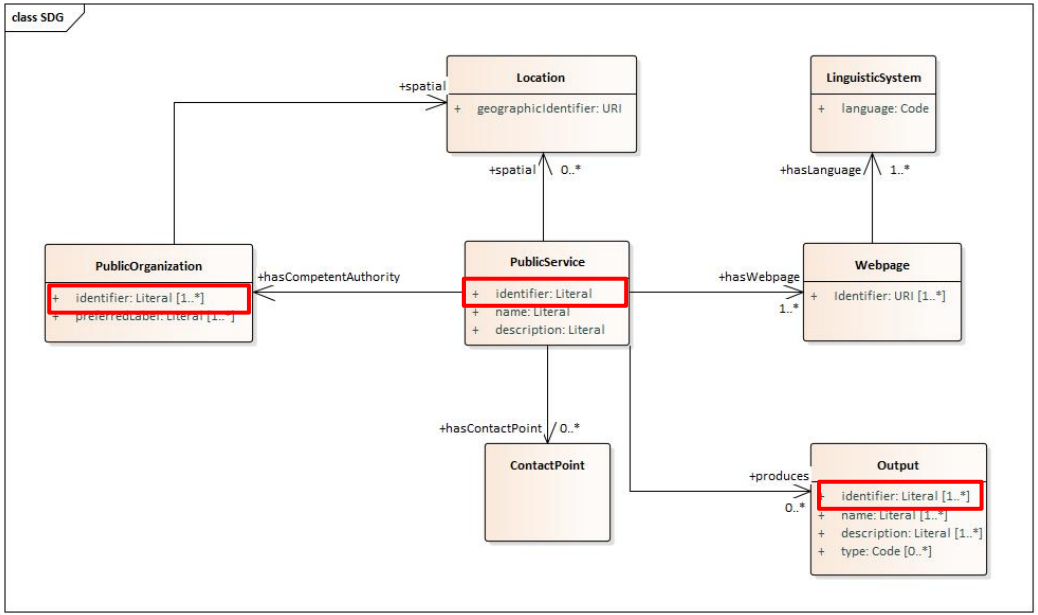
Explicit identifiers have been included within the model for classes such as Public Organization, Public Service and Output.

These allow for identification of the instances. (E.G in json or xml)

Within an RDF distribution, unique identification is facilitated by the value of the RDF node. In this case, the identifier should best be equivalent to the value of the RDF node.

For example:

<rdf:Description rdf:about="**http://127.0.0.1:3362/TCC-001**">
<dct:identifier>**TCC-001**</dct:identifier>



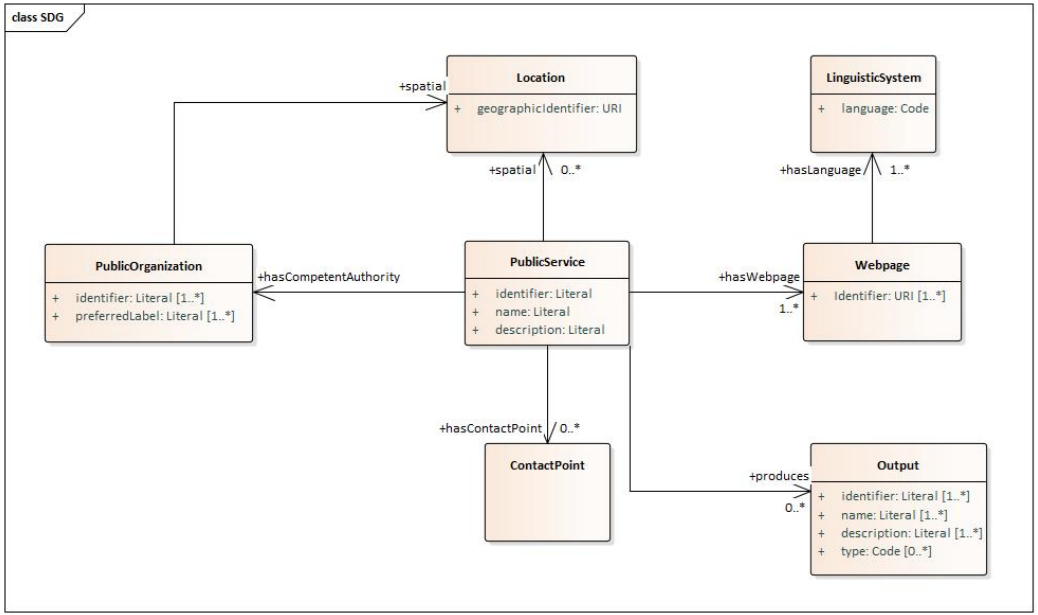
Cardinalities

Let's revise the cardinalities within the model.

General - mandatory vs optional:
Should all classes/attributes indicated mandatory be mandatory? Are there attributes that can't always be provided and be changed to optional?

For example:
Public Service - Webpage - LinguisticSystem:
Can a Webpage have several languages, or will it in that case be a different webpage?

In case you have comments on the cardinalities, feel free to indicate them on the GitHub issues page.



Format to publish

We propose to publish the following documents:

- Specification within HTML
- EAP as UML diagram

Based on the needs and scope of the pilot, we will produce other formats such as a JSON-LD context.

4. Next steps

Speaker: Florian Barthélemy

Next steps

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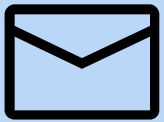
PERIOD	ACTIVITY
May 11	***Present proposition - Webinar #3*** *Present proposition in the format of a list with the identified concepts and a diagram and discuss the different issues raised.*
May 11 - May 20	***Address the issues on GitHub and receive further feedback*** *We will update the issues based on the discussions today and you can always provide further feedback.*
May 20	***Publish stable version on GitHub*** *A stable version of the model will be published on GitHub around the 17th of May. New issues can still be created for this final model.*
June 1	***Present stable version & brainstorm pilot options - Webinar #4*** *Present and discuss the stable version and brainstorm on potential pilot activities.*
June 8	***Decision on conducting the pilot*** *Receive confirmation from the interested Member States on conducting a pilot.*
--	***Conducting the pilot*** *[optional] exact pilot to be determined.*

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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ISA² Programme

DIGIT-ISA2-COMM@ec.europa.eu

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