



Use cases illustrating classes in the Public Service Model



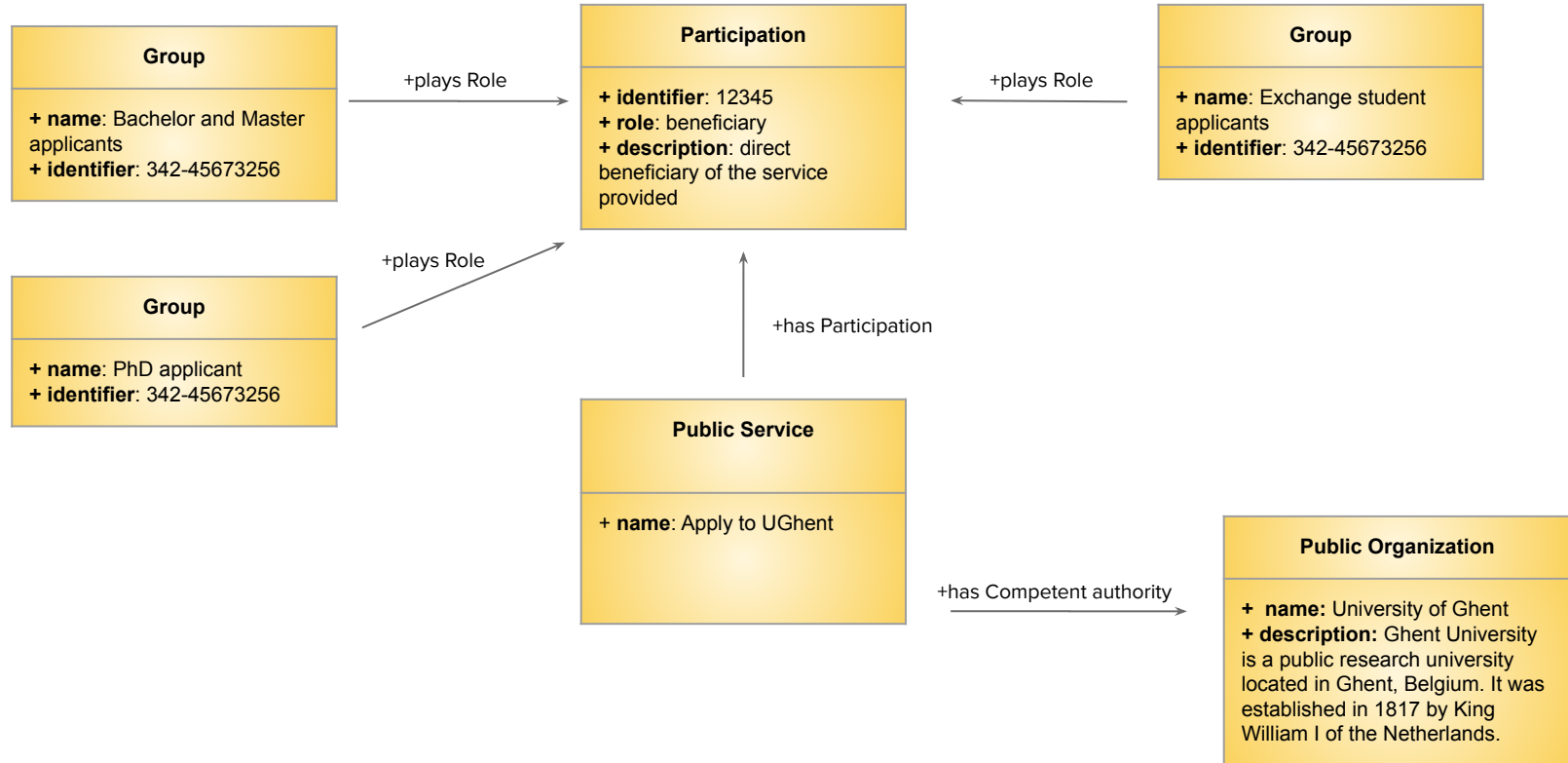
Use case of Group and Agent Classes

Applying to a University

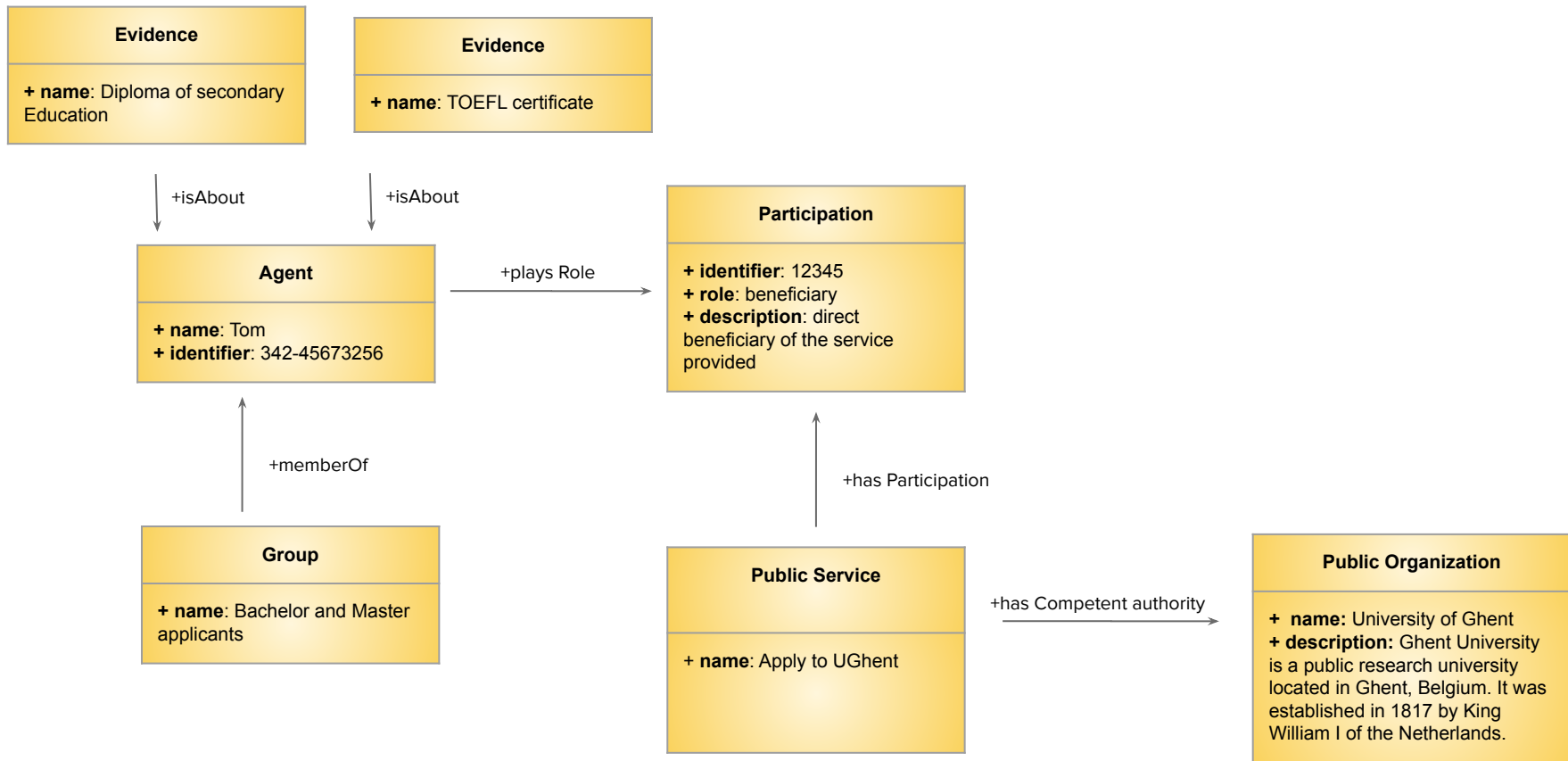
- The procedure of the application (PublicService) to UGhent (PublicOrganization) differs depending on the type of Student. In total, there are three different groups of student: Bachelor and Master applicants (Group), PhD applicants (Group) and Exchange student applicants (Group).
- Let's take the example of Tom (Agent), who wants to apply to the Bachelor program (PublicService) at UGhent. He needs to submit a legalised copy of his basic diploma (Evidence) and a proof of Dutch/English proficiency (Evidence).
- Since his application was successful, Tom (Agent) receives a letter of admission (Output).

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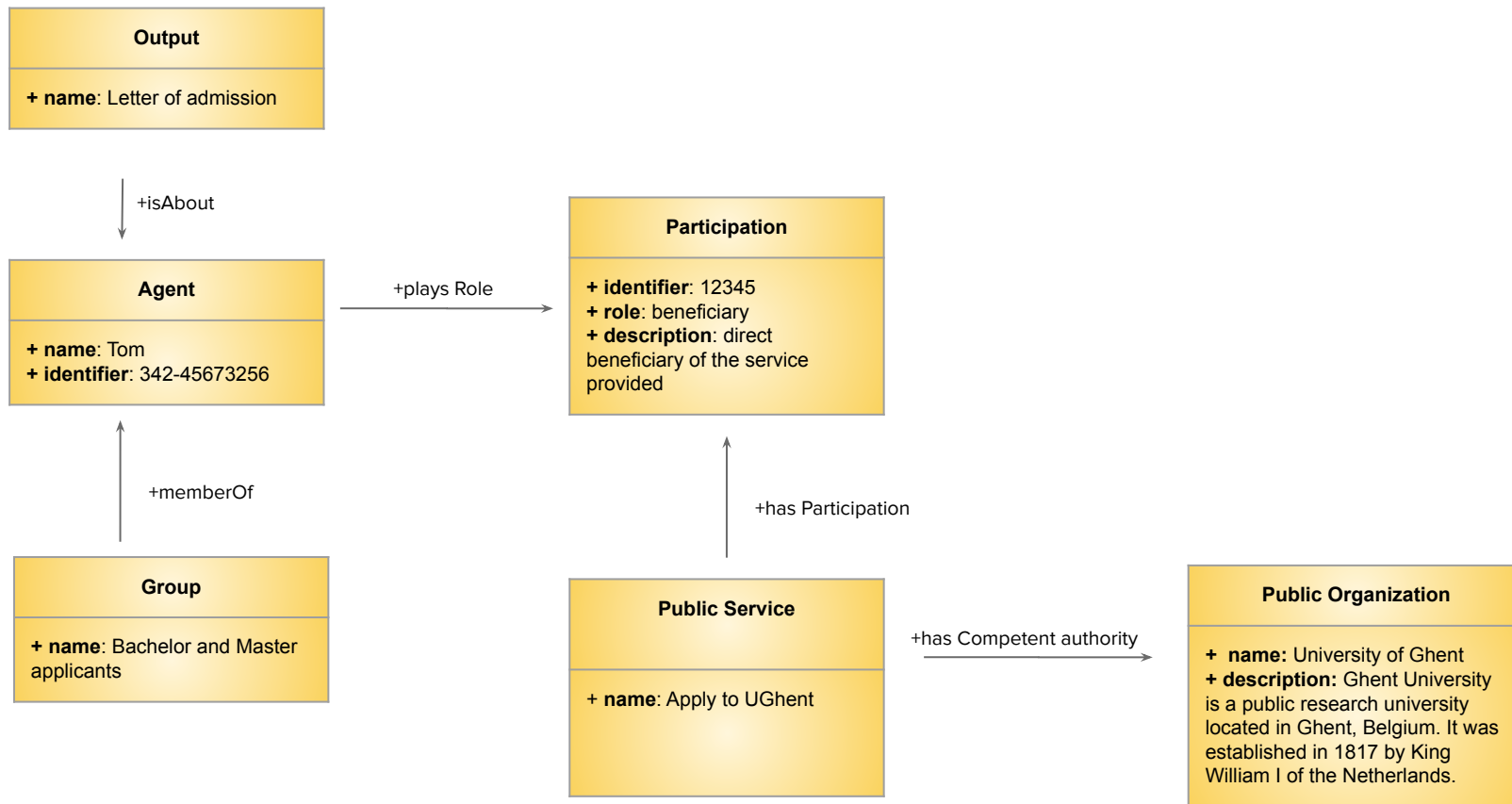
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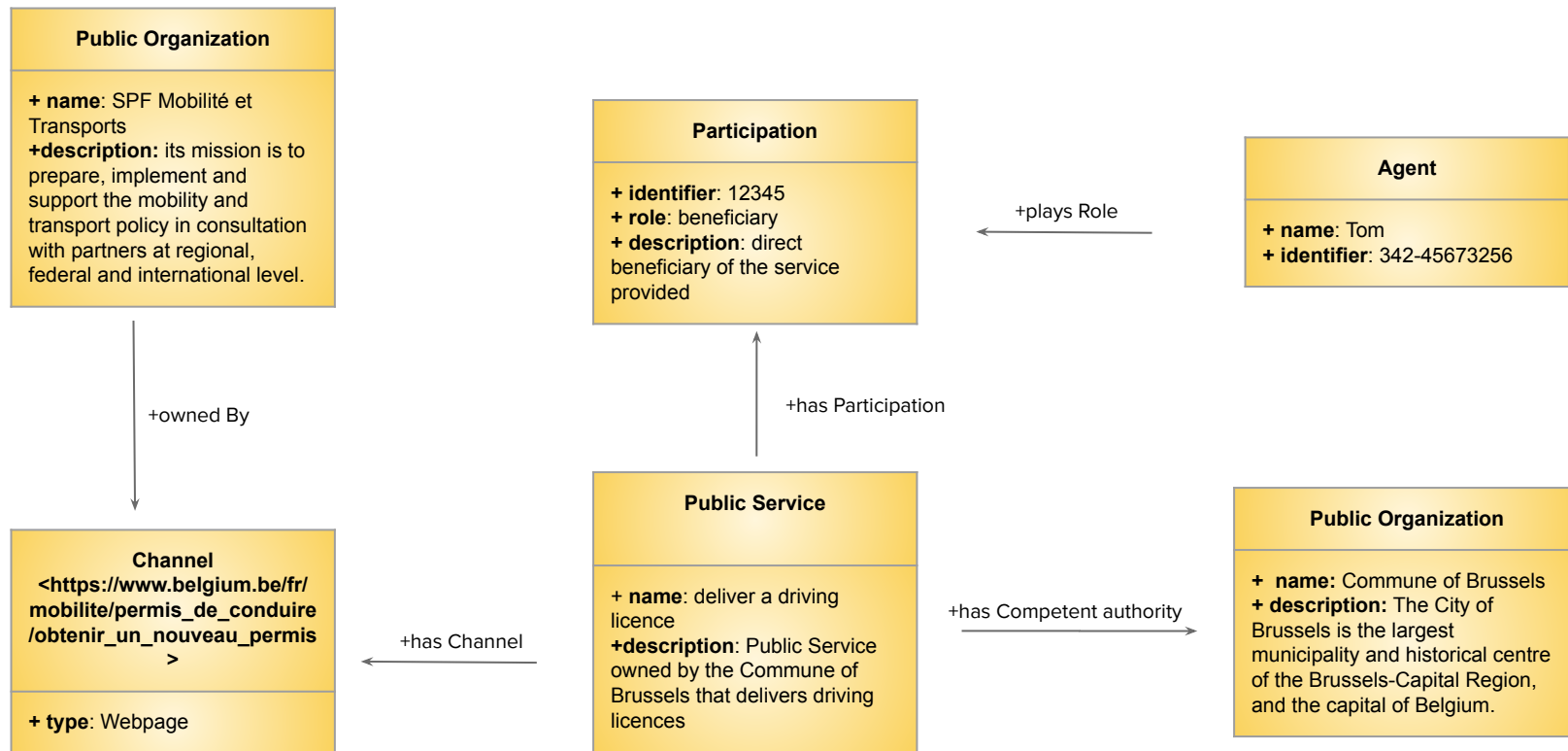


Use case of ContactPoint and Channel classes

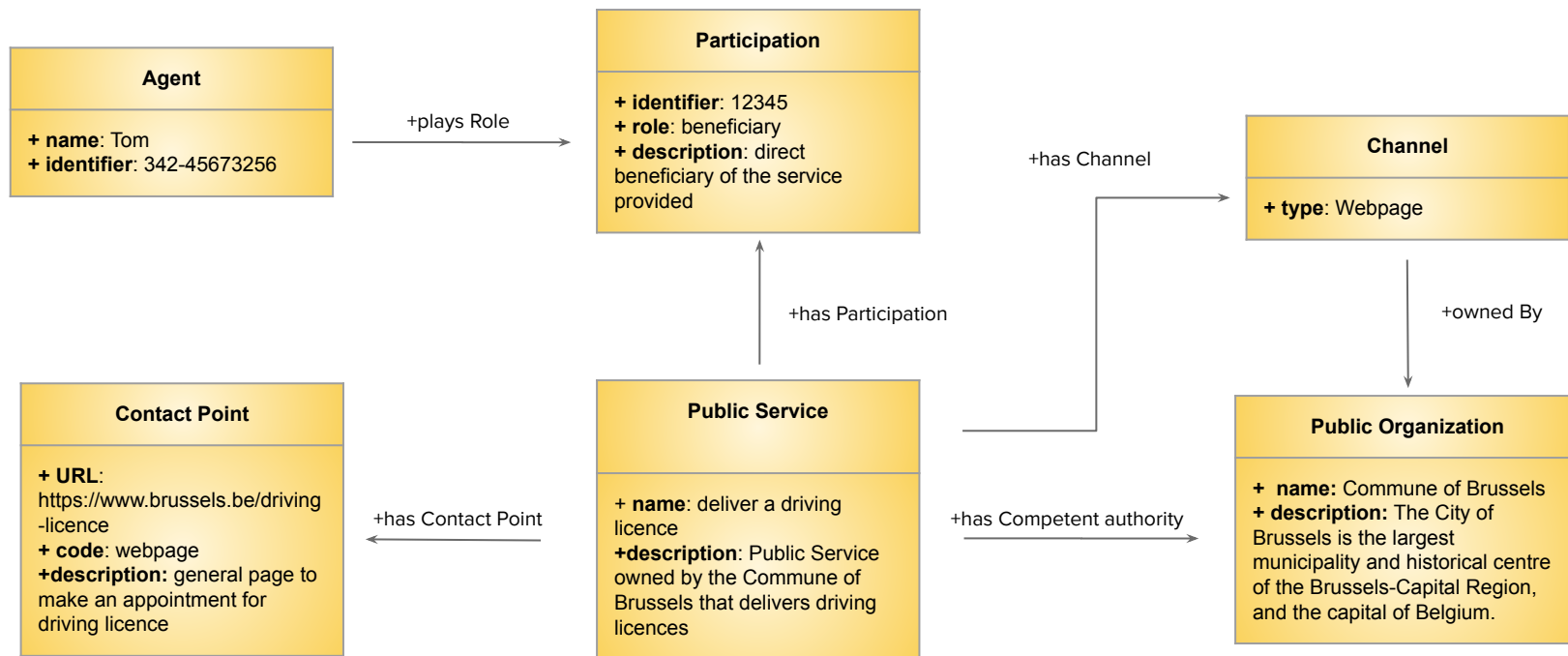
Get a new driving licence

- Tom (Agent) would like to better understand the procedure to get a driving licence (PublicService). Therefore, he gets into this [webpage](#) (Channel) to get general information. The description comes from “SPF Mobilité et Transports” (PublicOrganization) and explains the driving licence is delivered by the Commune. In his case, Tom lives in the Commune of Brussels (PublicOrganization).
- Thus, Tom (Agent) goes to the [webpage](#) (ContactPoint and Channel) of the Commune of Brussels (PublicOrganization) to have more information. This page invites the user to schedule an appointment with the relevant service provider and explains the Evidences to provide.

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Use case of Collection and Concept

Get a new driving licence

- Tom (Agent) would like to know which University in Belgium delivers a bachelor degree in Political Sciences (Collection). In this case, UGhent (PublicOrganization) delivers a “Bachelor of Social Sciences (Political Science)” (PublicService) and UCLouvain (PublicOrganization) delivers a “Bachelier en Science politiques, orientation générale” (PublicService). In general all Bachelor in Political Sciences (Collection) are Bachelor (Concept) delivered by certified Universities.

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