**2021-03-24**

ICEG Public Organisation and Public Services

**Public organisation and Public services**

**OVERVIEW**

|  |  |
| --- | --- |
| Start date | TBD |
| End date | TBD |
| Chairman | TBD |
| Project team | TBD |
| Scheduled meetings | TBD |
| Decision Criteria | Unanimity minutes one (U-1)  (each party has one vote) |
| License | TBD |
| License documentation | TBD |
| Issue logging | [Issues · belgif/thematic (github.com)](https://github.com/belgif/thematic/issues)  (use Label "Public services") |

# Context

## WHat

Via this initiative, the various stakeholders wish to semantically model the different data flows and standardize the structure of the data for the subject **public organisation** (Any organization that is defined as being part of the public sector by a legal framework at any level) **and public services**. We start from terms defined for these entities in existing standards at regional and federal level.

The objective is to make the data accessible as Linked Open Data and to define standard interfaces (APIs) in order to simplify collaboration and integration of the various services and tools. The objective is to make the data easily reusable for all stakeholders.

## WHY

A semantic standard makes sharing and exchanging data between different stakeholders easier. Each stakeholder can directly use and interpret the data of the other. This stimulates the exchange and reuse of data and reduces the cost of exchange.

In the semantic web, data is distributed in a different way so that the AI driven machines and the digital gatekeepers of the future such as Siri, Alexa, Cortana, Google Assistant, etc. are able to use and interpret the data. The semantic standard provides machine-readable data.

Opening up semantic data initiates innovation and will enable companies to develop more intelligent products and services. By linking data, we also have richer data. Enriched data from which more knowledge can be obtained.

## USe cases

There are various use cases for which the standardization of public organization and services provides added value. These use cases will be discussed in the first business workshop.

* *Drawing up of an interfederal product catalogue in the context of the implementation of Single Digital Gateway - need to make necessary agreements so that product catalogues of the different interfederal entities can be connected to each other + SDG data model (in preparation) also to be taken into account*
  + *Informal rights explorer: by filtering on a number of parameters (for example income, type of organization etc) you can get a personalized overview of which services apply to you. This can be done across different levels.*
  + *Enabling comparison between different services. Now the information for reporting is scattered in the various applications across the different levels which makes it difficult to make statements about for example use of services, amount of grants, etc.*
  + *For a citizen it is now not possible to get an integrated overview of the status of their application for a certain service across different levels. Citizens for example have to register their vehicle on a federal level but pay their road tax on a regional level. If both services would be described in the same way, information about the status could be linked with each other and give the citizen a good overview of their application.*
* Visualization of procedures towards end users (citizens, companies)

# Scope

The objective of the business workshop is to map, define and standardize information related to public organization and services. Based on our use cases the scope will be defined.

The following are within the scope:

* Public organisation
* Public service

In business workshop, we will evaluate the different use cases of the stakeholders to determine the detail scope.

# Stakeholders

The stakeholders of this process include:

|  |  |
| --- | --- |
| **Stakeholder type** | ***Examples*** |
| * business experts from the regions and communities * business experts at the federal level |  |
| * DAV/ASA * CST (Cellule des Stratégies Transversales) and eWBS for Wallonia * CEN for the French Community |  |

# Success criteria

This process will be considered a success when the deliverables are widely used and applied. Initially within the Government in Belgium, but also beyond. In particular, we list the following criteria:

1. There is maximum coordination with all stakeholders - mentioned in point 3 - who are represented in at least one of the workshop sessions
2. The workshops result in a stable candidate standard that represents a consensus of all participants
3. The specification is accepted by the data standards workshop and the Steering Board
4. The specification is implemented and at least the framework data is published semantically.

# Deliverables

The workshops will deliver the following deliverables:

* Drawing up an overview of information needs based on analysis of available documentation and existing standards.
* Organizing a business workshop with stakeholders to validate and further expand the information needs.
* Organizing and facilitating 4 workshops composed of domain experts and processing feedback.
* Preparation of reusable documentation for the information model and publication on data.vlaanderen.be:
  + RDF vocabulary
  + HTML documentation for the vocabulary with terms and definitions
  + UML diagram
  + HTML documentation for the UML diagram
  + SHACL validation rules
  + JSON-LD context file
* Integration in the ICEG system of vocabularies
* Integration in the OSLO system of vocabularies

# Milestones and timing

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| --- | --- |
| **Date[[1]](#footnote-2)** | **Milestone** |
| **2021-03-24** | ICEG Committee: go / no-go |
|  | Prepare a letter of intent and invite interested parties to the first business workshop. |
|  | Business workshop with stakeholders to validate the information needs and further refine scope. |
|  | Validation of charter by Workshop Data standards |
| **2021-05** | Workshop 1 |
| **2021-06** | Workshop 2 |
| **2021-07** | Workshop 3 |
| **2021-08** | Workshop 4 |
|  | Start of public review period - Recognition "Candidate Standard" - Workshop Data Standards |
| **2021-09** | Public review period |
|  | End of public review period - Recognition of "Standard" - Workshop Data Standards |
| **2021-10** | Standard communication to the ICEG Committee |

# dependencies

* OSLO Application Profile Dienstencataloog
* OSLO Vocabulary Organisatie
* OSLO Application Profile Organisatie Basis
* OSLO Vocabulary Dienst
* W3C Organization Ontology
* W3C Registerend Organization Vocabulary
* ISA Core Public Organization Vocabulary
* ISA Core Public Service application profile
* ISA Core Criteria
* ISA Core Evidence
* Links to the regional product/services catalogs
  + <https://www.wallonie.be/en/demarches?f%5B0%5D=public%3A284>
  + <http://www.federation-wallonie-bruxelles.be/nc/abc-demarches>
  + <https://productencatalogus.vlaanderen.be/>
  + https://irisbox.irisnet.be/irisbox/?locale=nl
* Product catalog search engine developed by DAV/ASA
  + [Search.be (belgium.be)](https://start.business.belgium.be/search?lang=en)

1. Specific data to be confirmed after sourcing of consultants [↑](#footnote-ref-2)