

TREO

Technology, Research, Education, Opinion

“Universal Menu”, a tool to realize the cross-border delivery of public services in digital government.

- A proposal from far-east Japan and EU nation state Estonia; a public service catalogue database for the personalized Public Services.

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Nowadays, “digital first”, “once only”, and “one stop” are becoming three digitalization principles in the "Digital Government Execution Plan". Public service catalogs will support these principles, since the architecture of service catalogs in central and local governments will enable them to conduct services across multiple administrative organizations, such as designing unique user menus for any IT tools such as WEB sites and Chatbot. The development and efficient maintenance of the service catalog is an urgent issue in order to realize the best practice of digital governments.

In the EU, the examination of a standardized service catalog for cross-searching and linking administrative services among countries is currently in progress. EU countries such as Estonia, Finland, Italy, etc. have been implemented what so called CPSV (Core Public Service Vocabulary) which is the standard form of public service information as well as public event information that is particularly requested by citizens. CPSV has been strongly promoted under the EIF (European Interoperability Framework), an EU’s Single Digital Market initiative.

In the future, with the rapidly advancing globalization of society, we believe that the concept of “Universal Menu” Database, an internationally standardized service catalog is required to be interoperable across countries, in order to meet the citizens’ needs who are moving beyond cross-boarders. Based on the above content, we made analytical research by comparing them with the Japanese version of public service called “Universal Menu” in order to unify the differences and to develop the prototype of the internationally standardized Service Catalogue;

- (1) CPSV-AP 2.2 (Core Public Service Vocabulary Application Profile 2.2, (2) EESTI.EE (Estonia)
(3) Universal Menu (Japan)

At the TREO session, we would like to share the outcome of our analytical survey, and trigger to an open discussion on the public service implementation and its merit/demerit.

References

[1] <https://github.com/catalogue-of-services-isa/CPSV-AP/issues>

[2] <https://joinup.ec.europa.eu/event/catalogue-services-webinar-reuse-and-implementation-cpsv-ap-19-march-2018> and <https://joinup.ec.europa.eu/event/catalogue-services-webinar-reuse-and-implementation-cpsv-ap-23-april-2018>

[3] About Universal Menu. <http://universalmenu.org/en/universalmenu/>