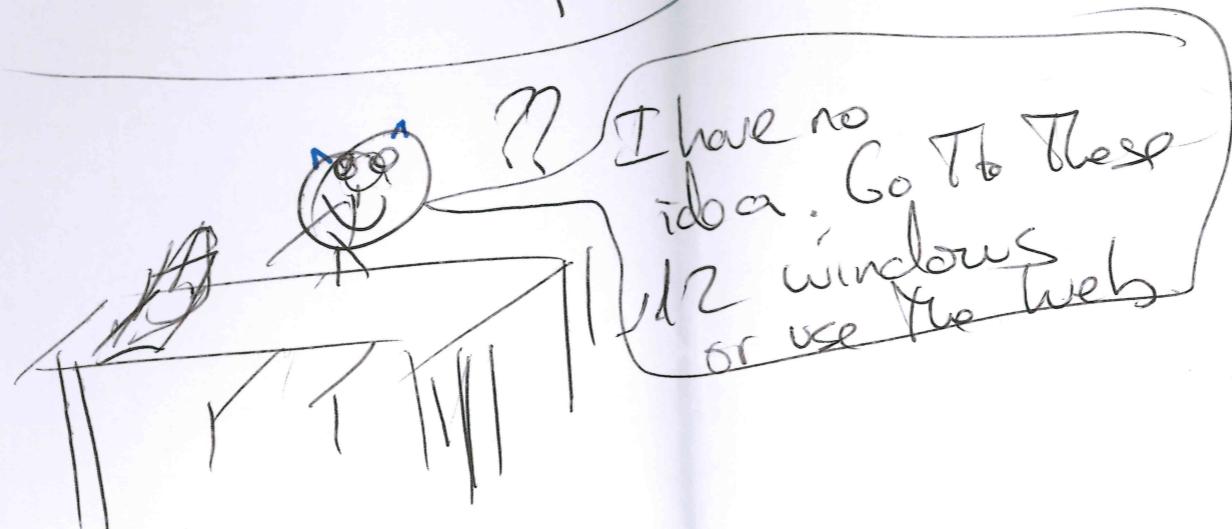


I have just arrived
to Faroea and I will live here for
4 years. What do I have to do?



A few hours later...

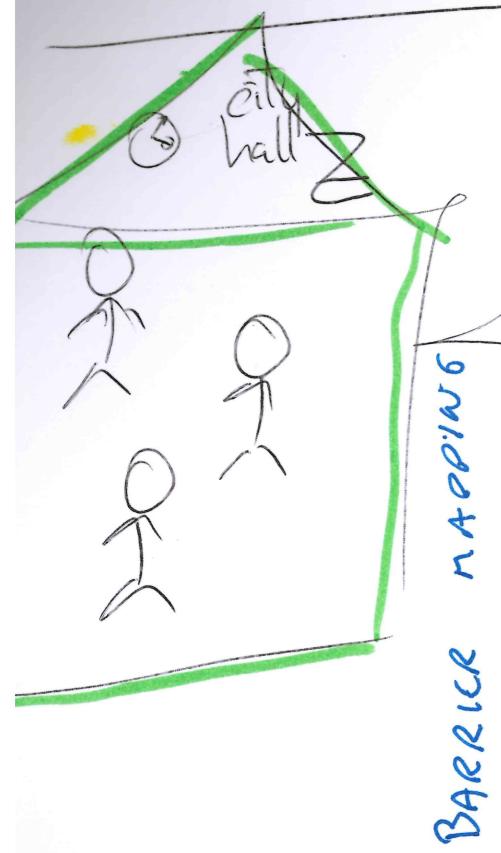


How was it done
20 years ago?...

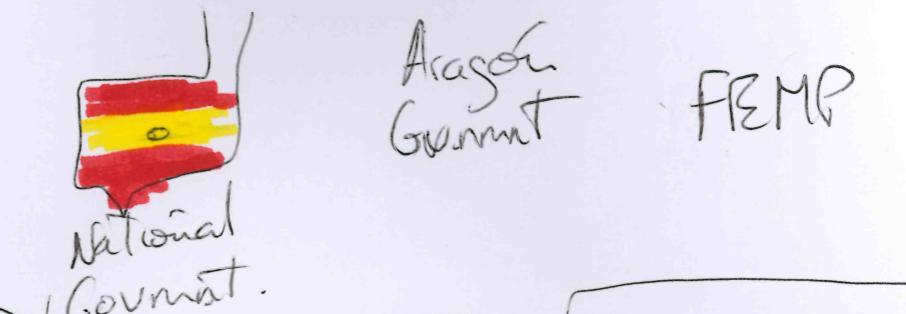


I would ask the
community/neighbours/etc.
at the groceries' shop
and answers in simplified language.

AT the same time,
somewhere in The municipality services ...



We have a long list
of services that we
offer. Do our citizens
know them?
How do we improve access?
Do we ~~even~~ know all
of them?



But we don't have a
common list

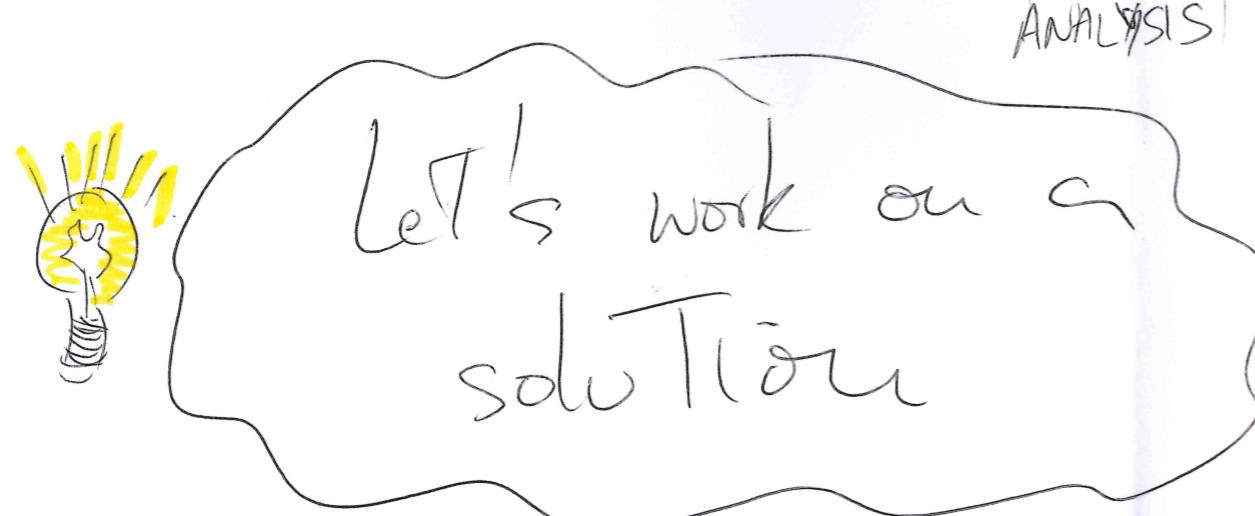
Ferronial
TRAGSA
...
Service providers

Those are the services that we provide
and our SLAs

I cannot access service X because you
ask me to provide Y, Z, W.

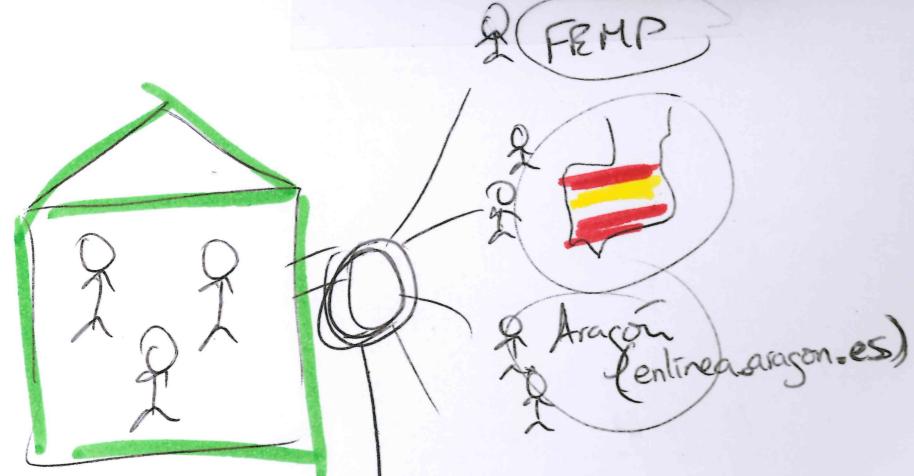
I normally need XXX days to prepare
for ~~the~~ applying to this service.

I need to go to these X, Y, Z places
to fulfill the requirements for service W



GAP
ANALYSIS





working together

Common
Public
Service
Description
Data Structure

Service list
(codelist)

- Shared in Spain
- Everybody agrees
- Links to endpoints
- Grouped by themes/profiles.

Search
engine
for public services

+

Unified simple
website

