

CCDI07171

D04.01 – Core Public Service Vocabulary Application Profile 2.0

CPSV-AP 2.0



Document Metadata

Property	Value
Release date	2016-09-19
Status	For acceptance
Version	1.05
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1. INTRODUCTION

The original CPSV-AP was prepared in the context of Action 1.3 – Accessing Member State information resources at European level – Catalogue of Services¹ of the European Commission’s Interoperability for European Public Administrations (ISA) programme². The CPSV-AP has been seen as a first step for creating a model for describing public services related to business events, to facilitate the set-up of catalogues of services in the context of the Services Directive.

As the 2.0 version number indicates, this document defines an update to the existing Core Public Service Vocabulary Application Profile (CPSV-AP³). The updated version has been motivated by the experience of implementing the original AP as detailed in D02.01 – Analysis on the needs for the description and federation of public services and for the creation of catalogues of public services.

1.1. Scope and objectives

It is clear from early feedback received that the data model needs to be extended so that it can be used to describe any type of public service and for doing so in a user-centric way that includes links to life events. These include events like births, deaths and marriages, school placements, moving house etc. In undertaking to respond to that feedback, version 2.0 was developed with three primary aims:

- To add the concept of life events in order to broaden the scope of the CPSV-AP to describe any type of public services for any type of eGovernment portal;
- To implement any other change requests, identified by users of the CPSV and CPSV-AP;
- To define initial taxonomies that can be used as controlled vocabularies for CPSV-AP, for public service outputs, second level business events and life events.

This work focuses ultimately on improving and harmonising the provision of information about public services on established eGovernment portals, taking into account the user-centric perspective, i.e. citizens and businesses.

Once finalised reading this document, a user should be able to describe public service descriptions taking into account the caveats provided in Section 6 to be in conformance with the CPSV-AP.

¹ European Commission. Interoperability for European Public Administrations (ISA). Accessing Member State information resources at European level. http://ec.europa.eu/isa/actions/01-trusted-information-exchange/1-3action_en.htm

² European Commission. Interoperability for European Public Administrations (ISA). http://ec.europa.eu/isa/index_en.htm

³ https://joinup.ec.europa.eu/asset/cpsv-ap/asset_release/core-public-service-vocabulary-application-profile-v100

1.2. Process and methodology

This common data model has been defined as an **Application Profile of the ISA Core Public Service Vocabulary**⁴ (henceforth referred to as the CPSV-AP). An Application Profile⁵ is a specification that re-uses terms from one or more base standards, adding more specificity by identifying mandatory, recommended and optional elements to be used for a particular application, as well as recommendations for controlled vocabularies to be used.

The identification and handling of change requests follows the “Change management release and publication process for structural metadata specifications developed by the ISA Programme”. In particular this deliverable covers the request handling of the change management process.

Figure 1 - Request handling



The CPSV-AP 2.0 has been developed under the responsibility of the European Commission's ISA Programme⁶ and the chairs of the Working Group: Thimo Thoeyo from the City of Ghent and Thomas D’haenens, Informatie Vlaanderen. The Working Group was responsible for defining the specifications and was established from:

- members of the EUGO Network;
- MS representatives from other eGovernment portals;
- members of the CPSV Working Group;
- ISA2 Committee representatives;
- experts on government and modelling of life events and public services;
- European Institutions and initiatives (e.g. DG GROW, YourEurope, eSENS...)

The methodology explains the specification process and its approach. It describes the elements that should be included in the specification, including use cases and

⁴ https://joinup.ec.europa.eu/asset/core_public_service/description

⁵ <http://dublincore.org/documents/2001/04/12/usageguide/glossary.shtml#A>

⁶ <http://ec.europa.eu/isa/>

definition of terms (i.e. classes and properties) and recommended controlled vocabularies, based on the research and review of existing solutions.

Naturally, the specification of the CPSV-AP 2.0 began with the original CPSV-AP and input from organisations and individuals who had first-hand experience of using it. That input is collected and organised in D02.01 – Analysis on the needs for the description and federation of public services and for the creation of catalogues of public services. Work done for that analysis, and subsequent interviews with users of the CPSV-AP has led to the recording of a number of specific change requests.

In the context of deliverable D02.01 of SC270, we have analysed cases that have already reused the CPSV or the CPSV-AP. Looking at these cases was interesting in order to see whether the data model that has been defined for describing public services can be implemented in practice. In general, the feedback received was positive. Of course, implementing it in the national context implied the need for adapting the model to the corresponding context. In most cases the CPSV(-AP) was extended with additional classes, properties, controlled vocabularies... Only in Italy, there was a change to the model, relating to the association between the Business Event class and the Public Service class. This change has been taken along as a change request when defining CPSV-AP 2.00 and was accepted by the Working Group. CPSV-AP_IT is thus fully compliant with CPSV-AP 2.00, extending the specification with some additional classes specific to the Italian context.

1.3. Definition of a common working terminology for key concepts

Key concepts used by the Working Group and its predecessor are collected in Annex III: Key Concepts used throughout this document. Of special note is the addition of the concept of a Life Event.

In the context of deliverable D02.01 – Analysis on the needs for the description and federation of public services and for the creation of catalogues of public services, literature has been analysed in order to come up with a definition of a life event. Two different approaches for defining life events can be found in this literature:

The first approach considers life events **from the administration perspective**, e.g. “life events are packaged government services, which are usually provided by multiple government agencies, around a subject that makes sense to the citizen” or “the term life event refers to the government services needed at specific stages in life”.

The second approach considers life events **from the citizen perspective**, e.g. “life events describe situations of human beings where public services may be required” or “life events are important events or stages in a citizen's life, such as school, marriage, or buying a property”.

We consider the latter definition as the one that is the most citizen-centric, and as it is one of the main use cases of CPSV-AP to make information on public services

available in a user centric way, for the purpose of this work, we use the following definition as a starting point:

“Life events are important events or situations in a citizen's life where public services may be required”.

1.4. Structure of this document

This document consists of the following sections.

- Section 2 defines the main use cases that drives the specification of the Application Profile.
- The classes and properties defined for the Application Profile are identified in section 3.
- In section 4, controlled vocabularies are proposed for use as value sets for a number of properties.
- An example, helping to show how the CPSV-AP can be used in practice for describing a public service, is being described in section 5.
- Section 6 contains the Conformance Statement for this Application Profile.
- Accessibility and multilingual issues are addressed in section 7.
- Acknowledgements related to the development of this Application Profile are contained in section 8.
- Finally, in section 9, an overview of changes to the specification is provided in the change log.

2. USE CASES

The CPSV-AP is designed to meet the use cases described below. These are modified versions of the use cases that motivated the development of the original CPSV-AP, taking into account citizens' life events as well as business events. Although the core motivation remains the same, the scope is wider than the original set.

2.1. Use Case 1 – Finding information about public services more easily

In several countries (e.g. Austria, Spain, Germany, Belgium...) different local and regional electronic Points of Single Contact (PSCs) and eGovernment portals may exist. These national, regional or local one-stop-shops for public services may have different ways for making information about public services and the business or life event they correspond to, available.

Information on public services is often structured according to the organisational structure of public administration within a Member State or organised by service providers. Businesses, however, expect to find information organised according to their needs or based on the business lifecycle, and thus structured according to business events. This gap makes the discovery of relevant information on the PSCs harder for businesses.

The same is true for individuals seeking services relevant to life events. A citizen is unlikely to begin his or her search by examining the organisational structure of the local public administrations. Much more likely is a search based on a change in their immediate situation, such as a birth, a child approaching school age, planning a home extension, etc.

A common data model for describing public services and making it possible to group them logically into business and life events, such as the CPSV-AP, would assist public authorities in providing high-quality descriptions of public services from a user-centric perspective. In this way, businesses and citizens can find the relevant information on public services to be executed in the context of a particular event or context, without having to know how the public administration is organised.

In the light of these, it is useful to have a single digital gateway for information on events and related public services, especially in the context of cross-border service delivery. A common data model for business events, life events and public services, such as the CPSV-AP, enables the flexible exchange and integration of the different public service descriptions and facilitates the publication of this information on the single digital gateway.

2.2. Use Case 2 – Building user-centric catalogues of public services at all levels from regional to a European federated catalogue

A prerequisite of the EU Single Market is the free movement of goods, services and capital across the EU. In this context, the Services Directive foresees simplification measures, such as the PSCs and eGovernment portals, to increase transparency for businesses and citizens when they want to provide or use services in the single market.

In this light, PSCs and eGovernment portals have been established at the national and regional level in the Member States. The CPSV-AP is designed to make this easier at all levels from regional to pan-European. Currently, the Your Europe Portal⁷ provides the EU rules for running a business in Europe, for example. Additionally, MSs are obliged to provide information on the transposition of these rules in their country. This information is also being provided by Your Europe.

A pan-European Single Digital Gateway, federating harmonised descriptions of business and life events and related public services from the MSs, could further enhance the cross-border access to these public services. Such a platform, which could extend the work of Your Europe, would then provide a unified view of public services related to business and life events across the EU Member States. It would facilitate the discovery and comparison of services, and allow businesses to make informed decisions about their investments. This would not only improve the discoverability of information within the EU, it would also lower the information access barriers for third country nationals to find their way and invest in an EU Member State.

Using a common data model such as the CPSV-AP for describing public services, enables the flexible exchange and integration of service descriptions between the national/regional authorities and pan-European one-stop-shops. This way, the common data model acts as a bridge, a common language that enables mapping all different ways of describing public services, and the business and life events for grouping them, to one common basis.

⁷ <http://europa.eu/youreurope/business/>

2.3. Use Case 3 – Managing portfolios of public services

In most countries, the ownership and management of public services is split amongst different public administrations leading to different ways of managing their lifecycle. This makes it difficult to have a complete view of the public services offered within the context of a Member State, and to have a holistic approach for their management and the way the public services are grouped into business and life events.

Public service portfolio management allows a public administration to apply a holistic and systematic management to their investments in public service provision in order to optimise their coverage of citizens' and businesses' needs against the overall value of their investments.

Public service portfolio management improves the management of the lifecycle of public services e.g. by:

- identifying for which domain, sector, business or life event public services are missing;
- identifying public services that are not used or outdated;
- identifying redundant public services;
- providing information on public services of higher quality, i.e. more detailed, complete, valid and timely description of public services and the events they are grouped by.

One of the key elements of any service portfolio management methodology is the use of a common data model for describing business events and public services. In this vein, using a common data model, such as the CPSV-AP, provides a standardised way of documenting public services and business or life events for grouping these public services. Complete, reusable, machine-readable descriptions of public services and the events by which they are grouped will facilitate the measurement and quantification of their costs and benefits, and will enable their comparison, evaluation, monitoring, management and continuous improvement.

3. CORE PUBLIC SERVICE VOCABULARY APPLICATION PROFILE (CPSV-AP)

The specification of the Core Public Service Vocabulary Application Profile is represented in a series of UML class diagrams. Figure 2 shows the full profile and this is broken down into related sections in the following diagrams to ease understanding:

- Figure 3 shows the classes and properties that define the service itself: the necessary inputs, possible outputs, the responsible public authority and the events that trigger service use.
- Figure 4 shows the classes and properties that describe the context in which the service is offered. This includes relevant legislation and rules of operation for the service.
- Figure 5 is about the interface between the service and its users: how and when it can be accessed.

Figure 3 - The classes and properties in the CPSV-AP that define the service itself.

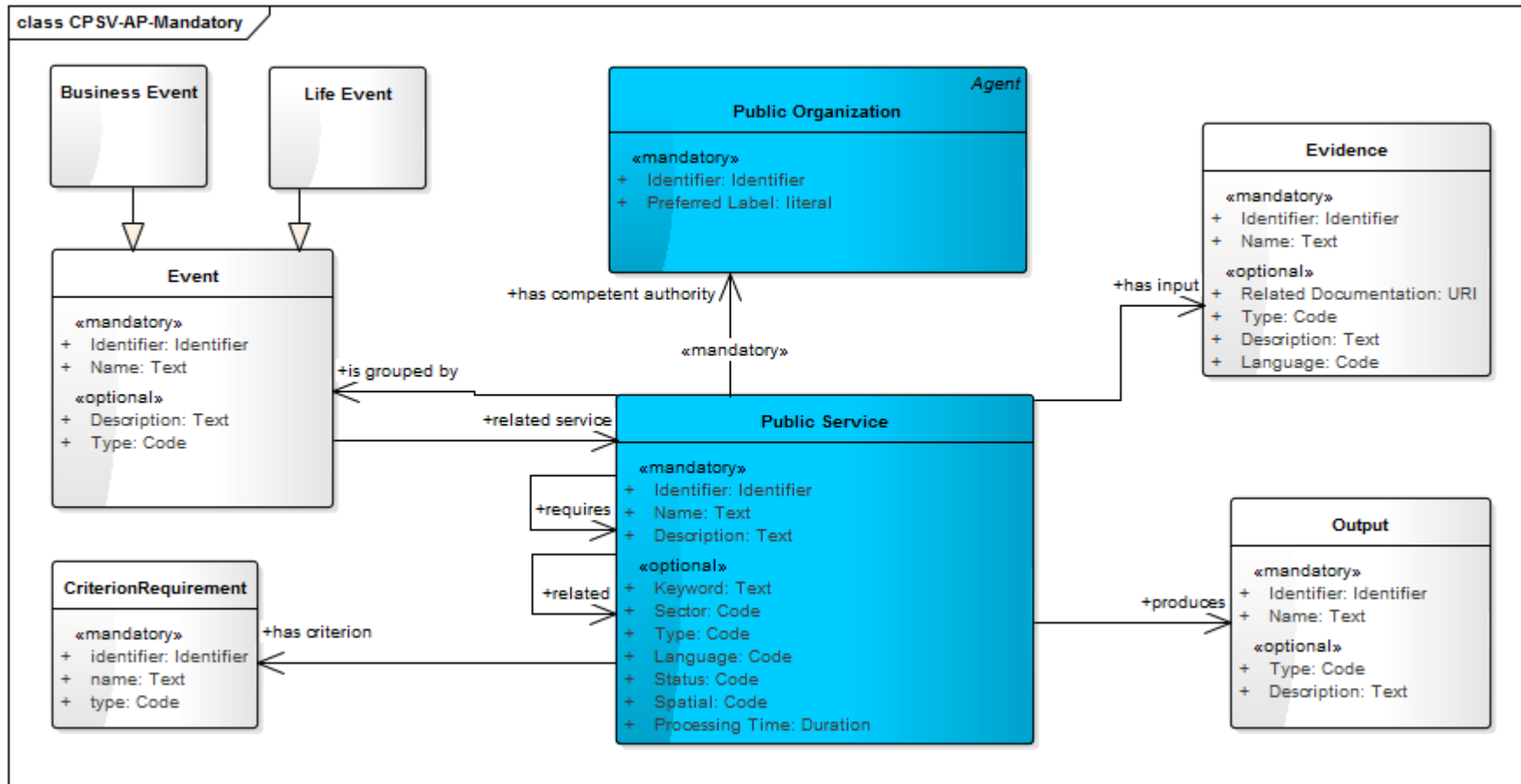


Figure 4 - The classes of the CPSV-AP related to the formal (usually legal) basis for the provision of the service.

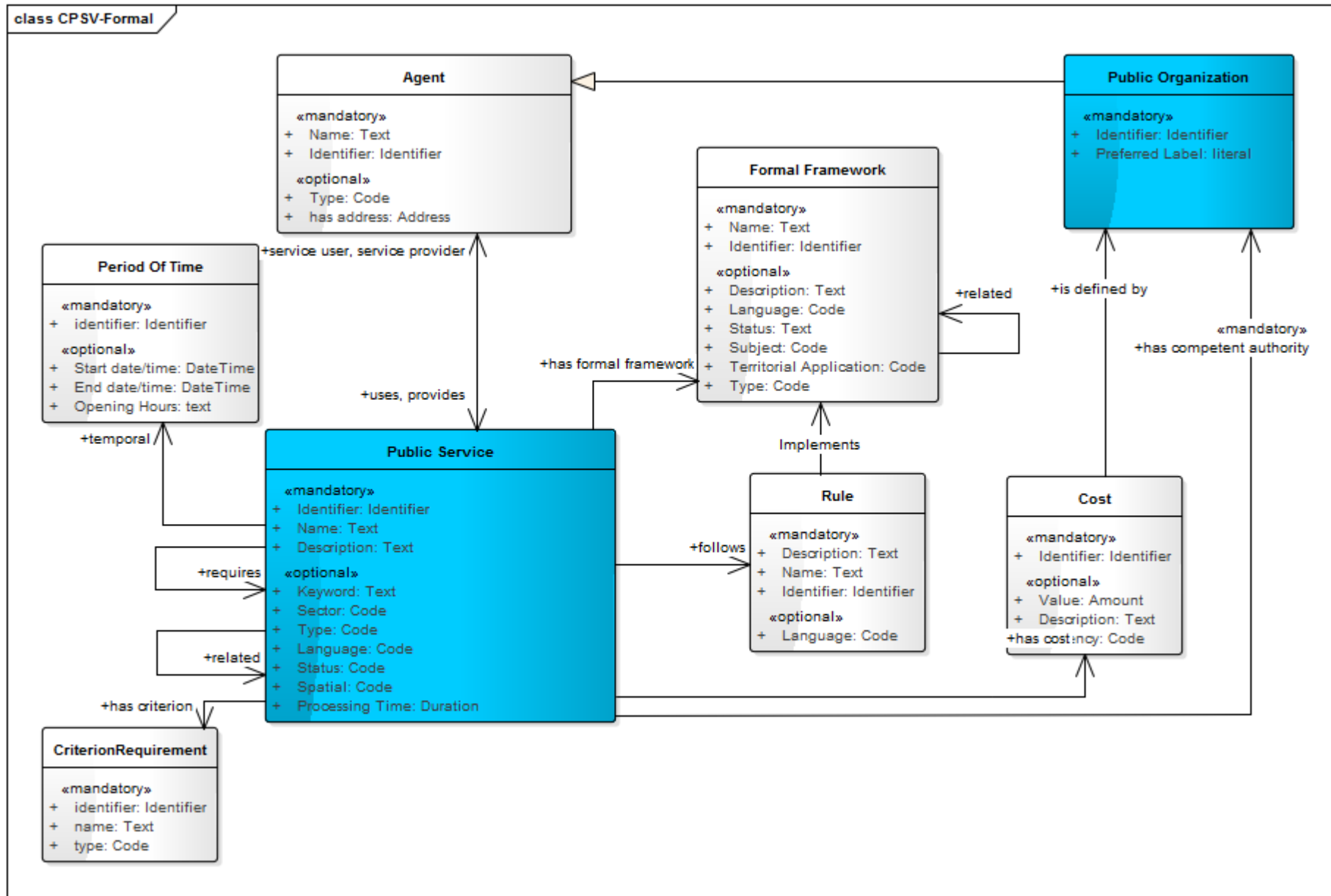
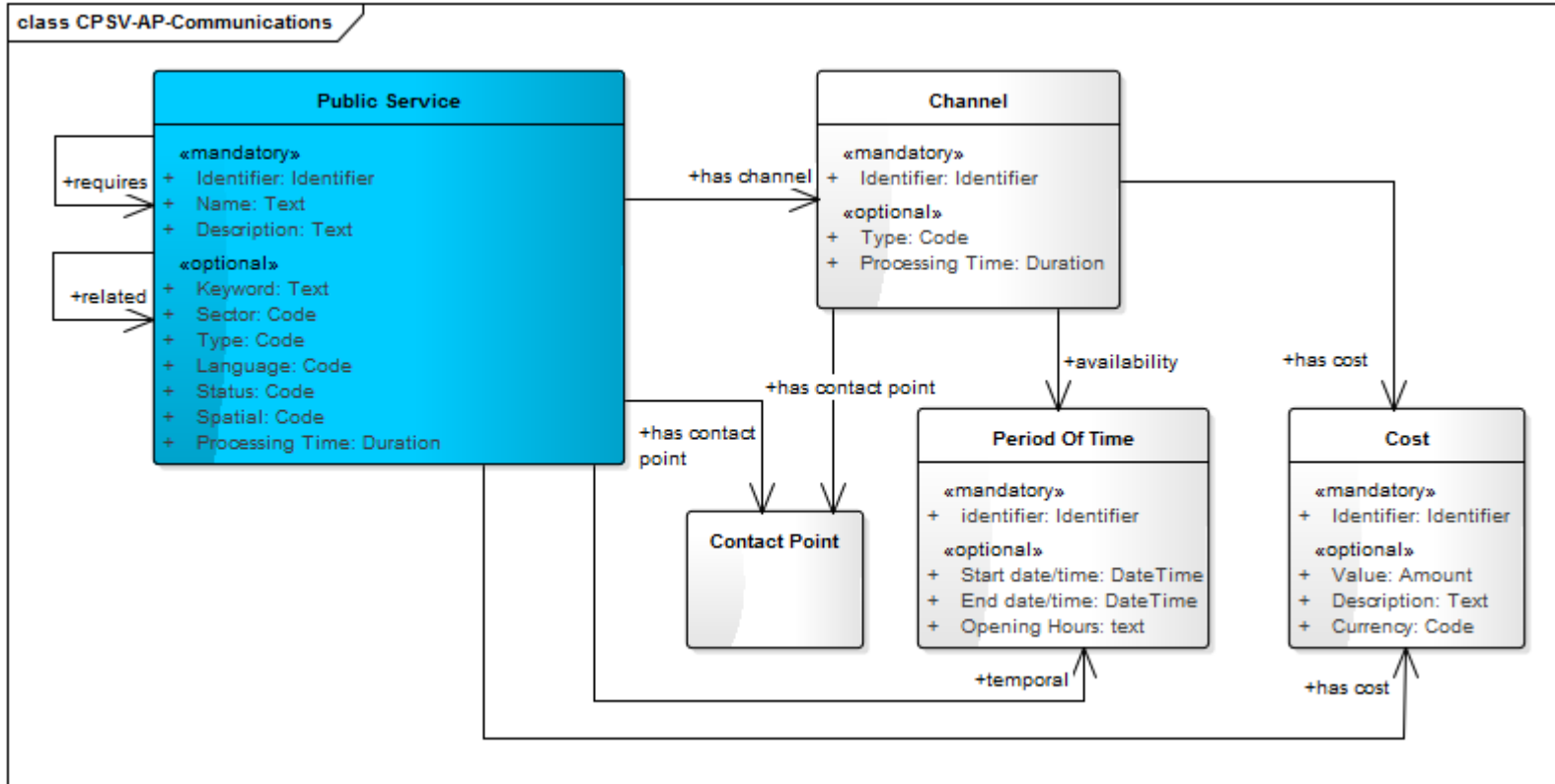


Figure 5 - The classes of the CPSV-AP related to communication with a Public Service



3.1. Mandatory and optional classes and properties of CPSV-AP

To indicate the minimum requirements to comply with the CPSV-AP, the classes and properties are being classified as being mandatory or optional. A minimal implementation of the CPSV-AP at least provides information on the mandatory properties of the mandatory classes. Optional classes can still have mandatory properties for which information should be provided when the particular class is used in the description of the public services and the business events.

The terms mandatory class, optional class, mandatory property and optional property have the following meaning:

- **Mandatory class:** a receiver of data **MUST** be able to process information about instances of the class; a sender of data **MUST** provide information about instances of the class.
- **Optional class:** a receiver **MUST** be able to process information about instances of the class; a sender **MAY** provide the information but is not obliged to do so.
- **Mandatory property:** a receiver **MUST** be able to process the information for that property; a sender **MUST** provide the information for that property. In case the corresponding class is classified as being optional, a receiver **MUST** be able to process the information for that property; a sender **MUST** provide the information for that property if it uses the corresponding class.
- **Optional property:** a receiver **MUST** be able to process the information for that property; a sender **MAY** provide the information for that property if it is available.

The meaning of the terms **MUST**, **MUST NOT**, **SHOULD** and **MAY** in this section and in the following sections are as defined in RFC 2119⁸.

In the given context, the term "processing" means that receivers must accept incoming data and transparently provide these data to applications and services. It does neither imply nor prescribe what applications and services finally do with the data (parse, convert, store, make searchable, display to users, etc.).

"Annex I: Detailed list of mandatory and optional classes and properties" gives an overview of which classes are classified as mandatory or optional. For each class an overview is given of which properties are classified as being mandatory and for which ones the usage is optional.

Additionally the proposal in "Annex I: Detailed list of mandatory and optional classes and properties" has been discussed with the Working Group.

3.2. The Public Service Class

This class represents the Public Service itself. A Public Service is a mandatory or discretionary set of acts performed, or able to be performed, by or on behalf of a public organisation. Services may be for the benefit of an individual, a business, or other public authority, or groups of any of these. The capacity to act exists whether it is used or not, and the term 'benefit' may apply in the sense of enabling the fulfilment of an obligation. As defined in the revised version of the European Interoperability Framework⁹, a European public service comprises any service provided by public administrations in Europe, or by other organisations on their behalf, to businesses, citizens or others public administrations.

⁸ <https://www.ietf.org/rfc/rfc2119.txt>

⁹ http://ec.europa.eu/isa/documents/isa_annex_ii_eif_en.pdf

The following subsections define the properties of the Public Service class.

3.2.1. Identifier [1..1]

This property represents a formally-issued Identifier for the Public Service.

3.2.2. Name [1..1]

This property represents the official Name of the Public Service.

3.2.3. Description [1..1]

This property represents a free text Description of the Public Service. The description is likely to be the text that potential users of the Public Service see in any public service catalogue. Public administrations are encouraged to include a reasonable level of detail in the description, for instance including basic eligibility requirements for the particular Public Service and contact information.

3.2.4. Keyword [0..n]

This property represents a keyword, term or phrase to describe the Public Service.

3.2.5. Sector [0..n]

This property represents the industry or sector a Public Service relates to, or is intended for. For example: environment, safety, housing. Note that a single Public Service may relate to multiple sectors. The possible values for this property are provided as a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.2.6. Type [0..n]

This property represents the type of a Public Service as described in a controlled vocabulary, for instance social protection, health, recreation, culture and religion, economic affairs... The recommended controlled vocabularies are listed in section 4.

3.2.7. Language [0..n]

This property represents the language(s) in which the Public Service is available. This could be one language or multiple languages, for instance in countries with more than one official language. The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.2.8. Status [0..1]

Indicates whether a Public Service is active, inactive, under development etc. according to a controlled vocabulary.

3.2.9. Is Grouped By [0..n]

This property links the Public Service to the Event class (section 3.2). Several Public Services may be associated with a particular Event and, likewise, the same Public Service may be associated with several different Events.

3.2.10. Requires [0..n]

One Public Service may require, or in some way make use of, the output of one or several other Public Services. In this case, for a Public Service to be executed, another Public Service must be executed beforehand. The nature of the requirement will be described in the associated Rule or Input.

3.2.11. *Related [0..n]*

This property represents a Public Service related to the particular instance of the Public Service class.

3.2.12. *Has Criterion [0..n]*

Links a Public Service to a class that describes the criteria for needing or using the service. The Criterion class is defined in the Core Criterion and Core Evidence Vocabulary¹⁰.

3.2.13. *Has Competent Authority [1..1]*

This property links a Public Service to a Public Organization, which is the responsible Agent for the delivery of the Public Service. Whether the particular Public Organization provides the public service directly or outsources it is not relevant. The Public Organization that is the Competent Authority of the service is the one that is ultimately responsible for managing and providing the public service.

The term Competent Authority is defined in the Services Directive (2006/123/EC) in the following way:

“Any body or authority which has a supervisory or regulatory role in a Member State in relation to service activities, including, in particular, administrative authorities, including courts acting as such, professional bodies, and those professional associations or other professional organisations which, in the exercise of their legal autonomy, regulate in a collective manner access to service activities or the exercise thereof”.

3.2.14. *Service Provider [0..n]*

This property links a Public Service to an Agent who provides it. This is distinct from the role of Competent Authority and may be an external contractor.

3.2.15. *Service User [0..n]*

This property links a Public Service to an Agent who uses the service.

3.2.16. *Has Participation [0..n]*

The CPSV-AP defines the three basic roles of Competent Authority, Service Provider and Service User but this simple model can be extended if required using the Has Participation property that links to the Participation class (see section 3.6).

3.2.17. *Has Input [0..n]*

The Has Input property links a Public Service to one or more instances of the Evidence class (see section 3.8). A specific Public Service may require the presence of certain pieces of Evidence in order to be delivered. If the evidence required to make use of a service varies according to the channel through which it is accessed, then Has Input should be at the level of the Channel (section 3.11.8).

3.2.18. *Has Formal Framework [0..n]*

The Has Formal Framework property links a Public Service to a Formal Framework. It indicates the Formal Framework (e.g. legislation) to which the Public Service relates, operates or has its legal basis.

¹⁰ https://joinup.ec.europa.eu/asset/criterion_evidence_cv/description

3.2.19. *Produces [0..n]*

The Produces property links a Public Service to one or more instances of the Output class (see section 3.9), describing the actual result of executing a given Public Service. Outputs can be any resource, for instance a document, artefact or anything else being produced as a result of executing the Public Service.

3.2.20. *Follows [0..n]*

The follows property links a Public Service to the Rule(s) under which it operates. The definition of the Rule class is very broad. In a typical case, the competent authority that provides the public service will also define the rules that will implement its own policies. The CPSV-AP is flexible to allow for significant variation in such a scenario.

3.2.21. *Spatial, Temporal [0..n]*

A Public Service is likely to be available only within a given area, typically the area covered by a particular public authority. Also a Public Service may be available within certain time periods such as the winter months.

A common usage of spatial will be to define the Administrative Territorial Unit(s) – typically a country or region – in which a Public Service is available. The Publications Office of the European Union offers a URI set¹¹ that is suitable for this purpose, e.g. Malta is identified by <http://publications.europa.eu/resource/authority/atu/MLT>, West Flanders by http://publications.europa.eu/resource/authority/atu/BEL_PR_WVL and so on.

Section 3.12 describes the Period of Time class that should be linked from a Public Service using the Temporal property.

N.B. These restrictions are not meant to be used to describe eligibility or the speed of operation of the service. These aspects will be covered by the Criterion class.

3.2.22. *Has Contact Point [0..1]*

A contact point for the service is almost always helpful. The value of this property, the contact information itself, should be provided using VCard. Note that the contact information should be relevant to the Public Service which may not be the same as contact information for the Competent Authority or any Participant. Furthermore, there may be different contact information for each channel through which the Public Service is available.

3.2.23. *Has Channel [0..n]*

This property links the Public Service to any Channel through which an Agent provides, uses or otherwise interacts with the Public Service, such as an online service, phone number or office. See section 3.11

3.2.24. *Processing time [0..1]*

The value of this property is the (estimated) time needed for executing a Public Service. If more appropriate, the processing time property can be applied at the level of the Channel (section 3.11) rather than the Public Service but should not be applied to both. Either way, the actual information is provided using the ISO8601 syntax for durations. Some examples are provided below:

¹¹ <http://publications.europa.eu/resource/authority/atu/>

Duration	Syntax
5 years	P5Y
1 month	P1M
3 days	P3D
2 days 4 hours	P2DT4H

Durations begin with an uppercase P followed by the number and the relevant designator, formally: P[n]Y[n]M[n]DT[n]H[n]M[n]S, where Y is for years, M for months etc. Note that days and times are separated by an uppercase T which also disambiguates M as meaning month (P2M means 2 months) or minute (PT2M means 2 minutes). Durations may also be defined as a number of weeks so P4W means 4 weeks. A full explanation is provided in the Wikipedia page¹² that references the official ISO standard¹³.

This approach is consistent with both schema.org and the W3C OWL Time Ontology.

3.2.25. *Has Cost [0..1]*

The Has Cost property links a Public Service to one or more instances of the Cost class (see section 3.10). It indicates the any costs related to the execution of a Public Service that the for the citizen or business related to the execution of the particular Public Service. As with has processing time, if more appropriate, the processing time property can be applied at the level of the Channel (section 3.11) rather than the Public Service but should not be applied to both.

3.3. The Event class

This is an abstract class that represents an event that can be of any type that triggers, makes use of, or in some way is related to, a Public Service. It is not expected to be used directly, rather, one or other of its subclasses should be used. The properties of the class are, of course, inherited by those subclasses.

The Event class is used as a hook either to a single related Public Service, such as diagnosis of illness being related to application for sickness benefit (section 3.3.5); or to a group of Public Services, such as all those related to the establishment of a new business (see section **Error! Reference source not found.**).

3.3.1. *Identifier [1..1]*

This property represents an Identifier for the Event.

3.3.2. *Name [1..1]*

This property represents the Name (or title) of the Event.

3.3.3. *Description [0..1]*

This property represents a free text description of the Event. The description is likely to be the text that a business or citizen sees for that specific Event when looking for relevant Public Services. Public administrations are therefore encouraged to include a reasonable level of detail in the description.

3.3.4. *Type [0..n]*

The type property links an Event to a controlled vocabulary of event types and it is the nature of those controlled vocabularies that is the major difference between a business event, such as creating the business in the first place and a life event, such as the birth of a child.

¹² https://en.wikipedia.org/wiki/ISO_8601#Durations

¹³ http://www.iso.org/iso/catalogue_detail?csnumber=40874

3.3.5. *Related Service [0..n]*

This property links an event directly to a public service that is related to it.

3.4. **The Business Event class**

This class represents a Business Event, which specialises Event. A Business Event is a specific situation or event in the lifecycle of a business that fulfils one or more needs or (legal) obligations of that business at this specific point in time. A Business Event requires a set of public services to be delivered and consumed in order for the associated business need(s) or obligation(s) to be fulfilled. Business Events are defined within the context of a particular Member State.

In other words, a Business Event groups together a number of public services that need to be delivered for completing that particular event.

3.5. **The Life Event Class**

The Life Event class represents an important event or situations in a citizen's life where public services may be required. Note the scope: an individual will encounter any number of 'events' in the general sense of the word. In the context of the CPSV-AP, the Life Event class **only** represents an event for which a Public Service is related. For example, a couple becoming engaged is not a CPSV-AP Life Event, getting married is, since only the latter has any relevance to public services.

3.6. **The Participation Class**

The CPSV-AP recognises three common roles connected with public services: the Competent Authority, the Service Provider and the Service user (sections **Error! Reference source not found.** to **Error! Reference source not found.**). However, this simple structure does not allow statements to be made about those participants, such the start and end date of a contract, nor does it support the inclusion of other roles. The Participation class supports this extra complexity if required. The model is consistent with the CPOV which in turn is based on the W3C Organization Ontology that supports the common cases simply but allows the complex cases where necessary.

3.6.1. *Identifier [1..1]*

This property represents an Identifier for the Participation.

3.6.2. *Description [1..1]*

A free text description of the Participation.

3.6.3. *Role [1..n]*

Provides the role played. This should be provided using a controlled vocabulary. Since this is an extension mechanism for the CSPV-AP, the controlled vocabulary should be decided to suit local implementations.

3.7. **The CriterionRequirement Class**

Not all public services are needed or usable by everyone. For example, the visa service operated by European countries is not needed by European citizens but is needed by some citizens from elsewhere, or public services offering unemployment benefits and grants are targeting specific

societal groups. The CPSV reuses the Core Criterion and Core Evidence Vocabulary¹⁴ for this class. The CCCEV provides more details but the CriterionRequirement class has three mandatory properties.

3.7.1. Identifier [1..1]

This property represents an Identifier for the CriterionRequirement.

3.7.2. Name [1..1]

This property represents the official Name of the CriterionRequirement.

3.7.3. Type [1..1]

This property represents the type of CriterionRequirement as described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.8. The Evidence Class

The Evidence class is defined in the Core Criterion and Core Evidence vocabulary (CCCEV) as any resource that can document or support a criterion response. It contains information that proves that a criterion requirement exists or is true, in particular evidences are used to prove that a specific criterion is met.

Although the wording of the definition is different, the semantics are an exact match for CPSV's Input class which it replaces.

Evidence can be any resource - document, artefact – anything needed for executing the Public Service. In the context of Public Services, Evidence is usually administrative documents or completed application forms. A specific Public Service may require the presence of certain Evidence or combinations of Evidence in order to be delivered.

In some cases, the Output of one service will be Evidence for another service. Such relationships should be described in the associated Rule(s).

3.8.1. Identifier [1..1]

This property represents an Identifier for the piece of Evidence.

3.8.2. Name [1..1]

This property represents the official Name of the piece of Evidence.

3.8.3. Description [0..1]

This property represents a free text Description of the piece of Evidence.

3.8.4. Type [0..1]

This property represents the type of Evidence as described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.8.5. Related Documentation [0..n]

This property represents documentation that contains information related to the Evidence, for instance a particular template for an administrative document, an application or a guide on formatting the Input.

¹⁴ https://joinup.ec.europa.eu/asset/criterion_evidence_cv/description

3.8.6. Language [0..n]

Indicates the language(s) in which the Evidence must be provided.

3.9. The Output Class

Outputs can be any resource - document, artefact – anything produced by the Public Service. In the context of a Public Service, the output provides an official document or other artefact of the Competent Authority (Public Organization) that permits/authorises/entitles an Agent to (do) something.

In some cases, the Output of one Public Service will be used as evidence to fulfil a criterion requirement of another Public Service. Such relationships should be described in the associated Rule(s).

3.9.1. Identifier [1..1]

This property represents an Identifier for the Output.

3.9.2. Name [1..1]

This property represents the official Name of the Output.

3.9.3. Description [0..1]

This property represents a free text Description of the Output.

3.9.4. Type [0..n]

This property represents the type of Output as defined in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.10. The Cost Class

The Cost class represents any costs related to the execution of a Public Service that the Agent consuming it needs to pay.

3.10.1. Identifier [1..]

This property represents an Identifier for the Cost.

3.10.2. Value [0..1]

This property represents a numeric value indicating the amount of the Cost.

3.10.3. Currency [0..1]

This property represents the currency in which the Cost needs to be paid and the value of the Cost is expressed. The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.10.4. Description [0..1]

This property represents a free text description of the Cost.

3.10.5. Is Defined By [0..1]

This property links the Cost class with one or more instances of the Public Organization class (section 3.16). This property indicates which Public Organization is the Competent Authority for defining the costs associated with the delivery of a particular Public Service.

3.11. The Channel Class

The Channel class represents the medium through which an Agent provides, uses or interacts in another way with a Public Service. Typical examples include online services, phone, walk-in centres etc.

3.11.1. Identifier [1..1]

This property represents an Identifier for the Channel.

3.11.2. Is Owned By [0..n]

This property links the Channel class with one or more instances of the Public Organization class (section 3.16). This property indicates the owner of a specific Channel through which a Public Service is being delivered.

3.11.3. Type [0..1]

This property represents the type of Channel as defined in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.11.4. Has Contact point [1..n]

Links a channel to a method of contact. The actual method of contact is provided using the Contact Point class from the Core Public Organization Vocabulary which in turn uses VCard to provide information such as phone number, homepage etc.

3.11.5. Processing Time [0..1]

If the processing time for a Public Service varies according to which channel is used, then it should be applied at the channel level and not at the Public Service level. See section **Error! Reference source not found.** for the syntax used to describe durations.

3.11.6. Availability [0..1]

Links a channel to information about when the channel is available, such as the opening hours of an office or telephone service. This is provided using the Period of Time class (section 3.12).

3.11.7. Has Cost [0..1]

Links the Channel class to a the Cost class providing information on any costs related to the execution of a Public Service when the cost of a Public Service varies according to which channel is used. Only in this case this property should be used at the channel level and not at the Public Service level. Either way, the actual information is provided by the Cost class (see section 3.10).

3.11.8. Has Input [0..n]

In the majority of cases, the evidence required to use a Public Service will be independent of the channel through which the service is accessed. The Has Input property should normally be used to link a Public Service directly to one or more pieces of Evidence (see section **Error! Reference source not found.**). However, where the type of Evidence required varies according to the channel used to access the Public Service, then the Has Input property may be used at the Channel level. For example, a digital signature may be required for an online channel, whereas a physical signature may be required for a face to face service provision.

3.12. The Period of Time Class

The Period of Time class represents an interval of time. When linked from the Public Service to the Period of Time (using Temporal, section **Error! Reference source not found.**) it defines the period in which the service as a whole is available. This might just be a start date but with no end date for services that are still active, or information about seasonal availability. An end date will indicate the date on which the service was terminated.

If linked from a Channel (using the Availability property, section 3.11.6) then it indicates when the particular channel is in operation. For example, the opening hours of an office or telephone service.

3.12.1. Identifier [1..1]

This property represents an Identifier for the Period of Time.

3.12.2. Start date and end date [0..1]

The start data and end date properties represents the start and end of the period that the Public Service is available or active.

There is a degree of flexibility in the way they are used. If the value is a complete date then that indicates a specific date and should be typed using the well-known `xsd:date` which is conformant to ISO8601. However, if a service is only available for certain periods of the year then the values can be numeric representations of the month (the MM part of an ISO8601 date) typed as `xsd:gMonth`. For example, to state that a public service is available between April and September the value of `startDate` would be 04 and `endDate` 09.

A start date may be given without an end date, indicating that the public service/channel is ongoing.

3.12.3. Opening Hours [0..1]

This property represents the opening hours of a channel. The value should follow the flexible format defined for `schema.org's` opening hours property¹⁵. Following that structure, days of the week are represented by two letter codes (Mo, Tu, We, Th, Fr, Sa, Su). Lists should be comma separated (for example: Mo, We, Fr) and periods separated by a hyphen (for example: Mo-Fr).

If it is appropriate to add opening hours then this follows the day so if a phone service is available 08:00 – 20:00 Monday to Saturday and 08:00 – 18:00 on Sundays that would be encoded as Mo-Sa 08:00-20:00, Su 08:00-18:00.

3.13. The Rule Class

The Rule class represents a document that sets out the specific rules, guidelines or procedures that the Public Service follows. It includes the terms of service, licence, and authentication requirements of the Public Service.

Instances of the Rule class are FRBR Expressions, that is, a concrete expression such as a document, of the more abstract concept of the rules themselves. The CPSV-AP does not envisage instances of the Rule class as machine-readable business rules.

Detailed modelling of the rules related to Public Services is out of scope of the CPSV-AP.

3.13.1. Identifier [1..1]

This property represents an Identifier for the Rule.

3.13.2. Description [1..1]

This property represents a free text Description of the Rule.

3.13.3. Language [0..n]

This property represents the language(s) in which the Rule is available. This could be one or multiple languages, for instance in countries with more than one official language. The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

¹⁵ <http://schema.org/openingHours>

3.13.4. *Name [1..1]*

This property represents the name of the Rule.

3.13.5. *Implements [0..n]*

The Implements property links a Rule to relevant legislation or policy documents i.e. the Formal Framework under which the Rules are being defined (see section 3.14).

3.14. The Formal Framework Class

This class represents the legislation, policy or policies that lie behind the Rules that govern the service.

The definition and properties of the Formal Framework class in the CPSV-AP are aligned with the ontology included in "Council conclusions inviting the introduction of the European Legislation Identifier (ELI)"¹⁶.

3.14.1. *Name [1..1]*

This property represents the Name of the Formal Framework.

3.14.2. *Identifier [1..1]*

This property represents a formally-issued Identifier for the Formal Framework. Similarly as in ELI, this can be a Local Identifier, which is the unique identifier used in a local reference system. Also this can be a URI following the URI-path as defined in ELI.

3.14.3. *Description [1..1]*

This property represents a free text Description of the Formal Framework.

3.14.4. *Language [0..n]*

This property represents the Language(s) in which the Formal Framework is available. The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.14.5. *Status [0..1]*

This property represents the Status of the Formal Framework, for instance in force, not in force, partially applicable, implicitly revoked, explicitly revoked, repealed, expired, suspended, ... The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.14.6. *Subject [0..n]*

This property represents the Subject of this Formal Framework. The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.14.7. *Territorial Application [0..n]*

This property represents the geographical scope of where the Formal Framework is applicable, for instance EU, country/Member State, region...

The values of this property come from a controlled vocabulary, for instance ATU NAL¹⁷. The recommended controlled vocabularies are listed in section 4.

¹⁶ <http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:52012XG1026%2801%29>

¹⁷ <http://publications.europa.eu/mdr/authority/atu-type/index.html>

3.14.8. *Type [0..n]*

This property represents the Type of a Formal Framework as described in a controlled vocabulary (e.g. directive, law, draft proposition, Parliamentary act, ministerial decision etc.). The possible values for this property are described in a controlled vocabulary. The recommended controlled vocabularies are listed in section 4.

3.14.9. *Related [0..n]*

This property represents another instance of the Formal Framework class that is related to the particular Formal Framework being described.

3.15. The Agent Class

The Agent class is any resource that acts or has the power to act. This includes people, organisations and groups. The Public Organization class, defined in the Core Public Organization Vocabulary, is a notable sub class of Agent.

3.15.1. *Name [1..1]*

This property represents the Name of the Agent.

3.15.2. *Identifier [1..1]*

This property represents an Identifier for the Agent.

3.15.3. *Type [0..n]*

This property represents the Type of an Agent as described in a controlled vocabulary. In the context of CPSV-AP an Agent can be a Public Organization or a Person. The recommended controlled vocabularies are listed in section 4.

3.15.4. *Plays Role [0..n]*

This property links an Agent to the Participation class. The Participation class is defined in section 3.6 and facilitates the detailed description of how an Agent participates in or interacts with a Public Service and may include temporal and spatial constraints on that participation.

3.15.5. *Uses [0..n]*

This property links an Agent to a Public Service in which it plays the specific role of user, meaning that it provides the input and receives the output but does not play any direct role in providing the service. This will typically be an individual citizen or an outside organisation.

3.15.6. *Has Address [0..1]*

This property represents an Address related to an Agent. Asserting the address relationship implies that the Agent has an Address.

3.16. The Public Organization Class

The CPSV-AP reuses the Core Public Organisation Vocabulary¹⁸ that defines the concept of a Public Organization and associated properties and relationships. It is largely based on the W3C Organization Ontology¹⁹.

Within the CPSV-AP the following properties are mandatory:

- identifier
- preferred label
- spatial

¹⁸ https://joinup.ec.europa.eu/asset/cpov/asset_release/all

¹⁹ <http://www.w3.org/TR/vocab-org/>

The value of the latter should be a URI from the Administrative Territorial Units²⁰ Named Authority List maintained by the Publications Office's Metadata Registry.

3.17. The Contact Point Class

This class represents the contact information for a Public Service, Channel, Public Organization etc. It is defined in the Core Public Organization Vocabulary and is usually provided as a VCard.

²⁰ <http://publications.europa.eu/mdr/authority/atu/>

4. RECOMMENDED CONTROLLED VOCABULARIES

In order to facilitate the exchange of information on Public Services grouped into business events or life events, controlled vocabularies are intended to harmonise the possible values for certain properties. This improves the interoperability of the descriptions and eases the integration of information coming from different sources. As for the CPSV-AP Domain Model described in section 3, Public Organisations can map the values of the controlled vocabularies they use for describing Public Services in their MS, to the specific values of the controlled vocabularies suggested below.

It is important to mention that the recommended controlled vocabularies in CPSV-AP can also be extended by the MSs in order to meet their specific needs. In particular, this can be useful for recommended controlled vocabularies of which only high-level values have been defined. For example, for the property "Type" of the class "Business Event", a MS can extend this particular controlled vocabulary by adding additional events or providing additional levels of granularity.

Where possible, Table 1 provides a suggestion for the controlled vocabularies for the properties included in the CPSV-AP. For elaborating the overview, controlled vocabularies that have been developed in the context of European initiatives or other supra-national initiatives (e.g. EL, Named Authority Lists, Eurovoc, NACE, COFOG...) and that have already been used in multiple applications, are maximally being re-used. Also, in order to align with existing Core Vocabularies, the controlled vocabularies already used there are maximally reused in this application profile. Also, existing controlled vocabularies in the Member States are also taken into account.

Specifically for the list 1st and 2nd level business events, 1st level life events and output types, the suggested controlled vocabulary was based on an analysis done in the context of deliverable "D02.01-Analysis on the needs for the description of public services" of SC270. For this, data was collected from literature and existing public service portals, and this data was compared, interpreted and analysed in order to come up with a proposal. This proposal was discussed in a meeting of the WG, and the feedback received was processed into amended versions which have been added to this specification as recommended controlled vocabularies for:

- Business event type;
- Life event type; and
- Output type.

A more detailed description of the approach has been described as part of deliverable "D02.01-Analysis on the needs for the description of public services" of SC270.

Table 1: CPSV-AP controlled vocabularies

Class	Property	Controlled vocabulary
Event	Type	Business Event
		Life Event

Class	Property	Controlled vocabulary
Business Event	Type ²¹	<p>Starting business</p> <ul style="list-style-type: none"> - 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 <p>Starting cross-border business</p> <ul style="list-style-type: none"> - Registering a cross-border business - Registering a branch <p>Doing business</p> <ul style="list-style-type: none"> - 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 <p>Closing business</p> <ul style="list-style-type: none"> - Restructuring of a company - Dissolution of a company
Life Event	Type ²²	<p>Getting a child</p> <p>Becoming a (social) caretaker</p> <p>Starting education</p> <p>Looking for a new job</p> <p>Losing/quitting a job</p> <p>Looking for a place to live</p> <p>Changing relationship status</p> <p>Driving a vehicle</p> <p>Travelling abroad</p> <p>Moving to/from the country</p> <p>Going into military service</p>

²¹ The 2nd level business events might apply for different 1st level business events, leading to a many-to-many mapping between 1st and 2nd level business events. A description for each 2nd level business event has been included in "Annex V: Description of 2nd level business events".

²² The list currently only includes a 1st level for life events. A description for each 1st level life events has been included in "Annex IV: Description of 1st level life events".

Class	Property	Controlled vocabulary
		Facing an emergency / health problem Facing a crime Getting retired Decease of a relative
Public Service	Type	COFOG taxonomy ²³
	Language	European Publications Office's Languages Named Authority List (NAL)
	Sector	List of NACE codes ²⁴
	Spatial	European Publications Office's Administrative Territorial Units Named Authority List ²⁵
	Status	TBC
CriterionRequirement	Type	TBC
Evidence	Type	TBC
Output	Type ²⁶	Declaration Physical object Code Financial obligation Financial benefit Recognition Permit
Cost	Currency	European Publications Office's Currencies Named Authority List (NAL) ²⁷
Channel	Type	E-mail Homepage Fax Assistant Telephone Mobile App Digital TV Mail Service Bureau Client's Location
Rule	Language	European Publications Office's Languages Named Authority List (NAL)

²³ <http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=4>

²⁴ http://ec.europa.eu/competition/mergers/cases/index/nace_all.html

²⁵ <http://publications.europa.eu/resource/authority/atu/>

²⁶ A description for each output type has been included in "Annex IV: Description of output types".

²⁷ <http://publications.europa.eu/mdr/authority/currency/index.html>

Class	Property	Controlled vocabulary
Formal Framework	Language	European Publications Office's Languages Named Authority List (NAL)
	Status	European Legislation Identifier ²⁸ : in force not in force partially applicable implicitly revoked explicitly revoked repealed expired suspended other
	Subject	Eurovoc domains ²⁹
	Territorial Application	NUTS taxonomy ³⁰
	Type	Resource Types Named Authority Lists (NAL)
Agent	Type	Agent Person Public Organization

²⁸ [http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52012XG1026\(01\)](http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52012XG1026(01))

²⁹ <http://eurovoc.europa.eu/drupal/?q=node/555>

³⁰

http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST_NOM_DTL&StrNom=NUTS_22&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC

5. EXAMPLE DESCRIPTION OF A PUBLIC SERVICE WITH CPSV-AP

This section includes an example description of a public service and its main properties and associated classes. The example that has been described starts from describing the public service (5.1).

Some of the properties of a public service are actually an association with another class. In the case of “has competent authority” for instance, this links the Public Service class with the Public Organization class. In the example “has competent authority” gets a URI as a value, and the Public Organization itself is described in section 5.6. In the example description of a public service, this also applies to “is grouped by” (5.2), “has input” (not described in detail in this example), “produces” (5.4), “has channel” (5.5) and “has cost” (not described in detail in this example).

The example provides data in two different formats:

- Human readable: described in a table per class, where each row of a table is a property of the corresponding class for which the name of the property, cardinality and value are being provided; and
- Machine readable: for each class, the same information is also represented in RDF Turtle.

The data has been created based on an example public service from the Finnish Point of Single Contact³¹, but has been complemented with fictitious data where needed.

5.1. Public Service class

Table 2: Example of Public Service class – Human readable

Property	Value
Identifier	https://www.yrityssuomi.fi/en/palvelu/-/palvelu/electronicapplicationforatrademark?region=helsinki
Name	Electronic application for a trademark
Description	<p>A trademark is a symbol that distinguishes goods and services from the similar goods and services of others.</p> <p>A trademark is a symbol that distinguishes goods and services from the similar goods and services of others. A trademark is a symbol which distinguishes the goods and services of a company from the similar goods and services of other companies. A trademark acts as a means of distinction in the market.</p> <p>A trademark is also an exclusive right. It gives the holder the exclusive right to use the mark in the marketing, packaging or business documents of the goods or services or in any other way, including orally.</p> <p>There are different types of trademarks. A trademark can, for example be, a word, figure, slogan or even a sound.</p> <p>When you register your trademark, you will obtain protection for it for ten years. The protection provided by registration begins on the date of application and can be renewed every ten years.</p>

³¹ <https://www.yrityssuomi.fi/en/?region=helsinki>

Property	Value
Has competent authority	https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki
Language	http://publications.europa.eu/resource/authority/language/ENG
Is grouped by	http://europa.eu/youreurope/businessOntology#start-grow
Has input	https://www.prh.fi/input/form
Produces	https://www.prh.fi/output/result
Has channel	https://www.prh.fi/channel/online
Has channel	https://www.prh.fi/channel/mail
Has cost	https://www.prh.fi/input/cost

Table 3: Example of Public Service class – Machine readable

```

<https://www.yrityssuomi.fi/en/palvelu/-/palvelu/electronicapplicationforatrademark?region=helsinki> a
cv:PublicService ;
  dct:title "Electronic application for a trademark" ;
  dct:description
  "A trademark is a symbol that distinguishes goods and services from the similar goods and services of others.
  A trademark is a symbol that distinguishes goods and services from the similar goods and services of others. A
  trademark is a symbol which distinguishes the goods and services of a company from the similar goods and
  services of other companies. A trademark acts as a means of distinction in the market.
  A trademark is also an exclusive right. It gives the holder the exclusive right to use the mark in the marketing,
  packaging or business documents of the goods or services or in any other way, including orally.
  There are different types of trademarks. A trademark can, for example be, a word, figure, slogan or even a sound.
  When you register your trademark, you will obtain protection for it for ten years. The protection provided by
  registration begins on the date of application and can be renewed every ten years" ;
  cv:hasCompetentAuthority <https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/
  8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki> ;
  dct:language <http://publications.europa.eu/resource/authority/language/ENG> ;
  cv:isGroupedBy <http://europa.eu/youreurope/businessOntology#start-grow> ;
  cv:hasInput <https://www.prh.fi/input/form> ;
  cv:produces <https://www.prh.fi/output/result> ;
  cv:hasChannel <https://www.prh.fi/channel/online> ;
  cv:hasChannel <https://www.prh.fi/channel/mail> ;
  cv:hasCost <https://www.prh.fi/input/cost> .

```

5.2. Business Event class

Table 4: Example of Business Event class – Human readable

Property	Value
Identifier	http://europa.eu/youreurope/businessOntology#start-grow
Name	Start & grow
Type	Registering intellectual property
Related service	https://www.yrityssuomi.fi/en/palvelu/-/palvelu/electronicapplicationforatrademark?region=helsinki

Table 5: Example of Public Service class – Machine readable

```

<http://europa.eu/youreurope/businessOntology#start-grow> a cv:BusinessEvent ;
  dct:title "Start & grow" ;

```

dct:type <<http://127.0.0.1:3333/Registering+intellectual+property> > ;
cv:relatedService <<https://www.yrityssuomi.fi/en/palvelu/-/palvelu/electronicapplicationforatrademark?region=helsinki> > .

5.3. Evidence

Table 6: Example of Evidence class – Human readable

Property	Value
Identifier	https://www.prh.fi/input/form
Name	Form to apply for a trademark
Description	The application must include the applicant's name or company name, domicile or registered office and address. A trademark can be applied for by either a company, an organisation or a private person.
Language	http://publications.europa.eu/resource/authority/language/FIN
Language	http://publications.europa.eu/resource/authority/language/SWE
Related documenta tion	https://www.prh.fi/stc/forms/tavaramerkin_rekisterointihakemus.pdf

Table 7: Example of Evidence class – Machine readable

<<https://www.prh.fi/input/form>> a **cv:Input** ;
dct:title "Form to apply for a trademark" ;
dct:description "The application must include the applicant's name or company name, domicile or registered office and address. A trademark can be applied for by either a company, an organisation or a private person" ;
dct:language <<http://publications.europa.eu/resource/authority/language/FIN>> ;
dct:language <<http://publications.europa.eu/resource/authority/language/SWE>> ;
foaf:page <https://www.prh.fi/stc/forms/tavaramerkin_rekisterointihakemus.pdf> .

5.4. Output

Table 8: Example of Formal Framework class – Human readable

Property	Value
Identifier	https://www.prh.fi/output/result
Name	Trademark
Type	Recognition

Table 9: Example of Output class – Machine readable

<<https://www.prh.fi/output/result>> a **cv:Output** ;
dct:title "Trademark" ;
dct:type <<http://127.0.0.1:3333/Recognition>> .

5.5. Channel

Table 10: Example of Channel class 1 – Human readable

Property	Value
Identifier	https://www.prh.fi/channel/online
Has contact point	https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki
Owned by	https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki

Table 11: Example of Channel class 2 – Human readable

Property	Value
Identifier	https://www.prh.fi/channel/mail
Has contact point	https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki
Owned by	https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki
Has input	https://www.prh.fi/stc/forms/tavaramerkin_rekisterointihakemus.pdf

Table 12: Example of Channel class – Machine readable

```
<https://www.prh.fi/channel/online> a cv:Channel ;
  v:Card <https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki> ;
  cv:ownedBy <https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki> .

<https://www.prh.fi/channel/mail> a cv:Channel ;
  v:Card <https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki> ;
  cv:ownedBy <https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki> ;
  cv:hasInput <https://www.prh.fi/stc/forms/tavaramerkin\_rekisterointihakemus.pdf> .
```

5.6. Public Organization

Table 13: Example of Public Organization class – Human readable

Property	Value
Identifier	https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki
Name	The Finnish Patent and Registration Office
Preferred label	PRH
Plays role	https://www.yrityssuomi.fi/en/palvelu/-/palvelu/electronicapplicationforatrademark?region=helsinki
Has address	http://www.prh.fi/address

Table 14: Example of Public Organization class – Machine readable

```
<https://www.yrityssuomi.fi/en/organisaatio?id=workspace://SpacesStore/8566c45a-8b9e-46d5-8371-81c8ad002362&region=helsinki> a cv:PublicOrganisation ;  
  dct:title "The Finnish Patent and Registration Office" ;  
  cv:preferred "PRH" ;  
  cv:hasRole <https://www.yrityssuomi.fi/en/palvelu/-/palvelu/electronicapplicationforatrademark?region=helsinki> ;  
  <http://www.w3.org/ns/locn#address> <http://ec.europa.eu/taxation\_customs/resources/documents/taxation/vat/traders/vat\_refunds/refund\_contact\_details\_table\_en.pdf#country/Belgium/Address> .
```


6. CONFORMANCE STATEMENT

6.1. Provider requirements

In order to conform to the Core Public Service Vocabulary Application Profile (CPSV-AP), any implementation **MUST**:

- Include at least all mandatory properties of all mandatory classes as indicated in "Annex I: Detailed list of mandatory and optional classes and properties";
- Include at least all mandatory properties of any optional class used for describing the Public Service, as indicated in "Annex I: Detailed list of mandatory and optional classes and properties";
- Not have more than one instance of those properties that have 1 as maximum cardinality as specified in each subsection from Section 3.2 to Section 3.17;
- Define each property value according to the type specified in section 3 (see the UML diagram in Figure 2, Figure 3, Figure 4 and Figure 5);
- Use the terms (classes and properties) in a way consistent with their semantics as declared in Section 3;
- Not use terms from other controlled vocabularies instead of ones defined in this specification (section 4).

A conforming implementation of the Core Public Service Application Profile may include classes and properties from other data models (vocabularies).

The Core Public Service Vocabulary Application Profile is technology-neutral and a publisher may use any of the terms defined in this document encoded in any technology although RDF and XML are preferred.

6.2. Receiver requirements

In order to conform to the Core Public Service Vocabulary Application Profile, any application that receives metadata **MUST** be able to:

- Process information for all classes specified in Section 3;
- Process information for all properties specified in Section 3.
- Process information for all controlled vocabularies specified in Section 4.

"Processing" means that receivers must accept incoming data and transparently provide these data to applications and services. It does neither imply nor prescribe what applications and services finally do with the data (parse, convert, store, make searchable, display to users, etc.).

7. ACCESSIBILITY AND MULTILINGUAL ASPECTS

The CPSV-AP can operate in any language as:

- In a multilingual context, all datatype properties with datatype "text" (for instance Name, Description...), where the value for that property may exist in multiple languages, the property has multiple instances which are tagged with a language identifier for each language in which the value for that property exists.
- The language(s) in which a service is available can easily be specified;
- The specification strongly encourages the use of URIs as identifiers and all URIs are 'dumb strings.' Although they clearly make use of English words, they do not convey those words - that is done by the human-readable labels which can be multilingual.
- The acronym URI is used throughout the document due to widespread familiarity. However, Internationalised Resource Identifiers (IRIs) are equally usable, and these can use any character in any script³².
- Translations of the labels used in the various terms can readily be added to the schema (please contact the working group if you can help with this). The CPSV Working Group³³ has already provided multilingual labels and descriptions for classes and properties³⁴.

³² <http://www.ietf.org/rfc/rfc3987.txt>

³³ <https://joinup.ec.europa.eu/node/52600/>

³⁴

https://docs.google.com/spreadsheet/ccc?key=0Arqf55JwcBx4dGpvVG5BcTVqaUNKTEFJX09xcXpaRUE&usp=drive_web#gid=3

8. ACKNOWLEDGEMENTS

Table 15: CPSV-AP Working Group Members

Name	Affiliation
Dominik Klauser	Austrian Federal Chancellery, Austria
Werner Vanborren	DG GROW, European Commission
Carolina Gario	Digital Single Market, European Commission
Bart Hanssens	Fedict, Belgium
Thomas D'haenens	Flemish Agency for Information, Belgium
Katrien De Smet	
Thimo Thoeye	Stad Gent, Belgium
Eva Christina Andersson	CADF United Nations DR Congo External actions, Belgium
Neven Vrček	University of Zagreb, Croatia
Janek Rozov	Ministry of Economic Affairs and Communications, Estonia
Airi Reidi	
Risto Hinno	
Marco Latvanen	Suomi.fi, Finland
Konstantinas Pečiulis	Enterprise Lithuania, Lithuania
Themis Tambouris	University of Macedonia, Greece
Yannis Charalabidis	
Loukia Demiri	Ministry of Interior, Greece
Antonio Rotundo	AgID, Italy
Giorgia Lodi	
Francesca Gleria	Trento PaT, Italy
Marco Combetto	
Nicola Guarino	CNR, Italy
Dita Gabalina	VARAM, Latvia
Vytautas Juršėnas	Ministry of the Interior (national public service catalogue), Lithuania
Muriel Foulonneau	Institute of Science & Technology, Luxembourg
Joseph Azzopardi	Information Technology Agency, Malta
Marco Aarts	ICTU, The Netherlands
Patrocinio Nieto	Ministry of Finance and Public Administrations, Spain
Hans Ekstål	Bolagsverket - Swedish Companies Registration Office, Sweden
Mikael Österlund	
Eduards Cauna	Ministry of Environmental Protection and Regional Development, Latvia
Lyubomir Blagoev	USW, Bulgaria
Julien Silverio	Centre of Information Technologies of the State (CTIE), Luxembourg
Miguel Alvarez-Rodriguez	ISA, European Commission
Peter Burian	
Sol Mateu	
Phil Archer	W3C
Nikolaos Loutas	PwC EU Services

Name	Affiliation
Michiel De Keyzer	
Christophe Parrein	
Ana Fernández de Soria	

9. CHANGE LOG

Changes since the original CPSV-AP are as follows.

- Addition of the abstract Event class (3.2) of which Business Event is now a sub class (3.4). This facilitated the addition of the Life Event class (3.5) as a sub class of the Event.
- Alignment with the Core Public Organisation Vocabulary so that the Formal Organization class is replaced by the CPOV's Public Organisation (3.16). Only the identifier and preferred label (the formal name of the organisation) are mandatory properties.
- Also, in alignment with CPOV, the Contact Point class added.
- Contact Point, Period of Time, processing Time and Cost may now be linked from either the Public Service or from the Channel as appropriate.
- The sub classes of Channel have been deprecated in favour of simply declaring the type of channel (3.11.3).
- Alignment with the Core Criterion and Core Evidence Vocabulary so that the Input class is replaced by CCCEV's Evidence class (3.8). The semantics and properties are identical so this amounts to no more than a name change.
- Also to make use of the CCCEV, the Criterion class (3.7) was added as well as the hasCriterion property (**Error! Reference source not found.**)
- The following text has been removed from the definition of the Rule class (3.13) to reflect the CPSV-AP 2.0's use of the CCCEV: "Rules are used for validating the input required by the Public Service, deciding on the eligibility of the user, steering the Public Service process and defining the dependencies/relationships between Public Services."
- Definition of a Public Service clarified as: "A Public Service is a mandatory or discretionary set of acts performed, or able to be performed, by or on behalf of a public organisation. Services may be for the benefit of an individual, a business, or other public authority, or groups of any of these. The capacity to act exists whether it is used or not, and the term 'benefit' may apply in the sense of enabling the fulfilment of an obligation. As defined in the European Interoperability Framework, Public Services may be delivered within and/or across borders.
- Slight rewording of the definition of the sector property of the Public Service class (**Error! Reference source not found.**) to highlight the kind of uses to which it can be put.
- The status property of a Public Service was added (**Error! Reference source not found.**)
- The isGroupedBy property was made optional (**Error! Reference source not found.**)
- Slight change to the definition of spatial and temporal (**Error! Reference source not found.**) to refer to the new Criteria class, not the Rule class in the sentence: " N.B. These restrictions are not meant to be used to describe eligibility or the speed of operation of the service. These aspects will be covered by the Criterion class."
- hasContactPoint property added (**Error! Reference source not found.**) as well as reference to Contact Point class (3.17), both from the CPOV.
- Participation class added (3.6) for implementations that need complex modelling, including temporal aspects (company A provided the service from date X, company B from date Y etc.). But the three basic roles should not need this complexity. They are: Competent Authority (**Error! Reference source not found.**), Service Provider (**Error! Reference source not found.**) and Service User (**Error! Reference source not found.**)

- Improvement to the Period of Time class (3.12) to cover recurring periods and opening hours.
- Processing Time simplified. This is alignment with schema.org and W3C OWL Time, and can be mapped to the Italian experience (**Error! Reference source not found.**)
- Has creator removed from the Formal Framework.
- Specific reference to the Person class is removed. The definition of Agent (3.15) is expended to make it explicit that this includes a Person.
- Specific reference to Location/Address classes removed.
- Addition of recommended controlled vocabularies (section 4) for life event type, output type and a second level for business event type.
- Addition of an example description of a public service (section 5).

ANNEX I: DETAILED LIST OF MANDATORY AND OPTIONAL CLASSES AND PROPERTIES

Table 16: Mandatory and optional classes and properties

Class	Property	Mandatory/optional
Event		optional
Event	Identifier	mandatory
Event	Name	mandatory
Event	Description	optional
Event	Type	optional
Business Event		optional
Life Event		optional
Public Service		mandatory
Public Service	Identifier	mandatory
Public Service	Description	mandatory
Public Service	Name	mandatory
Public Service	Keyword	optional
Public Service	Sector	optional
Public Service	Type	optional
Public Service	Language	optional
Public Service	Status	optional
Public Service	Is Grouped By	optional
Public Service	Requires	optional
Public Service	Related	optional
Public Service	Has Criterion	optional
Public Service	Has Authority Competent	mandatory
Public Service	Service Provider	optional
Public Service	Service User	optional
Public Service	Has Participation	optional
Public Service	Has Input	mandatory
Public Service	Has Formal Framework	optional
Public Service	Produces	optional

Class	Property	Mandatory/optional
Public Service	Follows	optional
Public Service	Spatial, Temporal	optional
Public Service	Has Contact Point	optional
Public Service	Has Channel	optional
Public Service	Processing Time	optional
Public Service	Has Cost	optional
Participation		optional
Participation	Identifier	mandatory
Participation	Description	mandatory
Participation	Role	mandatory
Criterion Requirement		optional
Criterion Requirement	Identifier	mandatory
Criterion Requirement	Name	mandatory
Criterion Requirement	Type	mandatory
Evidence		optional
Evidence	Identifier	mandatory
Evidence	Name	mandatory
Evidence	Description	optional
Evidence	Type	optional
Evidence	Related Documentation	optional
Evidence	Language	optional
Output		optional
Output	Identifier	mandatory
Output	Name	mandatory
Output	Description	optional
Output	Type	optional
Cost		optional
Cost	Identifier	mandatory
Cost	Value	optional

Class	Property	Mandatory/optional
Cost	Currency	optional
Cost	Description	optional
Cost	Is Defined By	optional
Channel		optional
Channel	Identifier	mandatory
Channel	Is Owned By	optional
Channel	Type	optional
Channel	Has Contact Point	mandatory
Channel	Processing Time	optional
Channel	Availability	optional
Channel	Has Cost	optional
Channel	Has Input	optional
Period of Time		optional
Period of Time	Identifier	mandatory
Period of Time	Start date/time	mandatory
Period of Time	End date/time	mandatory
Period of Time	Opening Hours	optional
Rule		optional
Rule	Identifier	mandatory
Rule	Description	mandatory
Rule	Name	mandatory
Rule	Language	optional
Rule	Implements	optional
Formal Framework		optional
Formal Framework	Identifier	mandatory
Formal Framework	Name	mandatory
Formal Framework	Description	mandatory
Formal Framework	Language	optional
Formal Framework	Status	optional
Formal Framework	Subject	optional

Class	Property	Mandatory/optional
Formal Framework	Territorial Application	optional
Formal Framework	Type	optional
Formal Framework	Related	optional
Agent		optional
Agent	Identifier	mandatory
Agent	Name	mandatory
Agent	Type	optional
Agent	Plays Role	optional
Agent	Uses	optional
Agent	Has Address	optional
Public Organization		mandatory
Public Organization	Identifier	mandatory
Public Organization	Preferred Label	mandatory
Contact Point		optional

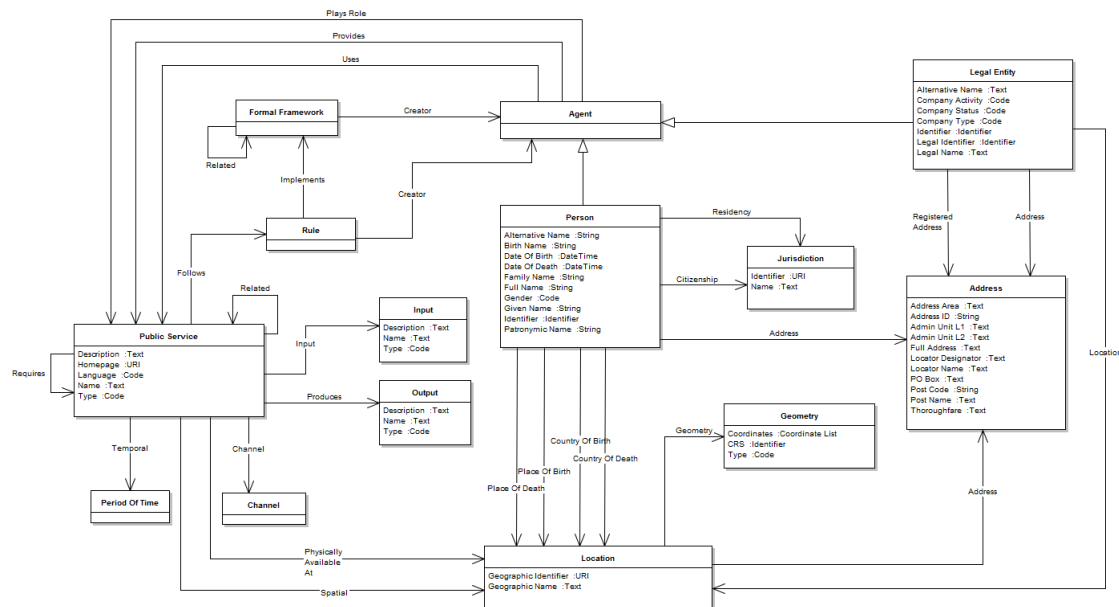
ANNEX II: THE CORE PUBLIC SERVICE VOCABULARY

The Core Public Service Vocabulary³⁵ is a simplified, reusable and extensible data model that captures the fundamental characteristics of a service offered by public administration. It has been designed to make it easy to exchange basic information about individual public sector services. By using the vocabulary, **almost certainly augmented with sector-specific information**, organisations publishing data about their services will enable:

- Easier discovery of those services with and between countries;
- Easier discovery of the legislation and policies that underpin service provision;
- Easier recognition of how services provided by a single organisation interrelate and are used either by other services or external users; and
- Easier comparison of similar services provided by different organisations.

The diagram representation of the current data model of the CPSV can be found in Figure 6.

Figure 6 - CPSV diagram representation of current data model



Following the ISA Process and Methodology for Developing Core Vocabularies³⁶, the CPSV Working Group was set up for the creation of the vocabulary. It consisted of the following types of stakeholders that partake in the public service provision process:

- 23 representatives of e-Government interoperability frameworks and strategies from the Member States and owners/managers of e-Government portals operating at different government levels;
- 5 experts from EU-funded Large Scale Pilot projects, e.g. SPOCS and representatives from EU Institutions.
- 5 representatives of standardisation bodies already active in service modelling, e.g. W3C, OASIS, The Open Group and OMG.
- 18 representatives of software vendors, IT companies and other private companies already active in service modelling, e.g. SAP and IBM.

³⁵ https://joinup.ec.europa.eu/asset/core_public_service/description

³⁶ <https://joinup.ec.europa.eu/community/semic/document/isa-deliverable-process-and-methodology-developing-core-vocabularies>

18 experts on service modelling (SOA, service science) from research institutes and universities across Europe and beyond.

There following known implementation of the CPSV exist:

- **BE - Flemish Government.** The Flemish Government is piloting the CPSV (as part of its OSLO vocabulary³⁷) to publish its intergovernmental product and service catalogue³⁸ as Linked Data.
- **EE – Integrated portfolio management of public services.** The Estonian Ministry of Economic Affairs created an extension³⁹ of the CPSV to address local needs, as well as to cover the public service lifecycle. New classes and properties were introduced to cover information related to security, evaluation and the underlying Web Service(s) supporting the delivery of a public service. The extended CPSV is also the basis for the Estonian framework for the dynamic management of public service portfolios (focused on the evaluation of public services and the governance of their lifecycle).
- **FI – Service map for the City of Helsinki.** The City of Helsinki has described the services they offer to citizens and made them available through a Service Map⁴⁰. It enables to search for services in different ways, locate them on a map and retrieve more information on particular services.
- **EU - ISA Programme.** The CPSV pilot “Describe your public service once to publish on multiple Government Access Portals”⁴¹ is a known implementation of the CPSV. It demonstrates that the Core Public Service can be used as a foundational RDF Vocabulary to homogenise public service data that originates from local, regional, and national e-Government portals. It also demonstrates that the definition of uniform HTTP URI sets for public services facilitates information management. Finally the implementation shows that a linked data infrastructure can provide access to homogenised, linked and enriched public service data. The pilot⁴² and report⁴³ documenting the findings can be accessed through Joinup.

In this work, the CPSV will be extended to ensure that all relevant information concerning business events and public services from national, regional and/or local electronic PSCs can be captured.

³⁷https://joinup.ec.europa.eu/catalogue/asset_release/oslo-open-standards-linked-administrations-flanders-version-11

³⁸<http://www.corve.be/projecten/lokaal/IPDC/>

³⁹https://www.mkm.ee/sites/default/files/study_-_integrated_portfolio_management_of_public_services_-_brief_summary.pdf

⁴⁰<http://www.hel.fi/palvelukartta/Default.aspx?language=en&city=91>

⁴¹<https://joinup.ec.europa.eu/node/63148>

⁴²<http://cpsv.testproject.eu/CPSV/>

⁴³<https://joinup.ec.europa.eu/node/63148>

ANNEX III: KEY CONCEPTS USED THROUGHOUT THIS DOCUMENT

The working terminology in the table below was defined for the original CPSV-AP in the context of the work of ISA Action 1.3 based on an analysis of existing work and related studies. The same terms are used here as in that work with the addition of the concept of a Life Event as described in section 1.3.

Table 17: Definition of key concepts

Term	Definition
Administrative formality	A Public Service that is mandatory in the context of given Business Event.
Public Service	A public service is the capacity to carry out a procedure and exists whether it is used or not. It is a set of deeds and acts performed by or on behalf of a public administration for the benefit of, or mandatory to be executed by a citizen, a business or another public administration.
Business Lifecycle	The Business Lifecycle is the lifecycle of a business from its creation until its termination. It is comprised of different situations or events a business can be in during its existence. These situations or events are called business events.
Business Event ⁴⁴	A specific situation or event in the lifecycle of a business, which relates to one or more needs or obligations of that business at this specific point in time. A Business Event requires a set of public services to be delivered in order for the associated business need(s) or obligation(s) to be fulfilled. Business Events are defined within the context of a particular Member State.
Key Business Event	A generic situation or event in the lifecycle of a business, independent from a specific Member State's legal context or the type and the activities of the business, during which any business carries out its business activities and interactions with Government. We identify the following Key Business Events: <ol style="list-style-type: none"> 1. Starting business: All public services for local businesses until the business is eligible for operation. Some examples of events that would fall under this Key Business Event are "Starting a company", "Starting a new activity", "Applying for licenses, permits and certificates"... 2. Starting cross-border business: All public services for foreign businesses (branches or temporary service provision) until the business is eligible for operation. Some

⁴⁴ Definition has been based on the definition of a life event in «Reference Models for e-Services Integration based on Life-Events by Todorovski et al., 2006 : « A life event is a specific situation or event in the life of a citizen or a life cycle of an organization that requires a set of public services to be performed.»

	<p>examples of events that would fall under this Key Business Event are "Registering a company abroad", "Starting a new branch"...</p> <p>3. Doing business: All public services for business operation, growth, expansion, staffing and taxes. Some examples of events that would fall under this Key Business Event are "Financing a business", "Staffing", "Reporting and notifying authorities", "Paying taxes"...</p> <p>4. Closing business: All public services related to closing a business. This covers also mergers and acquisitions. The criterion is a change in the registry that causes a termination of operation of a legal entity. Some examples of events that would fall under this Key Business Event are "Closing down a company", "Closing a branch", "Merging you company", "Selling your company", "Bankruptcy"...</p>
Public Service Portfolio	The complete set of public services that are managed by a governmental service provider. The portfolio is used to manage the entire lifecycle of all public services, and includes services from all phases of that lifecycle: service pipeline (proposed or in development), service catalogue (live or available for deployment), and retired services.
Catalogue of Public Services	A catalogue of public services is a collection of descriptions of active public services that are provided by public administrations at any administrative level (i.e. local, regional, national or pan-European). All public service descriptions published in a catalogue of public services conform to a common data model for representing public services.
Competent Authority	Any body or authority which has a supervisory or regulatory role in a Member State in relation to service activities, including, in particular, administrative authorities, including courts acting as such, professional bodies, and those professional associations or other professional organisations which, in the exercise of their legal autonomy, regulate in a collective manner access to service activities or the exercise thereof.

ANNEX IV: DESCRIPTION OF 1ST LEVEL LIFE EVENTS

Table 18: Description of 1st level life events

1 st level life event	Description
Getting a child	This life event groups public services related to becoming a caretaker for a child, for instance in case of giving birth, adopting, receiving a foster child...
Becoming a (social) caretaker	This life event groups public services related to the situation where you need to take care of another person (other than when you get a child), for instance for an elder, a disabled person...
Starting education	This life event groups any public service related to education, for example pre-school education, elementary school, higher education and university...
Looking for a new job	This life event groups public services for when someone looks for a new job or starts a new job.
Losing/quitting a job	This life event groups public services related to the situation when someone leaves or quits a particular jobs on his own, or when someone loses his job, for instance getting fired, collective dismissal, in case of failure of the company...
Looking for a place to live	This life event groups public services related to a person's place of living, for instance, changing residence, buying a house or a piece of land, building, renting a house or apartment...
Changing relationship status	This life event groups public services related to a person's official relationship, for instance marriage, registered partnership, divorce...
Starting to drive a vehicle	This life event groups public services related to driving a vehicle, for instance car, motorcycle... Some example public services are getting your driver license, following driving lessons, registering your car...
Travelling abroad	This life events groups public services related to what you need to do when travelling abroad, for instance getting an international passport or driving license, getting a visa, getting vaccination...

1st level life event	Description
Moving to/from the country	This life event groups public services that relate to when someone moves from one country to another.
Going into military service	This life event groups public services related to taking up a mandatory military or civil service.
Facing an emergency / health problem	This life event groups public services related to when someone faces an emergency, for instance in the case of an accident, or a severe health problem, for instance getting disabled.
Facing a crime	This life event groups public services related to a crime, for instance in case you are the committer of that crime, or the victim or witness of a particular crime.
Getting retired	This life event groups public services related to when someone retires from his job or becomes a senior.
Decease of a relative	This life event groups public services that relate to when a relative passes a way, and cover the public services directly related to the decease of that person (for instance notifying the authorities, arranging the funeral...), as well as related to settling inheritance and donations.

ANNEX V: DESCRIPTION OF 2ND LEVEL BUSINESS EVENTS

Table 19: 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
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.
	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.
	Hiring an employee	This business event groups public services for recruiting and registering employees, applying for a work permits, changes in employment.
	Participating in public procurement	This business event groups public services related to participating in a public tender, or directly selling services/products to a public administration.

Business Event (1st level)	Business Event (2nd level)	Description
	Notifying and reporting to authorities	Notifying authorities about different type of activities, for instance environmental information annual reports, accounting procedures... This business event also includes periodic activities, for instance declaring the profit of a company (and thus paying taxes).
	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.
	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.
	Having problems in paying creditors	This business event groups public services for starting the necessary (legal) procedures for getting protection when a company does not have enough cash flow for paying creditors.
Closing business	Restructuring of a company	This business event groups public services related to the reorganisation, merger, acquisition, any change on the legal status of the business.
	Dissolution of a company	This business event groups public services related to the closing, deregistration, discontinuation, liquidation, bankruptcy and other procedures that end the existence of a business.

ANNEX IV: DESCRIPTION OF OUTPUT TYPES

Table 20: Description of output types

Output type	Description
Declaration	A formal statement or document, which can be used for proving something. E.g. identity card, passport health card, declaration of honour...
Physical object	A tangible product coming out of the public service, of which the underlying value is not a declaration, recognition, permit, financial obligation, financial benefit or code e.g. buildings, container, birth gift, electronic devices...
Code	A series of alpha-numeric or other characters E.g. a microchip code, access code, social security number, enterprise number...
Financial obligation	The obligation of a citizen or business to pay a certain amount to public administrations or a subsidiary. E.g. Financial commitment, Premium, Imposition, Tax, Fine...
Financial benefit	The obligation of a public administration or subsidiary to pay a certain amount to a citizen or business. E.g. Payment declaration, Financial, benefit, Subsidy, Allowance, Compensation...
Recognition	A formal statement or document, which can be used for proving the capability or conformance with something of a citizen or business. E.g. certificate, diploma, recognition...
Permit	A formal statement or document, which officially allows a business or citizen to do something. E.g. Admission, Permit, Authorisation...