



Interoperability Solutions for European Public Administrations - ISA

European Commission ISA Actions Trusted information exchange

Accessing Member State information resources at European level



Catalogue of Services

When is this action of interest to you?

You are responsible for implementing a catalogue of public services in your country. In some cases you may need to compile information about public services from various authorities. This action will provide some harmonisation of national and European service catalogues that will help European public administrations to understand what is available in other countries and also to access some common tools and data models to describe public services in an interoperable manner. This will help national administrations to link up public services domestically and in future to create a European combined catalogue of public services, a key precondition for building up cross-border services.

What is this action about?

The ability to build cross-border European public services is based on the reuse of public services operated by Member States at various administrative levels.

The ability to reuse these services on a pan-European basis can potentially reduce the administrative burden for businesses and citizens and support the creation of 'life event services' related to study, work, leisure and retirement in Europe.

At present, Member States do not have up-to-date information on basic public services available in other Member States or the means to efficiently and easily access them since there are a number of obstacles limiting the cross-border use of these services at the technical, semantic, organisational and legal level of interoperability.

In addition to this, a large number of catalogues, portals, etc. have been implemented or are being implemented throughout Europe with no harmonisation among them, for example in terms of the description of the service and the associated information. This lack of harmonisation makes it difficult to envisage any kind of link between them. To overcome these obstacles, the action sets out to explore the current difficulties and the benefits and feasibility of developing a European combined catalogue of public services by conducting a study at national and European levels identifying best practices and initiatives of interest that could be reutilised at European level.

This action does not intend to build a new catalogue but to analyse the feasibility of achieving some harmonisation of public service catalogues that would help European public administrations to understand what is available in some relevant areas, access some tools and frameworks fostering information interoperability (particularly at technical, semantic level) in order to interconnect the public service catalogues, and create a European combined catalogue for public services.

What are the objectives?

- Examining the current obstacles and the benefits and feasibility of developing a European catalogue of public services provided by public administrations in the Member States.
- Carrying out a study as a first investigation of best practices at national and European level.
- Analysing existing catalogues of public services. Defining business needs for a European catalogue of public services.
- Drawing up the requirements and scenarios for building a European catalogue of public services based on lessons learnt from real-life cases.

- Identifying tools and common data models to facilitate the linking at European level of different catalogues of services in EU public administrations.
- Pilot implementation.

What are the benefits?

- Efficient reuse of information available in other Member States by European national authorities or agencies;
- Easier provision of cross-border public services.