

# Core Public Service Vocabulary Application Profile

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## Description

The objective of this specification is to define a common data model describing **key business events** and **public services** with a particular focus on the [Points of Single Contact](#).

This common data model will be defined as an **Application Profile** of the ISA [Core Public Service Vocabulary](#) (henceforth referred to as the CPSV-AP).

An Application Profile 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 CPSV-AP is developed under the [responsibility](#) of the European Commission's [ISA Programme](#) in collaboration with [DG MARKT](#).

## Why is such a common data model needed?

In the process of implementing the Services Directive, Member States have implemented electronic Points of Single Contact (PSC), in the form of e-Government portals that allow businesses to:

1. Find information about business events and related public services, for example which are the rules to be followed, the prerequisites to be fulfilled, the formalities to be completed and the legislation that is governing a particular business event and its related public services; and
2. Execute the public services online (wherever possible).

These electronic PSCs currently face several challenges:

- **Lack of coordination between the electronic PSCs within the same country.** Often there are different platforms within the same country, of which the interconnection and coordination can be improved. For example, the same public services are described several times on different locations, the content is organised following different ways, and information is represented in different ways, i.e. using different data models, and following different formalisms. In fact, according to a SPOCS study in the area of PSCs, there is no obligation to maintain consistency in the presentation of the content on regional portals.
- **Fragmentation of responsibilities.** The same SPOCS study revealed that the competent authorities are responsible for preparation of descriptions for 36 PSCs (11 national, 15 regional); however in the case of 20 one-stop-shops there is more than one entity in charge of that task. A similar situation is noted for the information updating task, although with stronger involvement by the PSCs (45%). The difficulty and effort in preparing the proper information depends partly on the way the PSC is organized, as some one-stop-shops provide just general information, with details available on the website of competent authorities.
- **Heterogeneous descriptions of public services and business events.** Different electronic PSCs provide descriptions of public services and business events that differ not only in terms of the vocabulary used, but also in terms of depth and detail provided. The description of the same public service and/or business event is usually created more than once by different authorities.

- **Lack of multilingual descriptions.** Although progress is made towards this direction, there are many cases where only few languages are supported. We observed that in some cases languages of neighbouring countries are supported in addition to the national language and English.
- **Administration-centric vs. business centric-approach.** In some PSCs the information is organised following the organisational/functional structure of public administration, and not according to key business events. This hampers the usability of those portals.
- **National vs. cross-border public service provision.** There is not always a clear indication between public services that apply to national and to cross-border contexts. This hampers the access to the right information of EU businesses who wish to do business in country other than the one they are registered in.
- **Lack of pan-European single window.** There is no pan-European one-stop-shop for businesses that would foster healthy competition between countries and regions on improving the provision of information about their business events. It would also lower the information access barriers for third country nationals, allowing them to find their way and invest in an EU Member State.

## What benefits will the use of the CPSV-AP bring?

A common data model will allow Member States to improve the way of working of their PSCs, federating the information of key business events and public services from regional and local portals and other one-stop shops for entrepreneurs, in a (semi-)automated way. The CPSV-AP contributes both towards a standardised way of describing key business events and public services across Europe and enable the provision of machine-readable descriptions of those key business events and public services.

This work will lead to several benefits for public administrations and business alike.

For **public administrations**, using the CPSV-AP enables:

- Mapping different data models used in the Member States to describe key business events and public services to a common model, enabling the information exchange;
- Describing key business events and public services only once and creating machine-readable, reusable descriptions of those;
- Providing information on public services in a user-centric way, grouped logically through key business events;
- Improving the quality of information provided to users;
- Improving the Points of Single Contact in an easy, efficient and interoperable manner through a standard data model.
- Saving costs and reducing administrative burden as a result of:
  - Having more efficient communication with businesses and reducing the amount of interactions with the front office;
  - Better management of public service information, i.e. describing public services only once and sharing those descriptions within and across MSs;
  - Reusing software solutions and specifications for implementing the PSCs;
  - Managing the lifecycle of public services and key business event, e.g. identifying gaps, retiring unused services, collecting service evaluation information for better informed investment in new services.

The use of the CPSV-AP by public administrations will also bring indirect benefits to **businesses**:

- It will lower the administrative burden for businesses, while also improving their access to and experience of digital public services;
- It will improve the efficiency and lower the costs for businesses when applying for and consuming key business events;
- It will enable EU businesses to perform business across borders, hence supporting the implementation of the Digital Single Market; and
- It will improve their perception of public administration.

## Process & Methodology

The approach for this work will be based on the "[Process and Methodology for Developing Core Vocabularies](#)".

A [Working Group](#) will be set up as a subgroup of the [EUGO network](#).

An initial proposal for the common data model will be proposed to the [Working Group](#) as a basis for discussion. To facilitate the communication and discussion in the [Working Group collaborative tools](#) will be used. 4 webinars will be organised for discussions in the Working Group:

The CPSV-AP specification will be submitted for **public review** in the period between **17 December 2014 and 8 January 2015**.

## Information on collaboration

Below you can find all the practical information on the tools used by the Working Group to collaborate. Please click the links if referred to another page.

- [Members of the Working Group and Review Group](#): A list with the current members.
- **Conference call system**
- [Public mail archive](#): the public mail archive.
- [Issue tracker](#): This is where you can submit issues and comment on the issues that are already logged.
- [e-Library](#): This contains all the documents of the Working Group: the Virtual Meetings agenda and minutes, the use cases, controlled vocabularies, related work and other documents.
- Sign the [ISA Contributor Agreement v1.1](#) : This contributor agreement documents the rights granted by contributors to the European Union. We invite all contributors to **sign** it to allow the EU to release the specification under the [ISA Open Metadata Licence v1.1](#) . You need to be a member of this project and logged in if you want to be able to view (and sign) the contributor agreement.

## Who is driving this work?

### About the Core Public Service Vocabulary

The [Core Public Service Vocabulary](#) is a simplified, reusable and extensible data model that captures the fundamental characteristics of a service offered by public administration. Such characteristics include the title, description, inputs, outputs, providers, locations, etc. of the public service. More information on the CPSV can be found on:

[https://joinup.ec.europa.eu/asset/core\\_public\\_service/description](https://joinup.ec.europa.eu/asset/core_public_service/description).

## **Additional documentation**

- [2014-10-14-Presentation for the EUGO Network](#)

## **Related links**