



# Core Public Service Vocabulary - The Italian Application Profile

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The screenshot displays the INPS 'Servizi Online' portal. It features a top navigation bar with 'BASTACODE tutti i servizi on-line', 'BENVENUTI SUL PORTALE DEI SERVIZI', and 'GUIDE TEMATICHE schede informative'. A central search bar is prominent. The left sidebar contains a 'Servizi online' section with various categories like 'Atti di altri Enti', 'Avvisi e bandi di gara', and 'Banca dati consulenze'. The main content area is titled 'Servizi' and includes a 'Servizi più richiesti' section with links for 'Bonus Energetico', 'Certificati - Certificati anagrafici riasciabili allo sportello', and 'Certificati - Certificati di stato civile - ordinazione'. A 'Servizi Online' dropdown menu is open, listing services such as 'La Mia Pensione', 'Servizi per il cittadino', and 'Elenco di tutti i Servizi'. The right sidebar contains sections for 'Online', 'Prenotazione e assegnazione spazi', 'Impianti sportivi', 'Orti', 'Sale', and 'Professionisti'.

## LACK OF

- A clear and agreed classification of public services
- A shared naming of the same public services offered by a variety of administrations (e.g., municipalities)
- A standard definition of the elements that allows one to clearly represent the concept of “public service”

## CONSEQUENCE

- Difficult to meet semantic and technical interoperability requirements



## OBJECTIVES

Italian Digital Agency (AgID) is operating for obtaining the following results

- General, common definition of interoperability profiles for **data** and **metadata**
  - **Already defined DCAT-AP\_IT** for metadata of Public Administration data
- Definition of the **Core Public Service Vocabulary - the Italian Application Profile (CPSV-AP\_IT)**
  - Minimum set of metadata required to document public services made available to citizens ,professionals and enterprises by public administrations

## POTENTIAL BENEFITS

- ✓ Harmonization in the public service data representation
- ✓ Facilitation in the exchange of data on public services in national shared infrastructures
- ✓ Basis for the development of the **Italian public service catalogue**
  - Make it an authentic source for national shared infrastructures (e.g., Italian public system for e-identification)



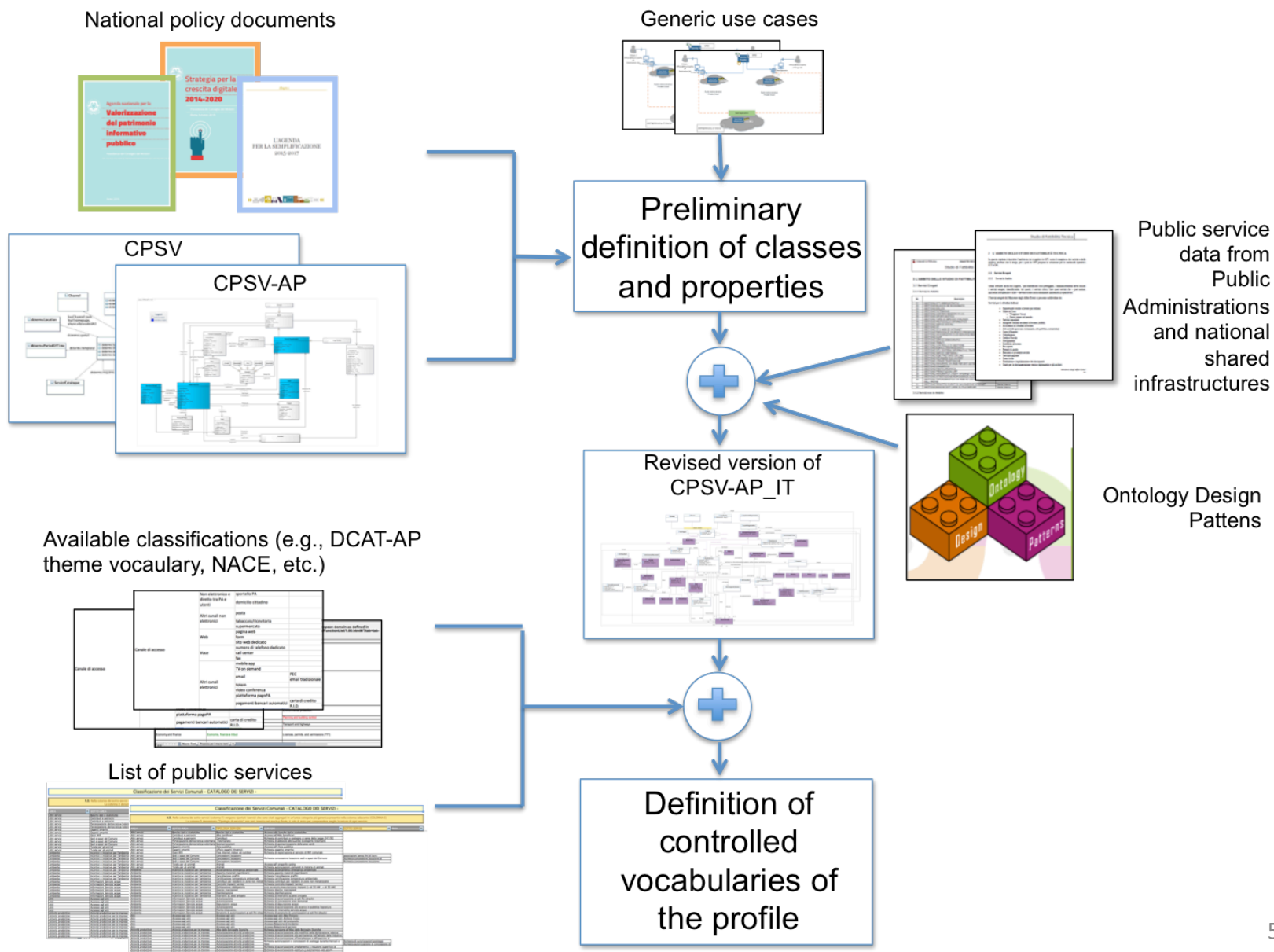
## **PUBLIC SERVICE**

*A set of **acts** (either mandatory or discretionary) carried out by a **public administration** (or on behalf of a public administration) for the **advantage of citizens, professionals and enterprises***

Public services can be **online** and **physically available, active** and **under-development services**

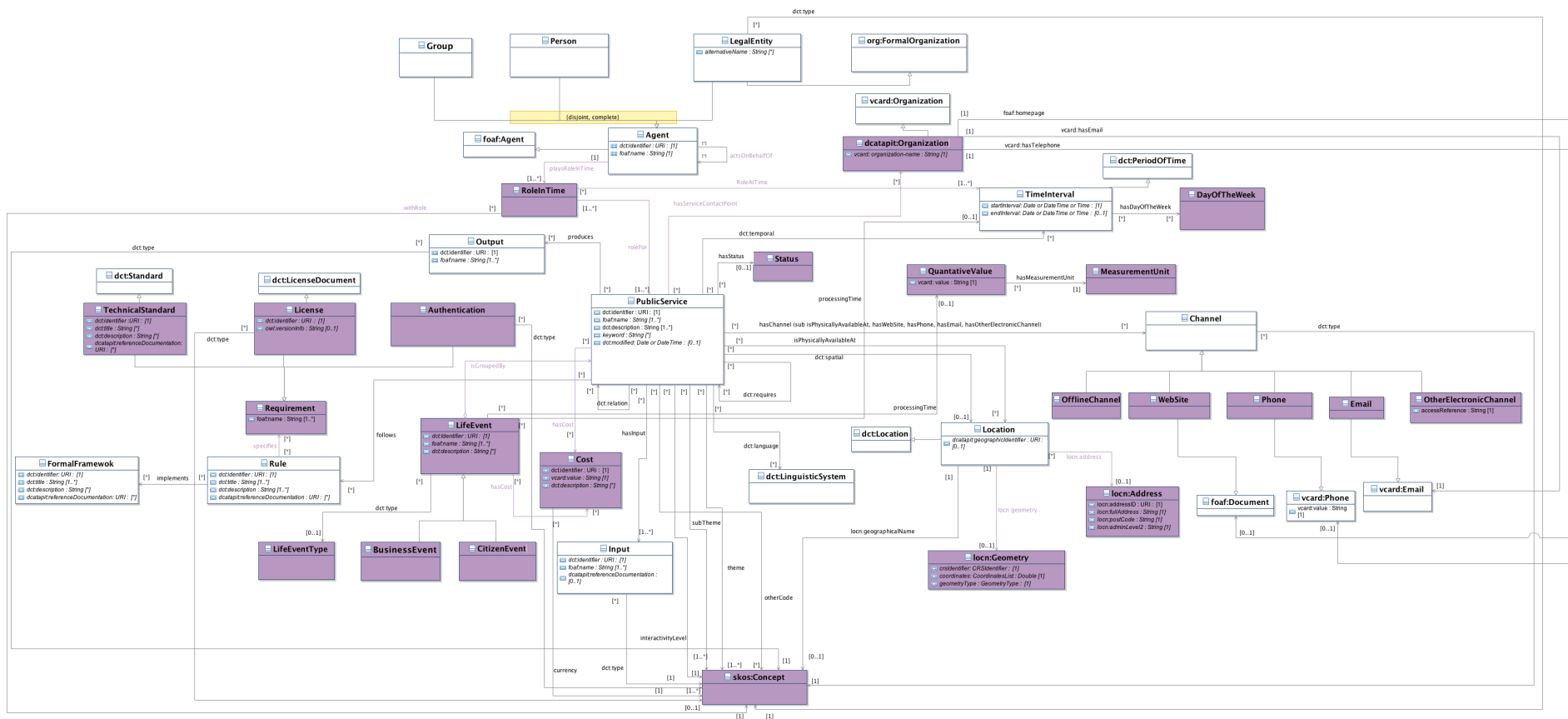


# Methodology





# The data model: CPSV-AP\_IT





- **DCAT-AP theme** for the public service theme
- **NACE** is currently the candidate classification to be used to define the public service subtheme
- Revised version of **UK ESD toolkit** – list of the channels in order to define channels for public services
- **Custom controlled vocabularies** – available as SKOS classifications for representing other types of data (e.g., Authentication, Input/Output, InteractivityLevel, etc)



## Public Service<sup>c</sup>

[back to ToC](#) or [Class ToC](#)

**IRI:** <http://dati.gov.it/onto/cpsvapit#PublicService>

### is defined by

<http://dati.gov.it/onto/cpsvapit>

This class represents a Public Service. With the term "public service" we mean any discretionary or mandatory act carried out by a Public Administration (or on behalf of a Public Administration) for the advantage of citizens and enterprises.

### has super-classes

[has channel](#)<sup>op</sup> **only** [Channel](#)<sup>c</sup>  
([has channel](#)<sup>op</sup> **some** [Offline Channel](#)<sup>c</sup>) **and** ([is physically available at](#)<sup>op</sup> **some** [Location](#)<sup>c</sup>)  
[language](#)<sup>op</sup> **only** [Linguistic System](#)<sup>c</sup>  
[is physically available at](#)<sup>op</sup> **only** [Location](#)<sup>c</sup>  
[has email](#)<sup>op</sup> **only** [Email](#)<sup>c</sup>  
[identifier](#)<sup>dp</sup> **exactly** 1  
[name](#)<sup>dp</sup> **some** [literal](#)  
[requires](#)<sup>op</sup> **only** [Public Service](#)<sup>c</sup>  
[interactivity level](#)<sup>op</sup> **exactly** 1 [Concept](#)<sup>c</sup>  
[has telephone](#)<sup>op</sup> **only** [Phone](#)<sup>c</sup>  
[service subtheme](#)<sup>op</sup> **some** [Concept](#)<sup>c</sup>  
[has contact point](#)<sup>op</sup> **only** [Service Contact Point](#)<sup>c</sup>  
[keyword](#)<sup>dp</sup> **only** [literal](#)  
[spatial coverage](#)<sup>op</sup> **max** 1 [Location](#)<sup>c</sup>  
[is part of](#)<sup>op</sup> **only** [Life Event](#)<sup>c</sup>  
[has other electronic channel](#)<sup>op</sup> **only** [Other Electronic Channel](#)<sup>c</sup>  
[has input](#)<sup>op</sup> **some** [Input](#)<sup>c</sup>  
[follows](#)<sup>op</sup> **only** [Rule](#)<sup>c</sup>  
[release date](#)<sup>dp</sup> **max** 1  
[has cost](#)<sup>op</sup> **only** [Cost](#)<sup>c</sup>  
[temporal coverage](#)<sup>op</sup> **only** [Time Interval](#)<sup>c</sup>  
[has status](#)<sup>op</sup> **max** 1 [Service Status](#)<sup>c</sup>

**Ontology IRI: <http://dati.gov.it/onto/cpsvapit>**





# Italian public services catalogue



Facilitates the discovery of public services by citizens, professionals and enterprises



Comprehensive platform for sharing best practices on services

Building a community



Monitor standardization and digitalization objectives of public services

Fine-tuning of political decisions

**CPSV-AP\_IT**



# Current status of the work

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- We defined a first stable version of CPSV-AP\_IT and produced
  - **UML** diagram
  - **OWL ontology** in English and Italian
    - visualized via user friendly web-based tools such as WebVOWL and LODE
    - Linked to DCAT-AP\_IT and other recommended/standard ontologies (e.g., Dublin Core, FOAF, Org, etc.)
  - **Document** describing the methodology and the technical specifications
- **Public consultation** on CPSV-AP\_IT [1] available from 19 February to 21 March: comments can be sent via email [info@dati.gov.it](mailto:info@dati.gov.it) (following a predefined template)

[1] [http://www.dati.gov.it/consultazione/cpsv-ap\\_it](http://www.dati.gov.it/consultazione/cpsv-ap_it)



- **We will include the profile** in the upcoming revision of the **Italian technical guidelines on the enhancement of PSI**
  - The guidelines are the means used to support public administrations in the implementation of the Italian PSI Directive transposition
- **We are using the profile** for the implementation of the **Italian catalogue of public services**
  - The catalogue is based on a Linked (Open) Data infrastructure (Drupal + Apache Solr + Apache Marmotta)
- We are working to launch the Italian catalogue of public services during **SEMIC 2016** to be held in Rome

LINEE GUIDA NAZIONALI PER LA VALORIZZAZIONE DEL  
PATRIMONIO INFORMATIVO PUBBLICO

**servizi.gov.it**

*I servizi della Pubblica  
Amministrazione*



12 May 2016  
Rome - Italy



Thank you for the attention!

