

# 1. PILOT DESCRIPTION

This section describes the pilot and elaborates on the business case for using the Core Vocabularies for the publication of public data related to the organisations in the Greek public sector. It identifies the business need, stakeholders, candidate scenarios, proposed solution, expected benefits, critical success factors, threats and risks.

## 1.1. Business need

Estonia is one of the leaders in terms of providing its citizens with e-services. The central portal, eesti.ee, along provides access to more than 800 basic public services.

That wealth of services has clearly indicated a need for a more structured and methodical approach to national-level service portfolio management. In a wider context, a number of metadata collection needs have arisen from incident reporting to data element discovery that would benefit from the pilot.

In this particular context, several non-technical pilots have taken place iterating various service management practices. The business aim of this pilot is to supply these with sound, validated, technical reference architecture.

## 1.2. Stakeholders

The stakeholders and their roles in the pilot are summarised in the table below.

**Table 1: Stakeholders and Roles**

Stakeholder	Description
RIA	The State Information System authority acts operates the RIHA system and thus has both technical and functional experience in metadata collection. <b>Role in the pilot:</b> Architecture competence, data supply.
MEAC	Ministry of Economic Affairs and Communication is the policy driver for service governance in Estonia <b>Role in the pilot:</b> Validation of results, data supply.
Road Administration	Road Administration has one of the most mature IT and service management functions in Estonian government sector. <b>Role in the pilot:</b> Validation of the standard, data supply.

## 1.3. Candidate scenarios

It is proposed to implement the following scenario within the scope of the project

**Scenario 1 (data supply):** As part of the first scenario, data suppliers provide information on the public services they provide in the data format agreed either using the data extractions tools developed or manual data entry. That information is collected and stored centrally in a searchable format.

**Scenario 2 (linking data):** The second scenario sees at least two of the participating organisations describing services in a way that reference each other. For example, a public service provided by RIA might depend on some other service provided by MEAC.

**Scenario 3 (*displaying data*):** Scenario 3 combines the outcomes of two first scenarios to provide a human-readable display of the collected data along at least two dimensions merging data from various sources.

#### **1.4. Proposed solution for scenarios 1 to 3**

In order to implement the scenario, the following needs to be done within the scope of the pilot:

1. Document the data exchange format based on CPSV
2. Have all participants use the format to publish their service information as open data. As there is already a collection of service data at the MEAC, software to convert that information to correspond to the developed standard is necessary
3. Develop a human-accessible service documentation tool in the shape of an excel sheet that can be saved as a CSV-file
4. Develop software for converting that CSV file to the standard defined by the pilot
5. Develop software that is able to collect the standardized information from a number public sources and store it
6. Develop software that is able to extract information from the object storage and display it in a human-readable way

#### **1.5. Expected benefits**

This pilot aimed at demonstrating the following potential benefits

- It is indeed possible to define a usable data format for service metadata using CPSV
- It is possible to have a disperse set of organisations document their services in a way that is possible to convert into a common machine-readable format
- It is possible to collect, store and display that information in a way that is technically robust, cost-efficient and synergetic in terms of end user benefits

#### **1.6. Success criteria**

The success of the pilot has been determined by the following indicators:

- A standard data exchange format has been developed and documented
- Data from various stakeholders is published using this format as open data
- That data is harvested and jointly stored
- The common data is displayed in an aggregated format

#### **1.7. Constraints, limitations and risks**

The pilot is a *proof-of-concept* demonstrating that Linked Data technologies can efficiently support the integration of heterogeneous datasets from different sources.

The pilot is limited to scenario 1, because data about staff and salary was not available at the time of writing.