

Glossary

Generic PA service model (Draft version 0.2)

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0. Public Service

It models a service that is provided by public administration (PA) (or by third parties with PA mandate) to Societal Entities.

1. Service Input

It is the complete set of information that needs to be checked or used in some way in order for a service to be executed. The Public Service Model defines two types of input: Evidence Placeholders and Other Input.

1.1. Evidence Placeholder

It is the part of Input that contains Pieces of Evidence. In fact, an Evidence

Placeholder usually “stores” many Evidences and a specific Piece of Evidence might be found in numerous different Evidence Placeholders.

Various types of Evidence Placeholders may exist. For example, there may be Physical (e.g. documents) and Electronic (e.g. databases, XML documents) ones.

1.2. Other Input

Information that is used by the service for other purposes than the validation of the Preconditions is not considered Evidence and is modeled as Other Input (e.g. the applicant’s address to be used for communicating a document/decision after the service execution).

2. Piece of Evidence

It is piece of information that the Service Provider should have access to in order to check the validity of the Logical Preconditions.

3. Purpose of Evidence

In each service, a Piece of Evidence has a Purpose. The Purpose Of Evidence expresses the underlying business logic that explains the reason for which the service provider wants to have access to the specific piece of information. For example, the purpose of the ID card number (Piece of Evidence) could serve for checking and validating the identity of the applicant.

4. Laws and Preconditions

The execution of public services is controlled by a set of Laws. The Laws provide the execution logic of the service, by setting the Preconditions for the service provision. There are two types of Preconditions: Procedural and Logical.

4.1. Logical Preconditions

They model the business rules that are related with the provision of a specific public service and can be expressed using logical expressions, i.e. the age of applicant should be >18.

4.2. Procedural Preconditions

They refer to provisions enforced on the workflow and more generally on the procedural logic of a Public Service, i.e. a document/decision has to be signed by the director during the service execution phase.

5. Public Administration Entities

They participate in the Public Service provision process and acquire the following Roles: Service Provider, Consequence Receiver, Evidence Provider and Service Collaborator.

5.1. Service Provider

It is the agency that produces and provides the service to the Societal Entities. Sometimes, it makes sense to separate the Service Producer (the entity that produces the service at the back office) from the Service Distributor (the entity

that delivers the output of the service to the client at the front office), e.g. “citizens centers”.

5.2. Consequence Receiver

It is a third party that should be informed about the result of the public service’s execution. E.g. when somebody adopts a child (primary service in this case) her/his profile at the *population registry* should change.

5.3. Evidence Provider

It is an agency that provides necessary Pieces of Evidence to the Service Provider in order to execute the service. E.g. in order to get a professional driving-license you need to provide a valid health certificate. The authority issuing this certificate is in this case an “Evidence Provider”

5.4. Service Collaborator

It is an agency that participates in the service provision process and contributes to some part(s) of the service workflow. E.g. in order to get the above-mentioned driving license the applicant needs to pass a driving-test. The examiner is a “Service Collaborator” in this case.

6. Societal Entity

It models the clients of the Public Service. A Societal Entity requests a public service to fulfill its needs. Societal Entities are divided into: Legal Entities and Physical Entities.

6.1. Legal Entity

It represents businesses, NGOs e.t.c.

6.2. Physical Entity

It represent citizens.

7. Service Outcome

It is a super-type which refers to all the different types of results that a public service may have. The PA Service Model defines three types of Outcome: Output, Effect and Consequence.

7.1. Output

It is the official part of a service outcome. It models the new information produced from the execution of the public service, the change in the information world. This information is currently represented in administrative documents (Evidence Placeholders), which officially present the decision of the Service Provider with respect to the service asked by the Societal Entity. E.g. in the previous example the driving license (administrative decision + the plastic) is the service output.

7. 2. Effect

The execution of a service may result in a change in the state of the real world

(e.g. transferring money to an account, ability to drive a car). In public administration, the service Effect is the actual e.g. permission, certificate, restriction or punishment the citizen is finally entitled with or enforced. In cases where administration refuses the provision of a service, there is no Effect. There are services without effects (e.g. assertive type of services - issuing a certificate of birth).

7.3. Consequence

It is defined as the forwarding of information related to the result of the execution of a service to parties with an interest in the event. Clients usually are not directly interested in the service consequences. See previous example in 5.2.

8. Public Service Domains and Subdomains

Public Services belong in Public Service Domains (e.g. Health, Transportation). Each Public Service Domain comprises of several Subdomains (e.g. Domain Transportation has Subdomains Ground Transportation, Air Transportation and Water Transportation). E.g. the FEA BRM categorization.

9. Administrative Level

It represents the administration level at which each public service is offered. E.g municipality, region, prefecture, state, federal...

10. Public Service Type

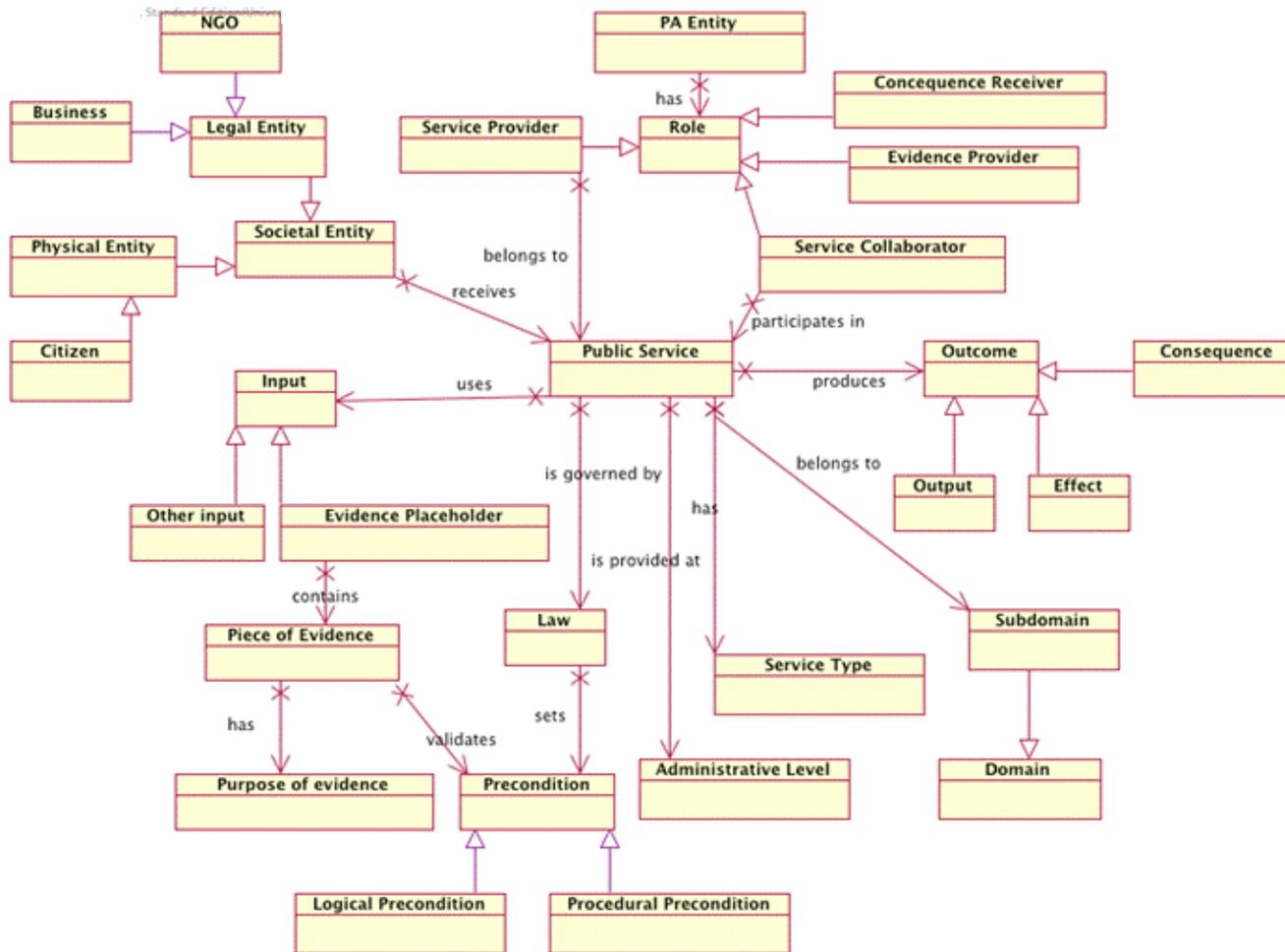
It represents the classification of a public service according to its outcome¹.

11. Location

The Location represents the Physical or Electronic Location from where the public service is available. (not included in the image yet).

¹ Modeling the PA-Citizen interaction as a discourse, the following five generic types of public services are identified:

- Declaration: Through providing public services of declaration type, public administration declares and registers changes in the world state (e.g. I declare you married, I declare your ability to drive a car)
- Certification: Through certifications PA certifies existing states of the world (e.g. I certify that your name is X and you were born in Y).
- Authorization: Through this type of public services public administration realizes both permissive (e.g. I allow you to drive a car) and support (e.g. you are entitled with an unemployment benefit) goals.
- Control: PA uses a specific type of public service in order to address conformance to legislation.
- Production: Production of services to citizens (e.g. health, education, statistics, weather forecast).



The Governance Enterprise Architecture (GEA) PA service model (Draft version 0.2)