Dutch Government Metadata

(OWMS)

Hans Overbeek
Berlin, September 23 2008
Improving communication quality

- Central search service
- Metadata standard
- Ontology standards
- Structured content
Ontology objectives

Any question

Standard question

Knowledge model

Metadata

Content

Any question

location

theme

Life event

Search term

in

out

$X + y \div z^2$

title

language

type

publisher

date/time

location

subject

abstract

Government Answers®
Metadata: Dutch Government Core

- dcterms:identifier
- dcterms:title
- dcterms:type
- dcterms:language
- dcterms:creator
- dcterms:modified
- dcterms:temporal
- dcterms:spatial
Simple content metadata

- XML (with XLS/Schematron and RelaxNG)
  `<dcterms:creator scheme="overheid:Gemeente">Amsterdam</dcterms:creator>`
  government:Municipality

- XHTML
  `<meta name="DCTERMS.creator" scheme="OVERHEID.Gemeente" content="Amsterdam" />`

- Per collection
  - legislation
  - permits
  - et cetera
Metadata standard

- Dublin Core abstract model
- OWMS simple application model
- Collection application profile
Ontology standards

- Work in progress

- R&D issues:
  - Knowledge models
  - Published subject indicators
    - For entities
      - What level of granularity?
    - For less concrete things
      - Life events, search terms

- Management issues:
  - Many organisations and collections
  - Time and space
Thank you

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Dublin Core Government Session agenda

Berlin 2008

23 September 15:45 - 17:15
Welcome to the session

Brief introduction to the Task force and to the Community. *By John Roberts*

The Dutch Dublin Core based metadata standard. *By Hans Overbeek*

UK transformational government. *By Michael Warner*
DC Government - Berlin 2008

- Dublin core Government Application Profile – the progress. By Hans Overbeek
- The Government Community – the need of it and how it should work in the future. By John, Hans and Palle
- Any other item
CTO Council

Presentation Outline

• Transformational Government Agenda
• Public Sector Information Domain
• Data Standards Working Group
• Metadata and Vocabulary Working Group
• Future Developments
What is it?

- Services designed around the citizen or business
- Shared service culture
- Better Government planning, delivery, management skills and governance of IT enabled change

PUBLIC SERVICES FOR THE 21ST CENTURY
Some context ...

CTO Council

Transformational Government

Collaboration

Power of Information
<table>
<thead>
<tr>
<th>Domain</th>
<th>Domain</th>
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</thead>
<tbody>
<tr>
<td>Strategy</td>
<td>Process</td>
<td>Service Management</td>
</tr>
<tr>
<td>Common Application</td>
<td>Information</td>
<td>Information Assurance</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Integration</td>
<td>Channel</td>
</tr>
</tbody>
</table>
Into the Information Domain ….

Who are we?

Department for Work and Pensions (Lead)
Cabinet Office
Ministry of Defence
Met Office
Scottish Government
Department of Health
National Health Service
Home Office
Identity & Passport Service
Department for Children Schools and Families
Criminal Justice IT
Office of Criminal Justice Reform

Central Office for Information
Department for Business, Enterprise and Regulatory Reform
Foreign and Commonwealth Office
Local Authorities
Ministry of Justice
Office for National Statistics
Department for Transport
The National Archives
Her Majesty’s Revenue and Customs
The Pensions Service
NPIA
What do we do... an overview

CTO Council

e-Rooms
RIM
Paper Archiving
Address Cleansing
Correspond Handling

GIS
EDRM

Coris

Current Information Management

Exemplars

Data Standards
Metadata & Vocabulary

PS Information Management Strategy
GCIM

PS Information Architecture

Centre of Excellence

Champion Support

Roadmap Impacts
Current Information Management
Future

Here & Now
Future
Method of Approach?

• Use exemplars & champions as context & focus;
• Refresh & Revitalise Government Data Standards (GDS);
• Initial focus- PERSON then LOCATION;
• Agree list of Person attributes;

• Map CIS & GDS - recommendations for alignment;
• Picking up GDS Issues/changes;
• Sub group members to lead activity on logical groups of issues;
• Publication/ Communication of standards (e-Gif).
‘Kew Consensus’ need to promote metadata – make it sexy!

Metadata consist of information that characterizes data. In essence, metadata answers who, what, when, where, why, and how about every facet of the data.

At the moment there is a void around metadata in HMG with demise of IWG and e-GIF becoming dated ………

…….. Aiming to fill that void as part of xGEA
In the short-medium term (0 to twelve months) MVWG recommends:

• Reviewing and challenging our current catalogue of metadata standards and controlled vocabularies making the case for investment where needed.

• Publishing a catalogue of metadata standards and controlled vocabularies with helpful information describing usage, support and governance.

• Creating and implementing a communications strategy to engage and inform stakeholders.

• Researching what can be learnt from Academia and other countries.

• Creating guidance for standards i.e. where controlled vocabularies published they should be in machine readable form with version control.

• Creating a Semantic Interoperability Community of Practice bringing together departments working in this area: Ontology and RDF.
Citizen expectations of services have greatly increased over recent years.

“Prime Minister Gordon Brown says the growing use of Information Technology is an important factor in people’s rising aspirations and has led to UK citizens demanding more in terms of public services.”

Computer Weekly 23rd Jan 2008

We have used Customer Journeys to show how the right use of metadata is key to enabling our public services to meet these expectations.
Customer Journeys

Free School Meals → Elderly Mother

Elderly Mother → Information/records management

Information/records management → It’s Flooding!

It’s Flooding! → Free School Meals
What this journey tells us:

- Citizens face a danger of being swamped by volume of information and not finding what they want.
- There are useful services available that aren’t provided by Government.
- Likely to get different answers to their needs, depending on who they contact & which channel they choose.
- Information showing subject is not enough, the citizen needs to understand its purpose i.e. advice, legislation, service
- We need to make use of the standards developed for the channels, in this case the web
Free School Meals

What this journey tells us:

• A simple request from the customer’s perspective involves a complex amount of information crossing boundaries

• Citizens have to give the same information to Government a number of times

• Lack of standardised information and access to it via interfaces that can securely carry and process that data causes delays and inefficiencies

• We don’t currently have the right metadata and standards to be able to provide the optimal customer journey for free school meals

• Data quality descriptions are needed to make encoded decisions about the validity of information
Future Developments

In the medium - longer term (1-3 years) the M&VWG recommends that:

1) We will have a full set of cross Government metadata standards and controlled vocabularies that are developed, supported, used, monitored and evaluated to show benefits realisation.

2) The skills needed for creating metadata and using standards will be combined in the IT & Info Management skills frameworks.

3) All standards in use across Government will be have an appropriate level of support and clear ownership.

4) The UK government will be influential in all areas of International Standard development relevant to conducting Government business and delivering services to the citizen.

5) Transit formats and mechanisms for sharing information and metadata should be piloted and proven to determine the easiest ways for interoperability to be achieved across boundaries.

6) We will harness technology to automatically capture metadata and work with suppliers to the benefit of the public sector
Any Questions

Thank You

Presentation given by Michael Warner on behalf of the Public Sector Information Domain Team

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