

# What is a service list?

A Service list provides a catalogue of the services that are delivered by an organisation. It is sometimes referred to as a Service Catalogue or a Product Catalogue. A Service defines what is delivered by one organisation, department or individual to another.



*SmartCities*

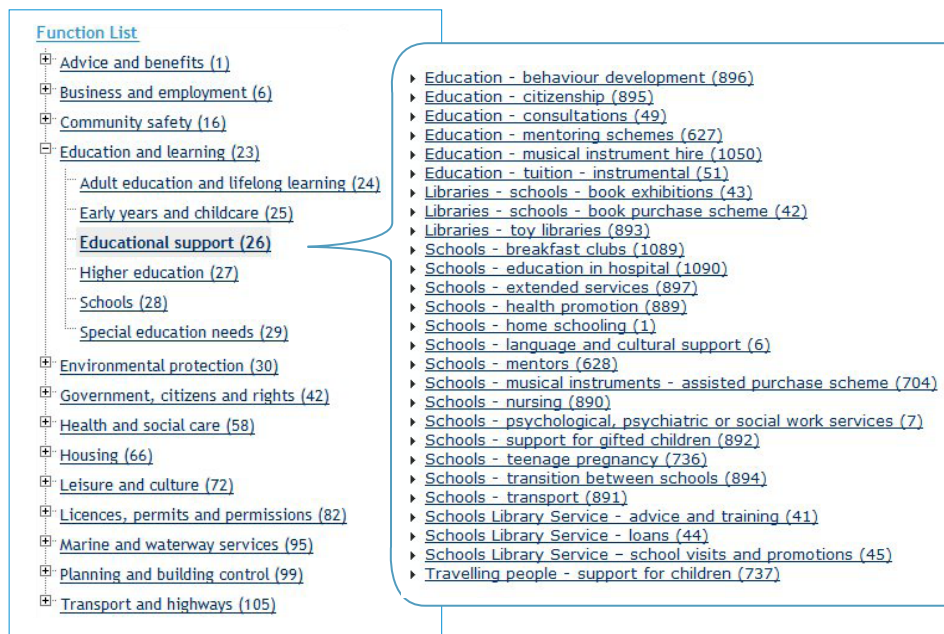
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A service has a unique identifier, a name and a definition. It is cross referenced with other definitions and with information pertaining to the service.



**Figure 1**  
Example service.

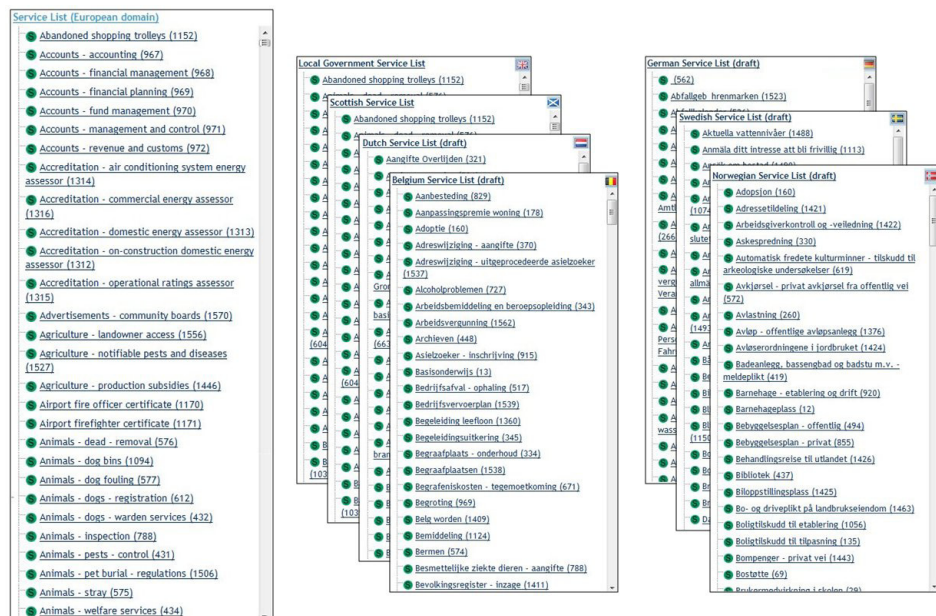
In the public sector, an organisation's services are determined by political decisions within the framework of what satisfies public need or benefits the community directly and what is mandated by law. European, national and regional (federal) laws shape what services local governments can and should deliver, but there is much commonality between the services that are delivered by local authorities in different regions across Europe.



**Figure 2**

The Functions List with services for one function.

The European Service List, published by esd-toolkit, provides a listing of all the services that are delivered locally by Smart Cities' partner municipalities in the UK, the Netherlands, Norway, Sweden, Germany and Flanders. These services have then been grouped together under broad functional headings.



**Figure 3**

European Service List with national subsets

National service lists are each a subset of the full European Service List. These national lists describe each service in the local language, and may refer to extra information that is relevant for each country. Some services are delivered by local government in some countries and by national government in other countries.

Within a local authority, the relevant national service list may be further refined to include descriptions of precisely how the authority chooses to implement each service, and to use a local name for the service. Local authorities may also add services which are only relevant to them.

## Further information

See also “Ten Reasons to Use a Service List”, consult esd-toolkit, its online forums and Smart Cities briefing papers for more information.

Enquiries can be sent to [support@esd.org.uk](mailto:support@esd.org.uk)

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