[eGovernment in]

Finland
Suomi

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Basic Data

Population (1 000): 5 4266.7 inhabitants (2013)

GDP at market prices: 193 443.0 million Euros (2012)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-28 = 100): 115.0 (2012)

GDP growth rate: -1.4 % (2013)

Inflation rate: 2.2 % (2013)

Unemployment rate: 8.5 % (2014 March)

Government debt/GDP: 57 % (2013)

Public balance (government deficit or surplus/GDP): -2.1 % (2010)

Source: *Eurostat*

Area: 338 000 km^2

Capital city: Helsinki

Official EU language: Finnish, Swedish

Currency: Euro

Source: *Europa website*

Political Structure

Finland is a **parliamentary republic**. Legislative power lies with a unicameral Parliament (*Eduskunta*) which consists of 200 members directly elected every four years using a direct proportional system. As the supreme decision-making authority in Finland, Parliament approves the state budget, ratifies international treaties and oversees the Government. The electoral system is based on universal direct suffrage over the age of 18.

Executive power is vested in the President and the Government, formally called Council of State (*Valtioneuvosto*). The President, who also serves as the Head of State, is chosen by direct popular election every six years with a limit of two terms of office. The Government, headed by the Prime Minister, must enjoy the confidence of Parliament. Following parliamentary elections or any other condition where the Government has resigned, the President, taking into account the result of consultations between the parliamentary groups, submits to Parliament a nominee for Prime Minister. If confirmed by Parliament with a majority of the votes cast, the President then proceeds to appoint the Prime Minister and other ministers designated by the latter. The President is empowered to dissolve Parliament at the Prime Minister's request. The President of the Republic directs foreign policy in conjunction with the Government.

The Constitution of Finland entered into force on 1 March 2000. It is based on four old constitutional acts (the Constitution Act of Finland, the Parliament Act and two acts on ministerial liability) that were passed during the first years of independence (1917-1922). Parliament has amended the acts; however, the principal constitutional traits have remained intact.

Finland became a member of the European Union on 1 January 1995.

Head of State: President [Sauli](#) Väinämö Niinistö (since 1 March 2012).

Head of Government: Prime Minister [Jyrki Katainen](#) (since 22 June 2011).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 89 % (2013)

Percentage of enterprises with Internet access: 100 % (2013)

Percentage of individuals using the Internet at least once a week: 89 % (2013)

Percentage of households with a broadband connection: 88 % (2013)

Percentage of enterprises with a broadband connection: 99 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 49 % (2013)

Percentage of enterprises having received orders online within the previous year: 19 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 61 %, downloading forms 51 %, returning filled forms 45 % (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 90 %, downloading forms 93 %, returning filled forms 89 % (2013)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.
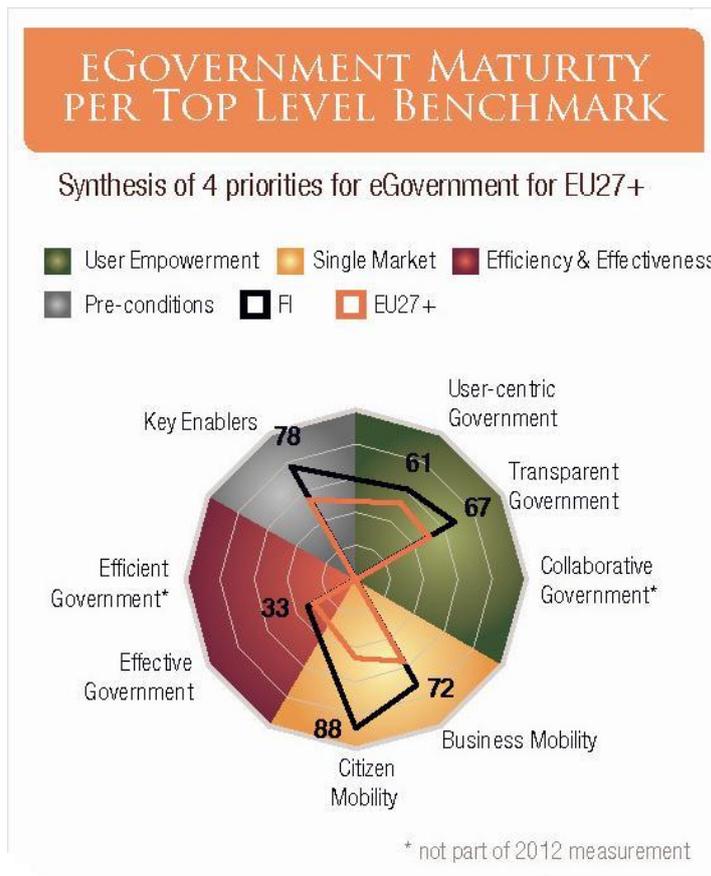
Source: eGovernment Benchmark 2013

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: ePractice news for eGovernment

Recent News

April 2014

The Ministry of Justice launches a new portal, demokratia.fi, which gathers together information from various democracy-related sites and news in the field of political decision-making. The site thereby makes it easier for citizens to find the best channels for participation and influence, and increases government transparency and interaction. Demokratia.fi summarises the eDemocracy web services maintained by the Ministry of Justice, namely otakantaa.fi, kansalaisaloite.fi and kuntalaisaloite.fi. Later in spring 2014, a fourth site will be added, lausuntopalvelu.fi, which is intended to streamline the consultation procedures and make it transparent and open to the public. The service will digitise the current consultation process.

March 2014

The first public version of the government's open data portal Avoindata.fi becomes available in March 2014. When completed, the service will provide a one-stop access to Finland's open data, and will promote the interoperability of tools and guidelines, as well as public administration service information. The Ministry of Finance's open data programme has ended the use of information barriers and has created incentives and conditions for the opening up of information and the development of content and services. The data portal constitutes part of the implementation of this programme, and facilitates the finding and exploitation of information resources.

September 2013

The Government of Finland decides to create a data exchange layer of eServices and cooperate with Estonia in the course thereof as much as possible. The X-Road data exchange layer is a technical and organisational environment that allows organising secure web-based data exchange between the information systems of the state. The X-Road allows people, institutions and enterprises to securely exchange data and organise the access of people to the data preserved and processed in state databases. As the first pilot service, the Estonian Tax and Customs Board commenced cooperation with the Finnish Tax Administration to bring the cross-border data exchange to the X-Road channel. The first tests have been conducted.

March 2013

Since the beginning of March 2013, Kela – the national Social Insurance Institution – allows people throughout the country to book their appointments with the institution online. Thanks to the extension of the service throughout the country, everyone is now able to book an appointment with Kela online. The time appointments will become available depending on demand. In the early stages Kela will monitor the extent to which users want to handle their social security matters online and in which type of matters these are.

News 2012-2001

2012

▸ The web-based payroll computing and reporting service 'Palkka.fi' has been connected to the Citizens' account -a secure environment for electronic communications between citizens and the Finnish government authorities- since *8 February 2012*. This will enable employees to receive and keep a digital record of their salary slips directly in their Citizen's account. Palkka.fi is a free Internet application maintained by the Finnish Tax Administration and pension insurance corporations for employees.

▸ On *17 October 2012*, a proposed new ICT strategy for the public administration was presented to Henna Virkkunen, Minister of Public Administration and Local Government. The strategy called 'A strategy proposal for the use of ICT in the Public Administration 2012-2020' is the first of its kind. The vision of the strategy goes up to 2020, while the policy approaches and measures will run until the end of 2015. Its objective is for the central and local governments to better use technology and bring services and information closer to individual users, enterprises and the public administration. By the time the strategy finishes in 2020, services and data will be safely and easily accessible and available in various ways.

2011

▸ The President of Finland confirms that the Act on Electronic Auctions and Dynamic Purchasing Systems of 17 June 2011 enters into force as of *1 October 2011*. As a result of this legislative package, which amends Finland's Act on Public Procurement of 2007, the competitive procurement of public contracts for the provision of goods, services and works will be handled increasingly by electronic means. The purpose of the legal reform is to introduce new procurement procedures to the national legislation, where documents relating to the purchase would be sent and received exclusively online. This, including the use of eAuctions, will reduce bureaucracy while speeding up public procurement procedures.

▸ The new Act on Information Management Governance in Public Administration is enacted on *1 September 2011*. With the new law the Ministry of Finance acquires the legal power to oversee the interoperability development of public sector and to give recommendations and directives on promoting the use of open interfaces and common services.

▸ The *'Suomi.fi'* portal, the one-stop service of public administration for citizens, undergoes changes to improve its usability. The layout of the portal's feedback forms has been streamlined. The updated forms are now found at the following pages: 'Feedback'; 'Feedback about this page'; and 'Contribute your ideas!'. The search results filtering has been modified to provide more accurate results. Search results now present all relevant results as default; however, filtering can be used to narrow down the results to national, regional or municipal information. These modifications have been initiated based on user feedback.

▸ On *6 July 2011*, it is announced that the Finnish Food Safety Authority Evira (*Elintarviketurvallisuusvirasto Evira*, in Finnish) introduces a mobile and internet service which provides information on food additives. The service is available from a mobile phone or PC, it can be accessed on most mobile phones on the market and it is designed for new mobile phones and laptops that have an Internet connection. Telecom operators charge a data transfer fee according to their current price list. The service is also available through non-Finnish operators.

▸ *'Vetuma'*, the Finnish public administration's joint service for electronic citizen identification and payment, has grown significantly during its 5 years of service, and will be updated during summer 2011, as announced at a conference on *25 May 2011*. Tapani Puisto, Service Manager at the State Treasury's Government IT Shared Service Centre (*Valtion IT-palvelukeskus - VIP*, in Finnish), said: "The service was the first major project which had been launched by the Government IT Shared Service Centre. Since those first days of the service, user numbers have increased 50-fold. Whereas

at the beginning there were only a few [participating] municipalities, now there are over a hundred and more are coming all the time."

▸ On *24 March 2011*, the Government endorses a Ministry of Finance decree amendment whereby the Ministry's role in the steering of functions related to ICT has been strengthened. As a result, three units (Government IT Management Unit, Municipal IT Unit and Security Network Unit) were merged from the Public Management Department into a new operational unit called Public Sector ICT, which operates under the direct supervision of the Permanent Secretary.

▸ The service called Citizen's Account is launched in *January 2011*. It is a special service, which provides a secure channel for electronic communications, notifications and messages between government authorities and the public. All service providers in central and local government organisations can register and use the Citizen's Account. Initially, there are three service providers on board: the Ministry of Employment and the Economy, the Vantaa Municipality and Local Register Offices. The Vantaa Municipality delivers the decision made on the daycare applications to the citizen account if the applicant has opened his/her own citizen account. The ministry of Employment and Economy delivers the official statement of the person's unemployment status through the service and the Local Register Offices are dealing with the people who want to change their name. In the next years 20 to 30 different service providers are expected to join the services and the popularity of the service among citizens is expected to steadily grow.

2010

▸ '*Suomi.fi*', the one-stop portal for online public sector services, is officially launched with new upgraded features on *27 October 2010* by the then Ministry for Public Administration and Local Government.

▸ In early *July 2010*, a new version of the national spatial data portal '*paikkatietoikkuna.fi*' (Geodata Window) is released, containing a varied range of maps provided by several data producers free-of-charge.

▸ In *April 2010*, Finland joins the ranks of re-users of the open-source repository and platform developed for the Semantic Interoperability Centre Europe (SEMIC.EU). The Ministry of Finance intends to customise the system as a workflow-driven collaboration space. The Finnish solution includes a forum and user administration with single sign-on functionality, a search engine and a collaborative versioning and quality assurance process for the stored content. It aimed to support the sharing of single files of various formats in addition to the originally used ZIP archives.

▸ At the end of *March 2010*, the Finnish Communications Regulatory Authority (FICORA) releases a new website that provides a range of information and services for consumers. It joins consumer-oriented matters and services in a clear and easy-to-read manner.

▸ On *7 January 2010*, the Ministry of Finance publishes the 'SADe services and project report 2009', an update on the implementation of the 'eServices and eDemocracy programme' (SADe). The study analysed 282 web-based services (in October 2009) and included data on 42 development projects.

2009

▸ According to the 'Smarter, Faster, Better eGovernment - 8th Benchmark Measurement' report prepared for the European Commission and published in *November 2009*, Finland is one of the top countries in both eGovernment and information society. It achieved the maximum score of 100 % for usability of eGovernment services, user satisfaction monitoring and user-focused portal design.

▸ The 'Act on Strong Electronic Identification and Electronic Signatures' enters into force on *1 September 2009*. The objective of the new Act is to create common rules for the provision of sound electronic identification services.

▸ In *March 2009,* the Advisory Committee on Information Management in Public Administration (JUHTA) issues a JHS public administration recommendation on XML schemas in Public

Administration. This recommendation aimed to promote uniform use of XML schemas in Public Administration as well as the interoperability in IT systems.

▸ On *23 February 2009*, the Government publishes a policy document entitled 'The use of open source software in Public Administration' which provided methods to compare open source and proprietary software solutions.

▸ In *2009*, the online joint application system was introduced, enabling users to apply to several universities by submitting one electronic admission form.

2008

▸ In *August 2008*, the Finance Ministry awards a contract to redesign and further develop its web portal. The contract covered the redesign and further development of the eServices and downloadable forms sections of the *'Suomi.fi* portal.

▸ In that same month, the Minister of Transport and Communications proposes a national action plan to make high-speed broadband accessible throughout the country by the end of 2015. The Ministry's proposal foresees the availability of high-speed broadband connections to nearly all permanent residences and premises of Finnish businesses and Public Administrations, depending on demand.

2007

▸ The Ministry of Finance publishes the 'Government 2006 ICT Review'. This report highlights the main results and most significant insights regarding the state of ICT in Government agencies and institutions in 2006.

▸ The Finnish Road Administration, responsible for the country's highway network, makes available 24-hr real-time updates on traffic conditions in *July 2007*.

▸ The Government's 'Information Society Programme', which was initiated in 2003, comes to an end in *April 2007*. The main achievements include the introduction of the model of corporate management to state information management, an increased cooperation between state and local authorities in relation to information society issues and considerable developments in the health sector.

▸ The Finnish Environment Institute (SYKE) develops the open access web tool FINESSI to explore the impact of future climate change in Finland during the 21st century.

2006

▸ Chip ID cards for public sector employees are adopted throughout central Government in *October 2006*. These cards contain a qualified certificate enabling identification for logging onto information networks, the authentication of network users and the encryption of email and other documents, while providing a binding and guaranteed electronic signature as specified by Finnish legislation.

▸ KuntaIT, a unit created by the Interior Ministry, is officially set up on *1 September 2006*. It is tasked with coordinating the compatibility of eGovernment services among municipal and regional authorities while promoting information interoperability.

▸ The 'National Knowledge Society Strategy 2007-2015' is adopted in the same month. The strategy lays particular emphasis on measures aimed at promoting service sector reform.

▸ In *April 2006*, the Government approves an updated version of the 'Information Society Programme'. Among other goals, the programme intended to build up citizen confidence in information society services by improving data security and the protection of privacy.

▸ In *February 2006*, the Ministry of Justice publishes a report calling for the development of an electronic real estate conveyancing system which will make it possible to buy and sell property, apply for mortgages and register property transactions online.

▸ Launched on *19 January 2006*, the Ministry for Foreign Affairs' new WAP (wireless application protocol) site provides travel safety information. Mobile phones equipped with WAP are able to display information supplied by the Ministry.

2005

▸ The address change notification online service goes live in *May 2005*. The joint service of the Finnish Post and the Population Register Centre enable citizens to submit a single address change notification online to multiple public and private organisations.

▸ In *April 2005*, the Government issues a resolution approving the 'Information Society Programme for 2005'. The use of ICT in Public Administration becomes a central priority of the programme, which focused on electronic services, the development of traditional service provision and the increase in productivity.

▸ In *March 2005*, the Government appoints a State IT Director in order to provide increased leadership for its eGovernment drive. Heading the new State IT Management Unit within the Ministry of Finance and acting as a government-wide Chief Information Officer (CIO), the State IT Director is tasked with preparing and maintaining both the IT strategy and centralised control of IT operations.

2004

▸ A mobile eIdentification scheme is launched in *November 2004*. Presented by the Population Register Centre and telecom operator Sonera, the 'Citizen Certificate' serves as a Government-guaranteed electronic identity designed to enable secure mobile government and commerce transactions.

▸ The combined electronic ID/health insurance card is launched in *June 2004*. Finnish citizens are given the option to have their health insurance data included on their eID card.

▸ In *April 2004*, the Government introduces an online identification system aimed at providing a simpler and more flexible electronic identification method than the eID card – whose uptake remained low – while providing sufficient security to perform low-sensitivity transactions online.

2003

▸ In *September 2003*, the Government launches the first 'Information Society Programme', whose aim is to increase competitiveness and productivity, as well as social and regional equality, by utilising ICT throughout society. A key objective is to increase cooperation while reforming the structures of public information management so as to ensure the availability and quality of public services.

▸ In that same month, the Government appoints an Information Society Council whose role is to steer the development of the information society and coordinate cooperation between administrations and the private sector.

▸ The Organisation for Economic Cooperation and Development (OECD) publishes an assessment of eGovernment implementation in Finland in *September 2003*. It analyses eGovernment policy achievements and identifies areas where improvement is needed.

▸ The 'RASKE2 metadata standardisation' project is launched in *May 2003*. It aims at developing methods for the integration of eGovernment systems and services by means of metadata standardisation.

▸ In that same month, Finland signs an agreement with Estonia to harmonise the concepts and practices regarding digital signature, document format and exchange between the two countries as prescribed by European and national legislation requirements, in addition to international standards.

▸ In *February 2003*, the 'Act on Electronic Signatures' comes into force, implementing the EU Directive on electronic signatures and giving legal value to the use of electronic signatures for eCommerce and

eGovernment. The 'Act on Electronic Services and Communication in the Public Sector' takes effect at the same time.

2002

▸ The 'Third Report of the Information Society Advisory Board', published in *December 2002*, recommends that the next Government ought to initiate an information society programme under the responsibility of a single minister.

▸ The citizen portal '*suomi.fi*' is launched in *April 2002*. It provides a single access point to public information, administrative forms and services.

▸ The 'Final report of the development project for eGovernment JUNA', which outlines the Government eServices agenda, is published in *February 2002*.

2001

▸ In *December 2001*, the Information Society Advisory Board publishes 'Public Services in the New Millennium - the Programme of Action to Promote Online Government for 2002-2003'. It focuses on measures to remove the obstacles to online Government and to strengthen strategic planning while developing managerial skills in Government bodies.

▸ In that same month, the Ministry of the Interior publishes a development programme for the period 2002-2005 on electronic services in the Ministry's administrative sector.

▸ A public tenders database is launched in *October 2001*. Targeting calls for tenders under the threshold value - especially within the municipal sector - is the objective of the service operated by Hansel, a government-owned public procurement enterprise. Hansel also operated a complete system for electronic tendering and procurement.

News 2000 and before

▸ The first report of the Information Society Advisory Board on information society development is published in *June 2000*. It aims at presenting an overall picture of development and evaluating its social and economic effects.

▸ In *March 2000*, the Government adopts a decision on information management, which laid special emphasis on the development of interoperability, joint services and co-operation between agencies.

▸ In *1999*, the Population Register Centre launches the electronic ID Card and the supporting Public Key Infrastructure (PKI), a travel document valid for three years. The card also enables online banking and insurance services.

▸ In the same year, the Ministry of the Interior launches the 'Development Project for eGovernment JUNA', whose aim is to coordinate and support the planning and implementation of eGovernment in the public sector.

▸ In *1998*, the Government adopts a 'Decision on electronic transactions, the development of electronic services and the reduction of data gathering', paving the way for a generic system for electronic identification, data transfer encryption and digital signatures for electronic transactions in the public sector. It states that the Population Register Centre (PRC) will act as the certification authority responsible for issuing and maintaining the citizen ID card.

▸ In *1996*, the Government appoints an Information Society Advisory Board to provide assistance in monitoring and anticipating information society developments, as well as formulating and evaluating information society policies.

▸ In *1995*, the Government adopts 'Finland – Towards an Information Society, A National Outline', a document which establishes the strategic principles for the development of Finland as an information society.

▸ In *1994*, the Government adopts a strategy for information management in Government. It calls for the development of electronic transactions within agencies, as well as between agencies and their customers.

eGovernment Strategy

Main strategic objectives and principles

National Knowledge Society Strategy (2007-2015)

Finland's long term strategic priorities for eGovernment are set forth in the 'National Knowledge Society Strategy 2007-2015' which was adopted in September 2006. This strategy document was drawn up in cooperation with decision-makers and actors from various sectors of society. Around 400 specialists from the Government, local authorities, higher education institutions, businesses and organisations participated in the draft process.

It aims to support the emergence of a 'Finland phenomenon': to transform Finland into an internationally attractive, humane and competitive service society by 2015. In order to achieve this overall vision, the strategy focuses on four priority-specific strategic intents and aims, and proposes 72 related measures. Particular importance is given to measures aimed at promoting the reform of the service sector, citizens' well-being and country as well as business competitiveness.

Strategic intents and measures

Making Finland a human-centric and competitive service society

▶ Create public services as processes across organisational lines within Public Administration and in cooperation with other parties by 2015.

▶ Develop electronic services in a manner that forecast the needs of citizens and organisations and use existing information.

▶ Achieve multi-channel, proactive and interactive eServices above and beyond those that citizens and businesses are currently using.

▶ Gather digital content produced by public authorities into a digital library to serve citizens, enterprises and research organisations free-of-charge.

▶ Establish a comprehensive network of joint services points, high quality eServices and phone service centres to allow citizens to view services as seamless concepts.

▶ Actively use online services to transform Finland into a working online democracy with increased transparency, where citizens can initiate an issue and follow up its progress electronically.

Turning ideas into products, a reformed innovation system

▶ Develop rules and pricing models that increase joint activity, innovativeness and competitiveness in order to benefit from the information produced by the public sector.

▶ Provide a first-rate foundation for proactive service production and research by national databases, registers and statistics materials.

Innovative know-how and lifelong learning for individuals and work communities

▶ Renew and continuously develop knowledge and learning by individuals and work communities so as to constitute the foundation of Finland's competitiveness and well-being by 2015, thus becoming a facilitator of innovations.

▶ Provide diverse educational opportunities with regard to computer literacy through adult and employee education.

An interoperable information society infrastructure, the foundation of an information society

▸ Offer an information and communications infrastructure that functions on a 24/7 basis by 2015.

▸ Develop new and innovative businesses, take up teleworking and produce digital services close to the customer - regardless of physical distance - which are made possible through reliable, high-speed connections with comprehensive regional coverage.

▸ Increase noticeably the importance of practices and services related to information security, as they are a key part of information society infrastructure.

▸ Develop solutions for electronic identification in order to enable movement between different information networks and the flexible use of various electronic services by means of a single sign on.

▸ Use the embedded systems of Public Administration in logistics, micropayment, remote and access monitoring, automation of functions, as well as provide customers with proactive services.

▸ Employ and make easily accessible the design of ICT equipment, software and electronic barrier-free services.

▸ Pay special attention to the availability and compatibility of data infrastructure, leading to even greater consistency between services, equipment, networks and systems.

▸ Base data transfer between IT systems on open standards and interfaces and develop national level solutions for the electronic service interface.

▸ Produce public sector information that is user-friendly within the public sector itself.

▸ Access a national electronic archive service for archiving patient information in the public sector and for distributing information.

eServices and eDemocracy Acceleration Programme (2009-2014)

In 2009, to further accelerate information society development and the spread of electronic public services, the Government launched developments and laid down new short- and medium-term goals, primarily re-arranging public information systems in line with the strategy document 'eServices and eDemocracy Acceleration (SADe) programme' (2009-2014).

The purpose of the SADe programme is to promote eGovernment in order to ensure that eServices for citizens and businesses encompass all main services by 2013. Uniform customer interfaces are to be created for citizens and businesses to allow access to public services that are provided by various actors. Furthermore, SADe aims to develop the interoperability of all Public Administration information systems.

A targeted core proposal for 2015 is the existence of a networked administration in which services are accessible and easy to locate through multiple channels, providing support for the life situations of citizens and for the various stages in a business life cycle. A general objective in enhancing eServices and eAdministration is to ensure that by 2015, Finland rates among the top five nations in international comparative studies in eServices.

Previous eGovernment Strategies

Government Resolution on the Objectives of the National Information Society Policy (2007-2011)

Based on the 'National Knowledge Society Strategy 2007-2015', the 'Government Resolution on the Objectives of the National Information Society Policy for 2007-2011' comprised the key aims and priorities for accelerating information society development during the period 2007-2011.

The Strategy had set five broad **priorities**:

▶ Development of communications infrastructure to provide public sector organisations high-speed data transfer connections, which enable versatile use and provision of content and of high-quality electronic public services.

▶ Improvement of IT activities and services in Public Administration: promote the use of open interfaces in information and communications systems; create optimal conditions for providing customer-oriented eServices; harmonise processes and systems in financial and personnel administration etc.

▶ Introduction of a national information system architecture in social and healthcare services and service development.

▶ Development of electronic purchasing, invoicing and payment processes.

▶ Promotion of electronic identification (eID).

Ubiquitous Information Society Action Programme (2008-2011)

The Government Resolution was complemented by the 'Ubiquitous Information Society Action Programme 2008-2011' which focused on the practical implementation of the national Information Society Strategy (2007-2011). It included the most important individual measures and projects arising from the aims of the Resolution. The following eGovernment-related **projects** were launched during its term:

▶ Use of electronic invoicing and electronic purchasing processes in the public sector.

▶ Introduction of a new, IT-based multi-channel model of shared services.

▶ Introduction of electronic voting beyond polling stations.

▶ Promotion of the development and introduction of new electronic identification methods.

Government Policy Decision on the Development of IT Management in State Administration (2006-2011)

In June 2006, the Government made a policy decision on the development of IT management in state administration. The development of state IT management would create the preconditions for the provision of customer-centric and flexible services and strengthen the openness of the administration. It also aimed at promoting the productivity of state administration inter alia by better utilising common data resources, by combining state procurements and by constructing common solutions.

The policy decision supported consolidated IT management of state administration. The introduction of common structures and common IT services and the enhancement of the interoperability of IT systems would enable agencies to focus their resources on the development of their core processes.

The policy decision contains the long-term target for the IT management of state administration, the strategic guidelines for developing IT management, the common steering model for IT management and the following development programmes, scheduled for the years 2006-2011:

▶ customer-centric online services;

▶ interoperability (architectures and methods of state administration);

▶ shared IT systems;

▶ harmonised basic IT services;

▶ information security and contingency planning.

Government Information Society Programme (2003-2007)

Prime Minister Vanhanen's first Cabinet wanted to add momentum to the information society development in Finland and launched the intersectoral 'Government Information Society Programme 2003-2007' which focused on Public Administration (reforming operating models and increasing efficiency through ICT). The objectives of the Programme were to boost competitiveness and productivity, and promote social and regional equality through effective utilisation of information and communications technologies throughout the society. The Programme also aimed at maintaining Finland's status as one of the leading ICT producers and users.

Among the main targets of the 'Information Society Programme' was to increase cooperation and reform the structures of public information management to ensure the availability and quality of public services. As a result, with the completion of the Programme, there was a noticeable increase in the level and readiness to cooperate between and within public and private sectors.

Public Services in the New Millennium Programme (2002-2003)

This strategy, also known as 'Programme of Action to Promote Online Government 2002 – 2003', was prepared by a special Task Group on Online Government established by the Information Society Advisory Board (ISAB), which was active from June to December 2001. The Programme recognised the needs to re-allocate resources in public services provision e.g. due to the ageing of population and it noted that ICT provides plenty of opportunities to improve public services, to rationalise administrative procedures and to re-organise the public sector. The 'Programme of Action' consisted of 16 proposals covering eGovernment services directed to citizens, businesses and other government bodies.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Act on Information Management Governance in Public Administration (2011)

This Act lays down provisions on the obligations of certain authorities in public administration when conducting information management tasks. The purpose of this Act is to improve the efficiency of activities in public administration and to improve public services and their availability by laying down provisions on information management governance in public administration and on promoting and ensuring the interoperability of information systems.

Act on Electronic Services and Communication in the Public Sector (2010)

The objective of this Act (924/2010) is to improve the efficiency of services and communication, as well as information security in the Public Administration, judicial bodies and enforcement authorities by promoting the use of electronic data transmission. It contains provisions on the rights, duties and responsibilities of the authorities and their customers in the context of electronic services and communication.

Freedom of Information Legislation

Act on the Openness of Government Activities (2002)

The Act on the Openness of Government Activities (with amendments up to 1060/2002 included) provides for a general right to access any official document (including electronic records) in the public domain held by public authorities and private bodies that exercise public authority. Those requesting information are not required to provide reasons for such a request or to verify their identity unless they are requesting personal or other confidential information. Replies have to be made within 14 days.

Restrictions exist for: non-official documents; documents relating to foreign affairs; criminal investigations; the police; military intelligence and armed forces; as well as confidential business activities.

Data Protection/Privacy Legislation

Personal Data Act (1999)

The Personal Data Act, which came into force on 1 June 1999, replaced the Personal Data File Act of 1988, which was the first law concerning data protection in Finland, aiming at preventing violations of integrity at all stages of data processing. The functional objective was to promote the development of and compliance with good data processing practices. The main principles of the protection of privacy remained largely unchanged in the 1999 Act. It accommodates the constitutional reform and the EU Data Protection Directive (95/46/EC).

The basic rights and freedoms of individuals are even more strongly emphasised in the processing of personal data. The Act was lastly amended in 2000. It is overseen and enforced by the [Data Protection Ombudsman](#).

Other legal documents contain special provisions regarding the processing of personal data. The [Act on the Openness of Government Activities](#) (1999) controls access to public registers. The protection of privacy is also regulated by the [Act on the Protection of Privacy in Electronic Communications](#) (2004).

eSignatures Legislation

[Act on Strong Electronic Identification and Electronic Signatures](#) (2009)

The Act on Strong Electronic Identification and Electronic Signatures entered into force on 1 September 2009, replacing the [Act on Electronic Signatures](#) issued in 2003. It is founded on the principle that users must be able to trust information security and protection of privacy when using electronic identification services. The Act's objective is to create common rules for the provision of sound electronic identification services, and to promote the provision of identification services and the use of electronic signatures.

eCommerce Legislation

[Act on the Provision of Information Society Services](#) (2011)

The Act on the Provision of Information Society Services (512/2011) entered into force on 1 June 2011. The main issues governed by this Act revolve around the freedom to provide information society services, information requirements for service providers, electronic orders and electronic contracts, as well as related liabilities. It enacts the EU Directive on electronic commerce ([2000/31/EC](#)).

eCommunications Legislation

[Communications Market Act](#) (2003)

Finland transposed most of the EU Regulatory Framework for Electronic Communications ([2002/21/EC](#)) through the Communications Market Act (adopted on 23 May 2003 with amendments up to 363/2011 included).

[Act on the Protection of Privacy in Electronic Communications](#) (2004)

The Act on the Protection of Privacy in Electronic Communications (with amendments up to 365/2011 included) was adopted on 1 June 2004 and entered into force on 1 September 2004. It transposes the ePrivacy Directive ([2002/58/EC](#)) into Finnish Law.

eProcurement Legislation

[Act on Public Procurement](#) (2007)

The Act on Public Procurement, which came into force on 1 June 2007, replaced the Public Procurement Act of 1992 and its related decrees. The Act, which was lastly [amended](#) in 2010, covers the procurement procedures of public authorities and those of other public contracting entities. The Act transposes into Finnish Law the Directive [2004/18/EC](#) on the award of public work, public supply and public services contracts, including its provisions relating to electronic procurement.

According to the Act, contracting authorities cannot publish calls for tenders without public notices if the national thresholds have been exceeded. National notices are to be published in the electronic HILMA-system maintained by the Ministry of Trade and Industry.

Act on Public Procurement in Special Sectors (2007)

The Act on Public Procurement in Special Sectors (349/2007) came into force on the same day as the Act on Public Procurement (1 June 2007). This Act transposes into Finnish Law the Directive 2004/17/EC coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors.

Government Decree on Public Contracts (2007)

Applicable since June 2007 and complementing the two public procurement acts of 2007 (Act on Public Procurement; Act on Public Procurement in Special Sectors), the Decree on Public Contracts (614/2007) regulates the use of electronic processes, such as dynamic purchasing systems and electronic auctions.

Act on Electronic Auctions and Dynamic Purchasing System (2011)

The purpose of this Act is to promote the use of electronic procedures in public procurement. It implements public works contracts, public supply and service contracts procedures according to the European Parliament and Council Directive 2004/18/EC, and the water, energy, transport and postal services sectors according to the procurement procedures of the European Parliament and of the Council Directive 2004/17/EC on electronic auctions and dynamic purchasing system rules.

Re-use of Public Sector Information (PSI)

Current status

Finland has chosen to implement Directive 2003/98/EC on the re-use of public sector information (PSI) by amending the Act on the Openness of Government Activities.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Finance / Public Sector ICT

eGovernment is an integrated part of Government reform under the responsibility of the Ministry of Finance. The Ministry is tasked with policy-making and the development and guidance of State IT operations. In April 2011, a decree came into force which reinforced the Ministry's task in the steering of functions related to ICT. To this effect, the Public Sector ICT unit under the state secretary of the Ministry of Finance was created by merging the three existing units at the time.

The newly-formed Public Sector ICT, which is operational since April 2011, is responsible for the overall development of eGovernment, Public Administration information management, corporate data and information management governance in central Government. This operational unit formulates joint functional and technical solutions and methods and is in charge of the overall development of information security in Public Administration, as well as data security governance in central Government. Public Sector ICT is divided into three units: Strategic Governance, Common ICT Solutions and Standards and Recommendations.

Ministry of Transport and Communications

The responsibilities of the Ministry of Transport and Communications include legislation related to infrastructure, i.e. communications networks, data protection and data security questions. The Communications Policy Department, rooted within the Ministry, is divided into two units. The Communications Networks Unit prepares laws and other strategic guidelines related to frequencies and network licences, broadband connections, information security and critical infrastructure protection. The Media and Communications Services Unit is responsible for issues related to information society projects and privacy protection of communications.

Coordination

Advisory Committee on Information Management in Public Administration (JUHTA)

JUHTA, a unit operating within the Ministry of Finance, is responsible for promoting cooperation in information management between the State and the municipalities. The Committee coordinates the development of information technology, information management and electronic services in central and local Government, and draws up relevant recommendations for the public administration.

Implementation

Government ministries and agencies

Government ministries and agencies are responsible for the implementation of their own departmental eGovernment projects.

Government ICT Centre Valtori

Government ICT Centre Valtori is a service centre operating under the administrative purview of the Ministry of Finance. It provides sector-independent ICT services for central government administration.

Support	

Public Sector ICT

Public Sector ICT formulates joint functional and technical solutions and methods and is in charge of overall development of information security in the public administration, as well as data security governance in central government

Government ICT Centre Valtori

Government ICT Centre Valtori is a service centre operating under the administrative purview of the Ministry of Finance. It provides sector-independent ICT services for central government administration.

Ubiquitous Advisory Board

The Ubiquitous Information Society Advisory Board cooperates with other actors involved in information society development, introduces new initiatives to speed up information society development, monitors international and EU information society development and reports annually to Government on the implementation of the national information society policy action programme.

Audit/Assurance	

National Audit Office (NAO)

The NAO is Finland's supreme audit institution and reports directly to the Parliament. It audits the State's finances and asset management in order to ensure that public funds comply with related legislation.

Data Protection	

Office of the Data Protection Ombudsman

The Office of the Data Protection Ombudsman guides and controls the processing of personal data and provides related consultation. It exerts power on issues related to the implementation of the right of verification and the correction of personal data. Furthermore, the Ombudsman follows the general development in the processing of personal data, launching initiatives where necessary.

Regional & Local eGovernment

Policy/Strategy	

Regional Councils

Regional Councils are joint municipal authorities responsible for regional development. A key task is to create a development strategy for a respective region. This scheme constitutes a region's fundamental strategy document.

Coordination	

Advisory Committee on Information Management in Public Administration (JUHTA)

The Committee coordinates the development of information technology, information management and electronic services in central and local Government.

Implementation [ ]

Regional Councils

Regional Councils, which are joint municipal authorities responsible for regional development, implement a general regional policy. There are 19 Regional Councils grouping together the country's 342 municipalities.

Support [ ]

Association of Finnish Local and Regional Authorities (AFLRA)

AFLRA's objective is to promote the opportunities for local authorities to operate, cooperate and encourage their vitality for the benefit of residents. The services provided span all areas of municipal operations, including local and regional government development, the information society and social and healthcare services.

Government ICT Centre Valtori

Government ICT Centre Valtori is a service centre operating under the administrative purview of the Ministry of Finance. It provides sector-independent ICT services for central government administration.

eGovernment Who's Who

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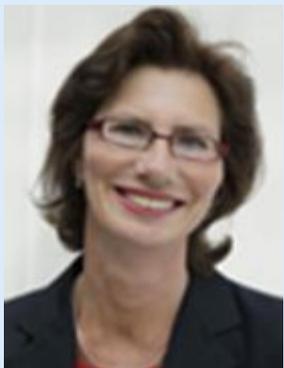
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

Suomi.fi: Citizen Service portal

'*Suomi.fi*' serves as a single access point to public information, administrative forms and online services. It is a repository for information that is vital to the daily lives of citizens or those who need to transact with the Public Administration, regardless of whether they reside in Finland or abroad.

The portal offers the following content:

▸ 'eServices and forms' contains electronic services and forms provided by authorities, complete with instructions on use.

▸ 'Services by topic' comprises 14 subject headings, from families and social services to taxation and financing.

▸ 'State and municipalities' gives full details on Public Administration and provides access to municipality websites.

▸ 'Newsroom' contains public sector news and '*Suomi.fi*' bulletins, and lists Public Administration and '*Suomi.fi*' RSS feeds and public service eJournals.

▸ 'Citizen's account' is a secure channel for electronic communications, decisions and messages between authorities and citizens. It enables citizens to view the status of personal affairs that are being processed, to electronically receive decisions and notifications concerning such matters, to submit electronic documents to authorities and to manage contact information.

▸ 'Service map' provides contact and information for public sector service locations.

The 'Workspace' site which is linked to '*Suomi.fi*' includes eServices and printable forms intended for Public Administration employees and content related to the development of online services.

YritysSuomi.fi: Enterprise Finland portal

'Enterprise Finland' is an online service created by public business service organisations for enterprises and people interested in starting a business. This free-of-charge online service provides information about the type of assistance available to businesses or entrepreneurs in establishing and developing their enterprise; it is particularly oriented towards helping SMEs.

'Enterprise Finland' contains approximately 130 services, each with an introductory page supplying contact information and links to further details. The structure is arranged according to the life cycle of the enterprise or entrepreneur. The 'SADe Programme' envisages that the ongoing development of the portal will offer entrepreneurs one single channel to services provided by Public Administration, thus reducing administrative burden. As a consequence, Public Administration workload from business information and guidance will be decreased.

Demokratia.fi: eParticipation portal

Demokratia.fi is a portal that gathers together information from various democracy-related sites and news in the field of political decision-making. The site thereby makes it easier for citizens to find the best channels for participation and influence, and increases government transparency and interaction. The portal summarises the eDemocracy web services maintained by the Ministry of Justice, namely otakantaa.fi, kansalaisaloite.fi and kuntalaisaloite.fi. Demokrati.fi also contains links to other

public authorities' websites with information on current matters that are being planned or prepared. In addition, it highlights the latest news from, for example, the parliament and the government.

Paikkatietoikkuna.fi: Geoadata portal

This is a national portal presenting the spatial data produced and exploited in the Finnish society. It is based on open source software and it offers the opportunity, through a map window, to browse dozens of map levels, produced by different organisations, on different themes, such as terrain, soil and land use, as well as traffic network.

Network

'Senaattori': Government intranet

'Senaattori' is a common platform for sharing information between ministries. As the Government's intranet information directory, it provides access to internal and external Government and Parliament information.

eIdentification/eAuthentication

Population Register Centre (PRC)

The PRC is responsible for issuing electronic identities and certificates. It creates an electronic identity (eID) for Finnish citizens when providing them with a personal identity code. The electronic client identifier is used for electronic user identification in secure online transactions. It is a dataset consisting of a series of numbers and a check character that helps identify Finnish citizens and foreign citizens permanently residing in Finland who are entered in the Population Information System. The PRC is currently the only certificate authority for qualified certificates in Finland able to issue Pan-European certificates that provide high levels of information security and contain the correct identity.

FINeID

FINeID is the Population Register Centre's certificate system, which is based on Public Key Infrastructure and provides PRC's certificate products and services. The system enables the realisation of privacy protection and information security, which is a basic right of citizens and an absolute requirement for online service providers. FINeID offers an array of Certification Authority Services:

▸ **Citizen Certificate**

▸ The Citizen Certificate is an eID used for safe online services, containing a citizen's first name, surname and an electronic client identifier, among other information. It identifies and encrypts emails and documents. In addition, it provides eSignatures and can be attached to the ID card. Electronic transactions made with the certificate are secure. Electronically signed documents are equal in all legal respects to traditional signatures. Every personal certificate issued by the Population Register Centre (PRC) is a qualified certificate, and is placed in a public directory.

▸ **Organisation Certificate**

▸ Organisation Certificates are used to verify a given person's position or customership as a representative of a business, organisation or associated group. These certificates also make it possible to provide an undisputed electronic signature as defined by law and to provide authentication of network users and their access rights. They can also include an organisation's valid email address.

▸ **Server Certificate**

▸ The [Population Register Centre (PRC)](#) issues server certificates that can be used for identifying public sector services. Utilising a server certificate enables the user of a service to verify the authenticity of the service provider.

▸ **Civil Servant Identity Card**

▸ Chip ID cards for public sector employees were adopted throughout central Government in October 2006. The photo ID cards contain a qualified certificate enabling: identification in order to log into information networks; authentication of network users and their usage rights; encryption of email and other documents; and the provision of a binding and undisputable electronic signature, as specified by Finnish legislation. These certificates can also be used for access control systems, teleworking, passage control and physical identification.

Vetuma and *Tunnistus.fi:* Citizen Identification Services

'Vetuma' is the public administration's joint service for citizen electronic authentication and payment. The service uses the online address tunnistus.suomi.fi. Depending on the online service, a citizen can identify him/herself with bank identifiers and a certificate card. In the near future, mobile certificates will be jointly provided by the telephone operators. The citizen can also make payments from bank account or with a credit card. The service and its development is the responsibility of the Government IT Shared Service Centre in the State Treasury. Tunnistus.fi is an identification service similar to *Vetuma* but it is providing this service only to its owners which are the Tax Administration, the Ministry of Employment and The Economy and Social Insurance Institution of Finland.

eProcurement

Current status

eProcurement is decentralised and the process subphases are not provided on a single national platform. Privately-owned specialised platforms exist for the eInvoicing post-award phase.

The visibility on the authorities' websites is well above the EU27+ average.

Source: ['Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement'](#)

Central Procurement Unit

Hansel Ltd. is a State-owned public procurement enterprise that acts as a central purchasing body for Government entities, providing a full set of eProcurement tools and services to the public sector. The procurement online services that it offers and manages consist of a notification database service for ongoing public tenders. This database service is mandatory for ongoing public tenders. A private eInvoicing platform offers value-added services for the notification database. The value-added services include the registration of users for the permanent follow-up of the incoming notifications and orders for tender.

The website's status has been strengthened since the Ministry of Finance started to implement its public procurement strategy for 2010 by conducting all ICT procurements through Hansel.

HILMA notification service

The HILMA notification service is a platform aimed at the eNotification of national calls for tenders. Since the entry into force of the new Public Procurement Act in 2007, the use of HILMA has become compulsory for contracting authorities in cases where national thresholds are exceeded.

TILHA public procurement solution

eOrdering services are supported by the State Treasury's TILHA platform, which is the centralised public procurement solution used by the State offices.

Knowledge Management

'Senaattori': Government intranet portal

Senaattori, the Finnish public authorities' intranet, is a joint interactive tool for knowledge management and a database that supports work processes, innovation, interaction, learning and cooperation. It is based on smooth technology and standardised solutions. In addition, it constitutes a coordinated whole with Government and Parliament web services (i.e. intranet, extranet, Internet) and with joint internal systems.

Other Infrastructure

Business Information System (BIS)

Business Information System (BIS) is a service jointly provided by the National Board of Patents and Registration and the Tax Administration which allows users to submit information simultaneously to both organisations. Businesses and other organisations can lodge their details using a single notification form to both authorities, thus avoiding duplication. It includes businesses and other organisations entered in the Trade Register, Register for Foundations, VAT Register, Pre-payment Register, Employer Register or the Tax Administration Client Register, as well as all businesses and organisations which have filed a start-up notification but have not yet been entered in the above-mentioned registers.

All businesses and organisations included in the BIS are assigned a Business Identity Code (Business ID) which has replaced all previous identifiers. The Business ID is provided as soon as the start-up notification has been submitted. BIS also provides a real time, free-of-charge information service which enables users to access information on Finnish-registered businesses, organisations and foundations, including contact details and Business IDs. In addition to finding information on individual businesses, the BIS service is useful for those in the process of selecting a name for a new business or changing the name of an existing business. Information is available on both current and dissolved businesses.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

[27]

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the eEurope initiative of 2000, to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment

2. Job search services by labour offices

3. Social security benefits

4. Personal documents: passport and driver's licence

5. Car registration (new, used, imported cars)

6. Application for building permission

7. Declaration to the police (e.g. in case of theft)

8. Public libraries (availability of catalogues, search tools)

9. Certificates (birth and marriage): request and delivery

10. Enrolment in higher education/university

11. Announcement of moving (change of address)

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

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1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Tax Administration
Website:	http://www.vero.fi/
Description:	Individual taxpayers receive pre-filled tax return forms which can be cleared or amended online.

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2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Employment and the Economy, Employment and Economic Development Office
Website:	http://www.mol.fi/
Description:	Information provided on job vacancies, training opportunities and search facilities. Job seekers can apply for jobs online using the Finnish Electronic ID card (FINeID), or a user ID provided by the job centres.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, Social Insurance Institution of Finland (KELA)

Website: http://www.kela.fi/

Description: Fully transactional service.

b. Child allowances

Responsibility: Social Insurance Institution of Finland (KELA)

Website: http://www.kela.fi/

Description: Child allowances are paid automatically by KELA as soon as a birth is registered by the hospital to the Population Register Centre. This allowance is given out until the end of the month in which a beneficiary reaches the age of 17.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Social Insurance Institution of Finland (KELA)

Website: http://www.kela.fi/

Description: Information and reimbursement forms. Reimbursements of medical expenses are available for doctor fees, dental care costs and treatment/examination charges, calculated on the basis of the real costs up to a maximum fixed by the Ministry of Health. Citizens can choose to have their health insurance data included on their eID card instead.

d. Student grants

Responsibility: Central Government, Social Insurance Institution of Finland (KELA)

Website: http://www.kela.fi

Description: KELA provides students with a comprehensive service facilitating online application for student grants.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Finnish Police

Website: http://www.poliisi.fi/

Description: Information purposes only. Passport applications are handled by district police departments.

b. Driver's licence

Responsibility: Central Government, Finnish Police

Website: http://www.poliisi.fi/

Description: Information purposes only. Driving licence applications are handled by district police departments.

5. Car registration (new, used, imported cars)

Responsibility:	Finnish Transport Safety Agency (Trafi)
Website:	http://www.trafi.fi/
Description:	Automobiles are not registered by individuals but by third parties (insurance companies and car dealers). Registrations are processed by the Finnish Transport Safety Agency (Trafi).

6. Application for building permission

Responsibility:	Local Government
Website:	N/A
Description:	The Association of Finnish Local and Regional Authorities provides general information on planning/building permissions. An application for a planning permit has to be carried out with individual municipalities, most of which offer information and downloadable forms on their websites.

7. Declaration to the police (e.g. in case of theft)

Responsibility:	Central Government, Ministry of the Interior, Finnish Police
Website:	http://www.poliisi.fi/
Description:	Notification of certain crimes can be performed online (e.g. property offence or vandalism). The notification is automatically directed to the appropriate district police department based on the location of the crime reported. The user obtains a receipt of the notification, which can be used for a follow-up request.

8. Public libraries (availability of catalogues, search tools)

Responsibility:	Central Government/Local Government, Ministry of Education and Culture/Helsinki City Library (the Central Library for Public Libraries in Finland)
Website:	http://www.kirjastot.fi/
Description:	The 'libraries.fi' portal provides a gateway to all public libraries and to most of their catalogues. A request service is also provided. Most of the municipalities offer their library services online.

9. Certificates (birth, marriage): request and delivery

Responsibility:	N/A
Website:	N/A
Description:	This service is not relevant in Finland, where birth and marriage certificates are not commonly used and therefore not required by citizens. Public authorities have direct access to the Population Register should they require information on the family status of a given citizen.

10. Enrolment in higher education/university

Responsibility:	National Board of Education (FNBE), Ministry of Education and Culture
Website:	http://www.oph.fi/
Description:	The FNBE provides information on enrolment in higher education. Enrolment can be performed entirely online to all higher education institutions.

11. Announcement of moving (change of address)

Responsibility:	Central Government, Population Register Centre, Finnish Post
Website:	http://www.muuttoilmoitus.fi/
Description:	The joint service by the Finnish Post and the Population Register Centre enables citizens to submit a single address change notification online to multiple public and private organisations.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility:	Central Government (Ministry of Social Affairs and Health)/Regional Government
Website:	http://www.stm.fi/
Description:	Mostly for information purposes, health services and national health policies, strategies and projects. The National Public Health Institute provides high-quality and user-friendly health content and services to Finnish citizens through the Health Finland Portal. Some health districts or municipal health organisations offer appointment services online for certain types of health services like appointment for dentists. In some services the scheduled time can be annulled by sms message.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees

2. Corporate tax: declaration, notification

3. VAT: declaration, notification

4. Registration of a new company

5. Submission of data to statistical offices

6. Customs declarations

7. Environment-related permits (incl. reporting)

8. Public procurement

1. Social contributions for employees

Responsibility:	Central Government, Tax Administration
Website:	[http://www.vero.fi/](); [http://www.palkka.fi]()
Description:	Employers can pay taxes withheld from wages and an employer's social security contributions to the tax office electronically.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, Tax Administration
Website:	[http://www.vero.fi/]()
Description:	Online submission application and online payment system for corporate tax.

3. VAT: declaration, notification

Responsibility:	Central Government, Tax Administration
Website:	[http://www.vero.fi/]()
Description:	The Tax Administration website offers the possibility to completely treat the declaration of VAT online. No other formal paper procedure is necessary for the applicant.

4. Registration of a new company

Responsibility:	Central Government, Tax Administration, National Board of Patents and Registration
Website:	http://www.ytj.fi/
Description:	Information on administrative procedures for businesses (registration, address, etc.) and downloadable forms for registration of a business.

5. Submission of data to statistical offices

Responsibility:	Central Government, Statistics Finland
Website:	http://www.stat.fi/
Description:	Submission of data can be performed online. Data concerning business revenues already declared to the Tax Administration does not need to be re-submitted separately. Data related to employees already submitted to Social Security or Employment administrations is automatically submitted for statistical purposes.

6. Customs declarations

Responsibility:	Central Government, National Board of Customs
Website:	http://www.tulli.fi/
Description:	Customs declarations can be fully performed online.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Ministry of the Environment
Website:	http://www.ymparisto.fi/
Description:	Information and forms to download. Environmental permits are delivered by one of the three regional Environmental Permit Authorities. Reporting related to permits can be performed online.

8. Public procurement

Responsibility:	Central Government, Hansel Ltd.
Website:	http://www.hansel.fi/; http://www.hankintailmoitukset.fi/fi/
Description:	Hansel Ltd. is a state-owned procurement expert and a central purchasing body which provides a full set of eProcurement tools and services to the Finnish public sector. The HILMA notification service platform allows for the electronic notification of national calls for tenders.

European Commission