Digital Public Administration factsheet 2022

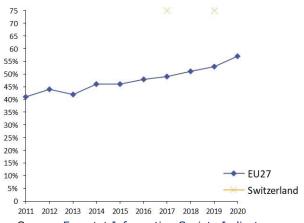## Switzerland

Table of Contents

1

Country Profile

1 Country Profile
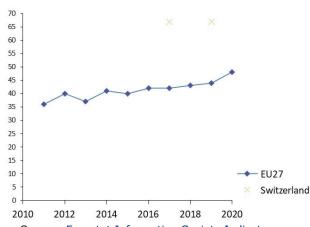
1.1 Digital Public Administration Indicators

The following data present the latest Generic Information Society Indicators for Switzerland. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Switzerland

Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Switzerland
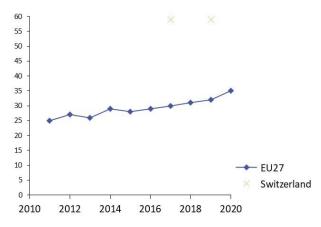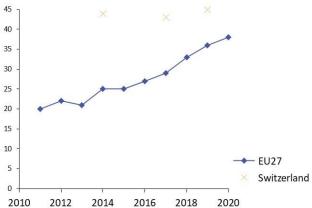

Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Switzerland

Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Switzerland

Source: Eurostat Information Society Indicators
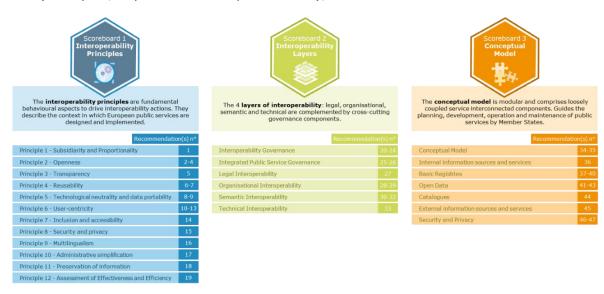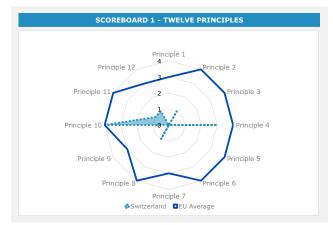
1.2 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 71 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.

Source: European Interoperability Framework Monitoring Mechanism 2020

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and 4 means a higher level of implementation. The graphs below show the result of the second EIF Monitoring Mechanism data collection exercise for Switzerland in 2021.
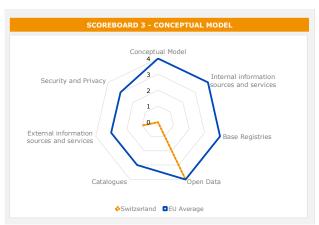

Source: European Interoperability Framework Monitoring Mechanism 2020

Switzerland's results in Scoreboard 1 are incomplete due to a lack of data for Principles 1 (Subsidiarity and Proportionality), Principle 3 (Transparency) and Principle 7 (Inclusion and Accessibility). Although Switzerland scores at the European average for Principle 10 (Administrative simplification), it should work towards ensuring a level playing field for open-source software and further demonstrate active and fair consideration of using open-source software (Principle 2 – Recommendation 3) as well as give preference to open specifications (Principle 2 – Recommendation 4). In addition, Switzerland should work towards defining a common security and privacy framework and establish processes for public services to ensure secure and trustworthy data exchanges between public administrations and in interactions with citizens and businesses (Principle 8 – Recommendation 15).

Source: European Interoperability Framework Monitoring Mechanism 2021

The Swiss results for the implementation of interoperability layers assessed in Scoreboard 2 are limited as the data is missing for three interoperability layers (Integrated public service governance, Legal interoperability and Organisational interoperability). Switzerland could work on improving the recommendations related to Interoperability governance, by ensuring a holistic governance of interoperability activities across administrative levels and sectors (Interoperability governance – Recommendation 20) or by putting in place processes to select relevant standards and specifications, evaluate them, monitor their implementation, check their compliance and test their interoperability (Interoperability governance – Recommendation 21), among others.

Source: European Interoperability Framework Monitoring Mechanism 2021

Switzerland's scores assessing the Conceptual Model in Scoreboard 3 are incomplete due to the absence of data for three components (Conceptual model, Internal information sources and services, Catalogues). Although the country receives the highest scores in relation to Open Data, areas of improvement can be found in the

areas of Security and Privacy as well as in External information sources and services. Indeed, Switzerland should consider the specific security and privacy requirements and identify measures for the provision of each public service according to risk management plans (Security and Privacy – Recommendation 46). In addition, where useful and feasible, the country should use external information sources and services while developing European public services (External information sources and services – Recommendation 45).

Additional information on Switzerland's results on the EIF Monitoring Mechanism is available online through interactive dashboards.
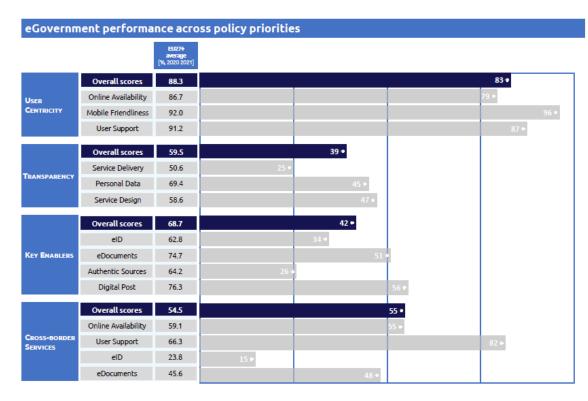
1.3 eGovernment State of Play

The graph below presents the main highlights of the latest eGovernment Benchmark Report, an assessment of eGovernment services in 36 countries: the 27 European Union Member States, as well as Iceland, Norway, Montenegro, the Republic of Serbia, Switzerland, Turkey, the United Kingdom, Albania and Macedonia (referred to as the EU27+).

The study evaluates online public services on four dimensions:
- **User centricity**: indicates the extent to which a service is provided online, its mobile friendliness and its usability (in terms of available online support and feedback mechanisms).
- **Transparency**: indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) policy making and digital service design processes and (iii) the personal data processed in public services.
- **Cross-border services**: indicates the extent to which users of public services from another European country can use the online services.
- **Key enablers**: indicates the extent to which technical and organizational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2022 report presents the biennial results, achieved over the past two years of measurement of all nine life events used to measure the above-mentioned key dimensions. More specifically, these life events are divided between seven 'Citizen life events' (Starting a small claim procedure, Moving, Owning a car, Health measured in 2021, and Career, Studying, Family life, measured in 2020) and two 'Business life events' (Regular Business Operations, measured in 2021, and Business start-up, measured in 2020).

eGovernment performance across policy priorities		EU27+ average [%, 2020 2021]	
USER CENTRICITY	**Overall scores**	88.3	83
	Online Availability	86.7	79
	Mobile Friendliness	92.0	96
	User Support	91.2	87
TRANSPARENCY	**Overall scores**	59.5	39
	Service Delivery	50.6	25
	Personal Data	69.4	45
	Service Design	58.6	47
KEY ENABLERS	**Overall scores**	68.7	42
	eID	62.8	34
	eDocuments	74.7	51
	Authentic Sources	64.2	26
	Digital Post	76.3	56
CROSS-BORDER SERVICES	**Overall scores**	54.5	55
	Online Availability	59.1	55
	User Support	66.3	82
	eID	23.8	15
	eDocuments	45.6	48

Source: eGovernment Benchmark Report 2022 Country Factsheet

2 | Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

The Federal Department of Environment, Transport, Energy and Communications (DETEC) drew up a concept and an action plan to support the towns and the cities, the municipalities and the cantons in the development of Smart Cities, Smart Villages and Smart Regions.

Digital Public Administration Legislation

The Confederation and the cantons, as equal sponsors of the Digital Public Services Switzerland, approved the public-law framework agreement on Digital Public Services Switzerland at the Plenary Assembly of the CCG on 23 September 2021 and at the Federal Council meeting on 24 September 2021. The ratification of the framework agreement by the cantonal governments was approved on 17 December 2021 at the Plenary Assembly of the CCG.

The objective of Digital Public Services Switzerland (DPSS) is to ensure effective strategic steering and coordination of federal, cantonal and communal digitalisation activities.

Digital Public Administration Governance

The Digital Public Services Switzerland Office supports the Digital Public Services Officer for the Confederation and Cantons and the DPSS committees in performing their tasks. The operational tasks of the Swiss Informatics Conference (SIK) and eGovernment Switzerland are continued by the DPSS office. Existing staff and financial resources are be combined in a new joint organisation to ensure more effective use and accelerate progress in the digitisation of public services. The DPSS Office is to be administratively part of the General Secretariat of the FDF.

Digital Public Administration Infrastructure

The Data Science Competence Centre (DSCC) is a service provider within the federal administration and as such, provides data science services and expertise to the entire Swiss public sector and administration (Confederation, cantons and communes). The competence centre builds on the existing synergies of an interconnected network of academic partners, in close collaboration with the public research and development sector, to provide state-of-the-art data science expertise.

On the DETEC eGovernment portal users can find all of the services offered by DETEC and the cantons to the population, companies and other organisations. You can easily interact with government authorities – anytime and anywhere in the world. Over the next few months and years, DETEC will be adding even more services to its eGovernment portal.

3 | Digital Public Administration Political Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

eGovernment Strategy (2020-2023)

The Federal Council and the cantons adopted the Swiss eGovernment Strategy 2020-2023 and the 2020 Framework Agreement under the Public Law on eGovernment Cooperation in Switzerland at the end of 2019, with the six principles of the Tallinn Declaration forming an important basis for the strategy.

In this context, the new mission statement is 'Digital First'. The aim is for the authorities to offer their information and services electronically by default, and wherever possible adapt them for use on mobile devices. They will improve access to their electronic service offering, ensure their accessibility and rely on end-to-end electronic processes, while safeguarding the right to informational self-determination.

Seven principles act as guidelines for projects under the future strategic implementation plan:

- Services and information tailored to the target audience;
- Automated and integrated processes;
- Common data management;
- Openness and transparency;
- Exchange and cooperation;
- Standardisation and interoperability; and
- Promotion of innovation and monitoring of technology.

They form the framework for implementing the activities to be undertaken in the four areas of action, which are (i) interaction and participation; (ii) basic services and infrastructure; (iii) organisation and legal framework; and (iv) trust and knowledge.

Digital Switzerland Strategy

The Federal Council aims to exploit the opportunities of digitisation to the full. On 11 September 2020, the Federal Council adopted its Digital Switzerland Strategy for the following two years (2020-2022). Digital Switzerland is the federal government's overarching strategy on digital policy and is complemented by further sectoral strategies (e.g. by the eGovernment Strategy). In the future, environmental and data aspects should be given more attention in the federal government's digital policy.

The strategy is relevant for the actions taken by the Federal Administration and can serve as a framework for other Digital Switzerland stakeholder groups, such as the scientific and business community, the administrative authorities and civil society. The Digital Switzerland Strategy must be able to respond to relevant economic, legal, technical and societal developments and set out key elements to tackle them. To that end, it will be updated at least every two years.

Federal Administration's Information and Communication Technology Strategy (2020-2023)

The new 2020-2023 Federal Information and Communication Technology (ICT) Strategy was adopted by the former Federal Information Technology (IT) Steering Unit, with the involvement of the departments and the Federal Chancellery. It focuses on aligning federal IT with business needs and supporting the administrative business in the digital transformation.

The strategy was approved by the Federal Council in April 2021. The first programme ran from 2007 until 2011. The following Federal ICT Strategy was launched in 2012 and lasted until the end of 2015. The third Federal ICT Strategy was adopted by the Federal Council on 4 December 2015 and covered the period 2016-2019.

Digital Public Services Switzerland

The objective of Digital Public Services Switzerland (DPSS) is to ensure effective strategic steering and coordination of federal, cantonal and communal digitalisation activities. The coordinating organisation started operations on 1 January 2022. Its mandate and tasks are set out in the «public-law framework agreement on Digital Public Services Switzerland», which has been approved by the Confederation and cantons.

3.2 Interoperability

Swiss eGovernment Architecture Project

The implementation of the Swiss eGovernment Strategy is supplemented by the Swiss eGovernment Architecture Project (eGovCH), which develops standards and architectures to promote electronic cooperation across administrations in the country at all levels. The project revolves around four axes:

- Standardisation instruments, such as the Swiss eGovernment Standards Agency (eCH), which creates and promotes eGovernment standards throughout Switzerland;
- Reference architectures, which facilitate the work of planners and implementers of eGovernment solutions;
- eGovernment standardisation, which evolves in two directions: eCH-0014 - SAGA.ch, which defines technological standards and basic architectures for applications in Switzerland; and eCH-0018- XML Best Practices, which describes how XML schemes can be created for use in the Swiss eGovernment;
- Instruments for strategic IT planning, such as the eCH-0015 - Inventory of Official Processes; and
- eCH-0145 of the Swiss public administration, which regulates the planning and management of the activities of political bodies and administrations, the interfederal/interdepartmental understanding, as well as the cooperation and communication with politics, the population and the economy.

eGovernment Architecture

The eGovernment Architecture creates the prerequisites that enable the Confederation, the cantons and the municipalities to independently produce building blocks, which, together, result in a functioning eGovernment offer. Moreover, it is easily accessible for clients and can be used efficiently.

The implementation plan contains various implementation objectives and measures related to systems and organisations, both existing and yet to be created. The aim is to ensure that the measures in the implementation plan are managed in accordance with the overall architecture in order to identify dependencies and interfaces at an early stage.

The required architectural elements, systems and domains are in the process of being reviewed and defined. The dependencies must be shown and an architectural view of the implementation plan projects will be established. The architecture is adapted cyclically and managed according to the requirements of the Open Group Architecture Framework (TOGAF).

Based on the 2020-2023 Implementation Plan, a target architecture is being developed for the current strategy period, focussing on new elements that will be created by the end of 2023 and incorporated into the overall architecture. These

elements, which are part of the implementation objectives and influence, complete and extend the eGovernment system or landscape (systems, standards, concepts, architectures, etc.), are the following:

- Portal architecture;
- Electronic identification (eID) system;
- National data infrastructure;
- Register for the public; and
- eCH standards.

Building on this and on the basis of the 2050 long-term vision, the next step in the expansion of the Swiss eGovernment environment will be defined and included in the future strategy.

3.3 Key enablers

3.3.1 Access to public information

Open Government Data Strategy for Switzerland (2019-2023)

The Federal Council approved on 30 November 2018 the 2019-2023 Open Government Data (OGD) Strategy for Switzerland. The Federal Statistical Office (FSO) is entrusted with the implementation of the strategy. Implementing the OGD is one of the objectives under the eGovernment Strategy.

3.3.2 eID and Trust Services

Identity Network Switzerland

In order to simplify electronic dealings with the authorities and to make them more user-friendly, an identity network is to be established. It will ensure a uniform registration procedure on the various authorities' portals.

Validator for Digital Documents

To increase the acceptance of electronically signed documents among recipients, electronic signature validation became a requirement in order to give the possibility of checking the authenticity and integrity of the document received. Therefore, a Signature Validator was made available to the recipients of electronically signed (official) cantonal documents. In 2018, a similar validator was established for the authorities and its usage in cantonal (and municipal) administrations was encouraged.

3.3.3 Security aspects

National Strategy for the Protection of Switzerland Against Cyberrisks

The 2018-2022 National Strategy for the Protection of Switzerland against Cyberrisks (NCS) was adopted by the Federal Council on 18 April 2018. Furthermore, on 15 May 2019 the Federal Council adopted the Implementation Plan for the 2018-2022 National Strategy for the Protection of Switzerland against Cyberrisks (NCS), thereby making further decisions on the establishment of the Competence Centre for Cybersecurity.

3.3.4 Interconnection of base registries

No political communication has been adopted in this field to date.

3.3.5 eProcurement

eProcurement Strategy of the Confederation

The Federal Procurement Commission approved the eProcurement Strategy in 2008. Shown to have increasing influence in both the private and public sector, the strategic document listed the guidelines, requirements, and technical, organisational and policy-based challenges in the implementation process.

3.4 Domain-specific political communications

DaziT Transformation Programme (2018-2026)

With the DaziT modernisation and transformation programme, Swiss Customs (FCA) was systematically brought into the digital age. The objective was for border formalities to be completed irrespective of time or place. Businesses, the general public and the administration are already benefitting from major simplifications thanks to continuously digitised processes.

The DaziT programme was officially launched on 1 January 2018 and spans the period from 2018 to 2026. It is being carried out in stages. From 2023, the FCA's administrative costs in the affected areas will be reduced thanks to a productivity increase of about 20%.

eHealth Switzerland 2.0 Strategy

With the eHealth Switzerland 2.0 Strategy, the Confederation and the cantons want to forward digitisation in the healthcare sector. The focus is on the introduction and diffusion of the electronic patient dossier. In the future, for example, information will be exchanged electronically, and data may be used multiple times.
The Federal Council adopted the new strategy at its meeting on 14 December 2018 as part of the Digital Switzerland Strategy and its action plan.

Support Processes

On 13 December 2019, the Federal Council published a message regarding the modernisation of the support processes of the Federal Administration and the systems of the Federal Department of Defence, Protection of the Population and Sports. It proposed two programmes for implementing the modernisation process, and the harmonisation and standardisation of support processes within the Federal Administration.

Smart Cities, Smart Villages and Smart Regions

The Federal Department of Environment, Transport, Energy and Communications (DETEC) drew up a concept and an action plan to support the towns and the cities, the municipalities and the cantons in the development of Smart Cities, Smart Villages and Smart Regions.

3.5 Emerging Technologies

3.5.1 Artificial Intelligence (AI)

AI Report

The AI Report, prepared under the leadership of the Federal Department of Economics, Education and Research (WBF) and presented to the Federal Council, has been the basis for drawing up the strategic guidelines on the topic.
Together with the FSO, the Digital Transformation and ICT Steering Sector (DTI) is to prepare a feasibility study on a joint competence network for the promotion and application of AI in the Federal Administration.

3.5.2 Distributed ledger technologies

Distributed Ledger Technology and Blockchain

On 27 November 2019, the Federal Council published a report relating to the further improvement of the federal legal framework governing the blockchain, fintech and other distributed ledger technologies (DLTs). The focus of the report was on increasing legal certainty, removing obstacles which hamper applications based on DLT and limiting the risks of abuse.

3.5.3 Big data

No political communication has been adopted in this field to date.

3.5.4 Cloud computing

Cloud-Computing Strategy of the Swiss Authorities (2012-2020)

The Cloud-Computing Strategy complements the aforementioned eGovernment Strategy and is a result of the eGovernment project eGovernment Architecture, as drawn up by the experts from the Confederation, the cantons, the municipalities and the enterprises affiliated to the Confederation. It describes how the Swiss authorities intend to deal with newly emerging possibilities and what measures should be taken. It was approved by the eGovernment Steering Committee on 25 October 2012. The strategy was complemented by a catalogue of measures to attain its objectives up until 2020.

In December 2020, a new Strategy on Cloud-Computing was approved by the government. By adopting this strategy, the Federal Council is aiming for a secure, efficient and orderly use of cloud services in the Federal Administration. In the future, IT services will need to be obtainable both from the private clouds of federal government service providers and from public clouds.

The Strategy on Cloud-Computing takes into account the possible use of a Swiss cloud computing system (Swiss Cloud), which would allow possible requirements of the Federal Administration to be met in order to improve data sovereignty and minimize dependence on international cloud service providers.

3.5.5 Internet of Things (IoT)

No political communication has been adopted in this field to date.

3.5.6 High-performance computing

No political communication has been adopted in this field to date.

3.5.7 High-speed broadband connectivity

No political communication has been adopted in this field to date.

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

Legislation on eGovernment in the Cantons

In various cantons, special laws were adopted on eGovernment or on the public portals of the authorities.

Public-law framework agreement on Digital Public Services Switzerland (DPSS)

The Confederation and the cantons, as equal sponsors of the DPSS, approved the public-law framework agreement on Digital Public Services Switzerland at the Plenary Assembly of the CCG on 23 September 2021 and at the Federal Council meeting on 24 September 2021. The ratification of the framework agreement by the cantonal governments was approved on 17 December 2021 at the Plenary Assembly of the CCG.

The objective of Digital Public Services Switzerland (DPSS) is to ensure effective strategic steering and coordination of federal, cantonal and communal digitalisation activities.

4.2 Interoperability

No legislation has been adopted in this field to date.

4.3 Key enablers

4.3.1 Access to public information

Freedom of Information in the Administration Act

The Freedom of Information in the Administration Act (2004) seeks to promote transparency with regard to the mandate, organisation and activities of the administration. To this end, it contributes to informing the public by ensuring access to official documents. It was passed by the Federal Assembly on 17 December 2004 and came into force in July 2006.

Reuse of Public Sector Information

The provisions of the EU directive on the reuse of public sector information (PSI) (2003/98/EC) are covered by the Freedom of Information in the Administration Act and the Federal Act on Data Protection.

4.3.2 eID and Trust Services

Federal Law on Certification Services in the Area of Electronic Signature

The Federal Law on Certification Services in the Area of Electronic Signature (ZertES) came into force on 1 January 2005. It defined the conditions under which certification service providers could be recognised on a voluntary basis and their activities in the field of electronic certificates regulated. Moreover, it stipulated the requirements that an electronic signature must fulfil to achieve the same status as its hand-written alternative. Additionally, it regulated the question of responsibility on the part of the certification service providers, the approving bodies and the owners of signature keys. The Federal Validator is a signature verification service that allows users with an electronic signature to check documents held by the administrative authorities of each

canton, by municipalities and by administrative courts. This service provided by the federal government first became operational on 1 January 2017, with the signature validator coming into operation in the pilot canton of Zug. The Federal Validator is used mainly to validate objections to the administrative court (of the canton of Zug), tax declarations, criminal reports to the police (of the canton of Zug), as well as electronically submitted decisions and orders, in particular electronically submitted residence confirmations. The Federal Validator is open for all cantons and municipalities, not only those in the canton of Zug.

Federal Act on Electronic Identification Services

The legal framework for a secure identification solution for online services has been in place since autumn 2019. In the final vote, the Parliament approved the Federal Act on Electronic Identification Services (eID Act), which stipulates that the State and the private sector are to share tasks. While Swiss companies are to provide the means of authentication for eID, the State is responsible for providing and confirming an individual's identity, as well as for the legal requirements and the supervision of private providers. This solution is open to technology and can react flexibly to rapidly changing needs and technologies.

On 7 March 2021, however, in a popular vote on the eID Act, 64% of the voters rejected it due to the involvement of private companies in the development of eID services.

4.3.3 Security aspects

Federal Act on Data Protection

The Federal Act on Data Protection, approved on 19 June 1992 and entered into force on 1 July 1993, aimed to protect the privacy and fundamental rights of Swiss nationals when their data is processed by State entities. It applied to the processing of data pertaining to natural persons and legal entities by federal bodies and private persons. The majority of Swiss cantons introduced similar legislation to govern public sector data collection and processing in their respective localities. The Federal Council's update of the former Ordinance on Data Protection entered into force on 1 November 2016. Swiss law was deemed adequate and approved by the EU in 2000.

In addition, almost every Swiss company has to comply with the EU data protection law.

4.3.4 Interconnection of base registries

Commercial Registry

The Commercial Registry is regulated under the Order of 17 October 2007 on the Commercial Registry, which describes the purpose of the registry as the constitution and the identification of legal entities. It aims to record and publish the legally relevant facts, and to ensure legal certainty and the protection of third parties under mandatory provisions of law. A complete list of the legal bases for the Commercial Registry can be accessed via the Federal Office of Justice Portal.

Land Registry

The Land Registry is guided by the Order of 23 September 2011 on the Land Registry, which defined the registry as a public registry for real estate rights, annotations and references, consisting of the ledger, the chronological report of the processing of land register operations, the plan of the Land Registry and vouchers (Article 2).

Another important piece of legislation affecting the Land Registry, the Order of 18 November 1992 on the Cadastral Survey, referred to measurements approved by cantons and recognised by the Confederation executed for the establishment and

maintenance of the Land Registry. This data is used by the Federation, the cantons and the municipalities, economic circles, academia, and others to obtain geo-information. Cadastral surveying was regulated by the Order of 21 May 2008 on Geo-Information, unless otherwise provided in this Order

Population Registry

The Population Registry is regulated by the Law on Population Registration (EMG) of 15 June 2010 (status 1 January 2018). Its purpose was to regulate the census records and the recording system, as well as the legally provided exchange of personal information between the Population Registry and other official registers of persons.
Another law concerning the Population Registry is the Federal Law on the Harmonisation of the Population Registry and other Official Registers of Persons, which aims to simplify the data collection for statistical purposes by harmonising registers of persons and the exchange of data between the registries. It establishes the identifiers and characteristics to be included in the records, the competencies of the FSO relating to uniform standards, the characteristics and terms, the principle of completeness and accuracy of records, and the obligation to update the registers of residents.

4.3.5 eProcurement

Ordinance on Public Procurement

The Ordinance on Public Procurement came into force on 1 January 2007 and included provisions for electronic public procurement. A revised version was approved by the Federal Council on 18 November 2009 and entered into force on 1 January 2010. The most recent version dates from February 2020.
The IT in Public Procurement Service within the DTI coordinates initiatives on digital transformation regarding procurement and is involved in various projects and bodies at national and international level.

4.4 Domain-specific legislation

eCommerce Legislation

There is no specific law for eCommerce, but aspects of eCommerce are covered by the Federal Law on Certification Services in the Area of Electronic Signature (ZertES) adopted in 2004 and last amended in 2011. As a result, eCommerce operations in Switzerland can be complex from a legal standpoint and require specialised legal assistance.

Federal Telecommunications Law

The Federal Telecommunications Law was originally adopted on 30 April 1997 and subsequently amended by the Federal Assembly on 24 March 2006 before entering into force on 1 April 2007. Amendments included the law itself and the adoption of the Radio and Television Act in 2006.

4.5 Emerging technologies

4.5.1 Artificial Intelligence (AI)

No legislation has been adopted in this field to date.

4.5.2 Distributed ledger technologies

Distributed Ledger Technology and Blockchain

On 27 November 2019, the Federal Council published a report on the adaptation of federal law to developments in the technology of electronic distributed registers and the DLT. With this draft law, conceived as a single amending act, ad hoc adaptations were proposed for nine federal laws affecting both civil and financial market law. This bill will increase legal certainty, remove obstacles for DLT-based applications and limit the risk of abuse.

One of the proposal's key areas is the amendment of securities law. It will provide a secure legal basis for the trading of rights through electronic registers. Furthermore, the segregation of crypto-based assets in the event of bankruptcy will be clarified by law. Finally, a new licence category for DLT trading systems will be established in financial market infrastructure law, thereby creating a flexible legal framework for new forms of financial market infrastructure.

On 25 September 2020, the Parliament unanimously adopted the bill. On 11 December 2020, the Federal Council brought into force, with effect from 1 February 2021, the parts of the DLT bill that enable ledger-based securities to be introduced. In addition, from that date, the ombudsman affiliation requirement applies only to those financial service providers that serve private clients. The remaining provisions of the DLT bill will probably enter into force on 1 August 2021.

4.5.3 Big data

No legislation has been adopted in this field to date.

4.5.4 Cloud computing

No legislation has been adopted in this field to date.

4.5.5 Internet of Things (IoT)

No legislation has been adopted in this field to date.

4.5.6 High-performance computing

No legislation has been adopted in this field to date.

4.5.7 High-speed broadband connectivity

No legislation has been adopted in this field to date.

5 | Digital Public Administration Governance

5 Digital Public Administration Governance

5.1 National

Digital Transformation and ICT Steering

In January 2021, the Digital Transformation and ICT Steering took up the tasks of the former Federal IT Steering Unit, the Digital Switzerland Unit at the Federal Office of Communications and the GEVER Bund Unit at the Federal Chancellery. The administrative reorganisation aims to better integrate the business process and improve the use of data within the Federal Administration.

Digital Public Services Switzerland Office

The Digital Public Services Switzerland Office supports the Digital Public Services Officer for the Confederation and Cantons and the DPSS committees in performing their tasks. The operational tasks of the Swiss Informatics Conference (SIK) are continued by the DPSS office. Existing staff and financial resources are be combined in a new joint organisation to ensure more effective use and accelerate progress in the digitisation of public services. The DPSS Office is to be administratively part of the General Secretariat of the FDF.

Swiss eGovernment Architecture Community

The Swiss eGovernment Architecture Community (SEAC) brings together industry, government authorities and academia, and aims to set guidelines for next-generation IT architectures in the Swiss public sector. It is tasked with supporting, among other targets, the electronic handling of all communications between businesses and public bodies, as well as the electronic information exchange among public bodies.

Federal Office of IT, Systems and Telecommunication

The Federal Office of IT, Systems and Telecommunication (FOITT) is a key provider of IT and telecommunication services to the Swiss Federal Administration. Its main role is to ensure that the communications equipment and IT applications within the administration function optimally. As required by the IT Council, it also provides interdepartmental services to the entire Federal Administration, particularly in the areas of internet access and messaging, SAP, operational security and telecommunications.
Moreover, on 13 December 2019, the Federal Council published a message regarding the modernisation of the support processes of the Federal Administration and the systems of the Federal Department of Defence, Protection of Population and Sports. It proposed two programmes for implementing the modernisation process, and the harmonisation and standardisation of support processes within the Federal Administration.

eCH

eCH is an association that adopts and promotes eGovernment standards in Switzerland. In adopting such standards, it facilitates electronic cooperation among government bodies (G2G), and between government bodies and citizens (G2C), private businesses (G2B), organisations and the scientific community. Membership is comprised of federal entities, cantons, municipalities, organisations, universities, businesses and private individuals.

ICTswitzerland – ePower and Parldigi

The parliamentary initiatives ePower for Switzerland and Parldigi aim to develop the potential of ICT in Switzerland. Through the collaboration of leading representatives from politics, the private sector, public administration and the scientific community, the objective is to engage politicians in the promotion of ICT and to raise public awareness of its significance.

eOperations

eOperations Switzerland was founded on 20 June 2018. It aims to jointly develop and operate IT solutions for the eGovernment services of the Confederation, cantons and municipalities. In this way, costs can be reduced and the procurement of eGovernment solutions for businesses and the public is accelerated.
eOperations Switzerland provides consulting and project management services for its clients and launches calls for tenders on the market to respond to specific needs.

Data Science Competence Centre

On 13 May 2020, the Federal Council decided to create a national Data Science Competence Centre. This centre will support the Federal Administration in solving complex tasks. It will promote the transfer of knowledge within the Confederation and encourage exchanges with the scientific community, research institutes and bodies responsible for practical application. In particular, this competence centre will contribute to producing transparent results while respecting data protection.

AI Competence Centre

On 4 December 2020, the Federal Council decided that the establishment of an AI Competence Centre in the Federal Administration should be examined by mid-2021. With the establishment of such a network, not only should this future-oriented area be supported by the federal government, but AI itself should also be used.

National Data Management (NaDB)

The FSO's National Data Management (NaDB) programme aims to simplify and render more efficient public sector data management by reusing data. The main aim is that people and businesses should only have to provide certain details to the authorities once (once only principle).

The Interoperability Office (IOS)

The Interoperability Office (IOS) provides the tools to harmonise, standardise and reuse data. It manages the basic services of the I14Y interoperability platform, especially the metadata and classification catalogue. The IOS provides services that can be used by the public administration and the public alike. The FSO thus fulfils the tasks of Swiss Data Steward.

Specifically, it provides the following services:

- It coordinates the standardisation and harmonisation of data within the topic areas (e.g. economy, population, society or mobility).
- It supports the reuse of data and classifications.
- It ensures the day-to-day running of the I14Y interoperability platform.

Interdepartmental working group on AI

The interdepartmental working group on artificial intelligence (IDAG AI), which was established in 2018 as part of the updated Digital Switzerland strategy, was commissioned in 2019 by the Federal Council with the IDAG AI report which drew up a feasibility analysis. The Federal Council subsequently commissioned the Federal Department of Home Affairs (Federal Statistical Office, FSO) and the Federal Chancellery (Digital Transformation and ICT Steering Unit, DTI) to conduct a detailed analysis by mid-2021 and to establish the concrete design of this network. In August 2021, it was also decided that the CNAI unit should be operational by spring 2022.
The interdepartmental CNAI working group consists of representatives from the FSO, the Federal Chancellery, the Federal Administration's Swiss Digital Organisation (DVS), the Coordinating Agency for Federal Geographic Information (GCG) and the Federal Department of Defence, Civil Protection and Sport (DDPS). They take care of the concrete implementation of the CNAI and the establishment of the unit, which is located at the Federal Statistical Office. This dynamic working group helped to ensure that high-quality results were achieved very quickly, meaning that the CNAI could commence its operations at the start of 2022. The motto "think big, start small, start fast" was at the forefront of the development. In the future, the CNAI will continue to develop interdepartmentally in line with this motto.

5.2 Subnational (federal, regional and local)

Digital Public Services Switzerland Office

The Digital Public Services Switzerland Office supports the Digital Public Services Officer for the Confederation and Cantons and the DPSS committees in performing their tasks. The operational tasks of the Swiss Informatics Conference (SIK) are continued by the DPSS office. Existing staff and financial resources are be combined in a new joint organisation to ensure more effective use and accelerate progress in the digitisation of public services. The DPSS Office is to be administratively part of the General Secretariat of the FDF.

Conference of the Cantonal Governments

The Conference of the Cantonal Governments (CCG) brings together the cantonal governments and encourages cooperation among the cantons in their fields of competence, as well as on federal matters relevant to the cantons. Its more general role is to coordinate the availability of relevant information to the cantons, such as the implementation of the eGovernment Strategy until late 2011. The CCG is regularly informed of such efforts through the cantonal representatives on the Steering Committee.

Cantonal Directors' Conference

The Cantonal Directors' Conference gathers the heads of the Chancelleries of the Confederation, the cantons and the Principality of Liechtenstein. It provides basic services to help its members fulfil their role in an increasingly complex environment. As most cantons assign responsibility for eGovernment to the State Chancellery, this body is of particular significance in eGovernment implementation in Switzerland.

6 | Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

Swiss Portal

The Swiss portal ch.ch is the national gateway to Switzerland. It is the country's electronic business card and the main point of access to online information from the federal government, the cantons and local authorities in French, German, Italian, Romansh and English. The portal is subdivided according to target groups and provides subject-based access, via a single interface, to all information and services offered by all levels of government. In addition to dossiers on key subjects and topical news, it offers a pan-Swiss directory of administrative authorities and its own search facility.

The portal contains the following sites:

- ch.ch: the website is the main part of ch.ch. Here users can find information about political rights and what is required of Swiss nationals;
- ch.ch – publicjobs: it is the national job portal for the public administration. It is run by the *Kantonale Drucksachen- und Materialzentrale Zürich* (KDMZ) on behalf of the Federal Chancellery and forms part of ch.ch;
- ch.ch – Blog: the blog enables discussion about ch.ch with the users. Needs, expectations and technology are constantly changing and ch.ch wants to keep up with its users; and
- ch.ch on Facebook, Twitter and YouTube: ch.ch uses Facebook, Twitter and other social media to communicate with users who also use these services. All information and services provided on ch.ch can, however, be accessed independently through the ch.ch website.

Swiss Federal Authorities' Portal

The portal admin.ch serves as an entry point to all necessary information concerning Switzerland's federal authorities and their functions. It contains direct links to the seven government departments and their affiliated federal offices, to the Federal Chancellery, to the Parliament and to the federal courts, with the aim of reaching businesses and citizens.

SME Portal

The sme.admin.ch portal provides a wide range of information and online tools for small and medium-sized enterprises (SMEs), ranging from the start-up phase and succession planning to business management.

Debt Enforcement Portal

The Debt Enforcement Portal enables creditors (with residence in Switzerland) who wish to initiate debt enforcement proceedings to fill out a debt collection request online and to find the competent cantonal or municipal debt collection office. The portal guides users on the procedural steps to be followed in filing their debt collection request.

Simap.ch

Simap.ch is a platform that facilitates public eProcurement and is shared by the federal government, cantons and municipalities. It offers a simple procedure for public

contracting authorities to post their tenders and, if need be, any relevant tender documents. Bidders and interested companies are given an overview of all existing contracts across Switzerland and can download both the tenders and tender documents. They can ask any questions they may have directly on the question/answer forum on the portal.

The total revision of the Federal Law on Public Procurement (LMP/OMP) which entered into force on 1 January 2021 caused some modifications on forms. In general, the revision strengthens competition and makes procurement processes more flexible and modern. Important innovations are (i) the strengthening of sustainability and the prevention of corruption; (ii) the principle of quality competition instead of price competition; (iii) the expansion of legal protection; (iv) the modification of language standards, framework agreements, electronic procurement and electronic auctions; and (v) shorter deadlines.

Opendata.swiss

Opendata.swiss is the Swiss public administration's central portal for open government data. The portal is managed and was developed as part of the Open Government Data Strategy in Switzerland for the period 2019–2023 to target both citizens and businesses.

EasyGov.swiss

EasyGov.swiss is a secure and reliable platform which allows companies to electronically process authorisation, application and reporting procedures from a single location. On the platform, companies can manage all the administrative procedures offered via a single account (single sign-on) with uniform user guidance. Private service providers, such as fiduciaries or notaries, can also use EasyGov.swiss to handle official matters on behalf of a company. Regularly required company data, such as the commercial registry number or address data, need to be entered only once or can be imported from registers (Once-Only principle).

This portal relieves and saves costs – both for companies and the authorities. Version1.0 of the EasyGov.swiss platform was launched on 6 November 2017. By the end of 2018, 21 government services were available on the portal, with more than 9 000 registrations. The most sought-after authority services are available since the end of 2019. The platform currently provides the following authority services:

- Company foundation;
- Registration with the old-age and survivors' insurance, VAT and accident insurance; and
- Registration and changes to the Commercial Registry.

By the end of 2019, the platform also expanded its online services to include the following: submissions to Debt Enforcement Offices and salary data entry for salary declarations. The number of services provided will be extended in the coming years.

EasyGov.swiss works through guided dialogue with questions and entered responses. The approximate duration of an application or amendment is displayed at the beginning. Once logged in, the cockpit gives an overview of all the administrative procedures the user has already dealt with for his/her company on EasyGov.swiss. It also gives information on processes completed and those that are still being processed. The use of EasyGov.swiss is free. However, subsequent costs may arise, for example an entry fee for the Commercial Registry, VAT on turnover or social security contribution percentages on revenue.

VAT Transactions Portal

The VAT Transactions Portal allows online deadline extensions, requests for settlement of accounts according to received fees, statements of subordination and balance tax rate methods, for exclusive use of businesses.

Online Desk for Swiss Nationals Residing Abroad

With the Online Desk, Swiss nationals residing abroad have the possibility to access consular services, such as registering in the Swiss Abroad Registry, notifications of changes of civil status, changes of address, etc. It aims to reach citizens and businesses.

eMovingCH

The aim of this implementation objective is to enable the electronic reporting and processing of changes of address within Switzerland. eMovingCH is already in use in several cantons and their municipalities. Every day, more than a hundred residents use the eMovingCH Portal to report their move electronically.

eVoting

eVoting was offered in ten cantons until early 2019. At that time, the cantons had two eVoting systems they could choose: that of the canton of Geneva and that of Swiss Post. Based on its decision of November 2018, the canton of Geneva announced in June 2019 that its system would no longer be available with immediate effect. In addition, Swiss Post announced on 5 July 2019 that its individually verifiable system would no longer be available to the cantons.
The Federal Council instructed the Federal Chancellery to plan a reorientation of the eVoting trial with the cantons by the end of 2020. The aim was to establish a stable trial operation using the latest generation of systems. This includes the further development of systems, the expansion of independent controls, the strengthening of transparency and trust, as well as increased scientific involvement. Starting from December 2020, after a redesign of the trial phase, cantons are again permitted to run limited trials with online voting.

eVAT

As of 1 January 2021, there are two options for settling VAT online: the ESTV SuisseTax Portal and the 'VAT invoicing easy' service. In accordance with the eGovernment Strategy, they will replace paper-based accounting. ESTV SuisseTax is the full online version of the service with all the functionalities currently available. More than 60% of taxable persons already use this option successfully. 'VAT invoicing easy' is the new online service using a simplified online form, without individual account and with a simple registration. In addition, tax representatives may optionally make use of a declaration approval, i.e. a document that the taxable person signs - for the acceptance of the tax representative's declaration submitted electronically - and sends to the Federal Tax Administration by mail.

Creation of National Address Services

As the current procedure for obtaining specific addresses from other authorities is cumbersome, access to eGovernment services in the field will be further developed and facilitated in an optimal manner for the stakeholders. The Federal Office of Justice is developing the conceptual and legal basis for the development of national address services, an objective of the 2020-2023 Swiss eGovernment Implementation Plan, pursued by the Federal Statistical Office as part of National Data Management Project (NaDB). In 2024, the national address services should be used by the public administrations of the Confederation, cantons and municipalities to access the home addresses of residents throughout Switzerland.

I14 Interoperability platform

The I14Y interoperability platform is Switzerland's national data catalogue. It ensures the efficient exchange of data between authorities, companies and citizens. In the

platform, an overview of the data collections and interfaces of the Confederation, cantons and communes is continuously expanded and their metadata are made available centrally. The I14Y interoperability platform as centrepiece of the national data management programme (NADB). The platform is the reference for data collections of the Swiss administration. It documents these publicly but does not contain any actual data sets itself. Due to details about the data owners and the technical interfaces (APIs), it facilitates the exchange of data with and within the administration. The relevant services remain responsible for the transfer of data and for ensuring compliance with the legal provisions. Consequently, datasets to which access is limited are also described on the I14Y interoperability platform. Quality indicators provide indications about the data's potential for reuse. Duplicate surveys can thus be avoided, reducing the burden on citizens, businesses and the administration. The documented data sets and classifications on the I14Y interoperability platform are continuously being expanded. It is operated by the FSO's Interoperability Office.

6.1.2 Subnational Portals

iGovPortal.ch

The cantons of Jura and Fribourg created in 2017 a portal infrastructure that could be used by various authorities in several languages. The result is the iGovPortal.ch Association. As of February 2021, five cantons were listed as members of the portal: Fribourg, Grisons, Jura, Saint-Gall and Soleure.

Elections Results Portal

The three cantons of Grisons, Schwyz and Zug have developed together an online portal for publishing the results of elections and votes.

eHealth and CARA Association

After the cantons of Geneva, Valais and Vaud, the cantons of Fribourg and Jura also officially joined the CARA Association. The five cantons came together to form a community offering access to patients' electronic files. They have put a common eHealth platform at the disposal of healthcare providers and their population, with a potential pool of two million people. The cantons of Geneva and Vaud cooperated with the Post Office and entrusted the technical implementation to all the member cantons. The platform is available since the end of 2019.

6.2 Networks

Trans European Services for Telematics between Administrations

Switzerland uses the Trans European Services for Telematics between Administrations (TESTA) network as the main cross-border infrastructure to communicate digitally among the EU agencies, institutions and Member States.

Competence Network for Artificial Intelligence

The creation of a Competence Network for Artificial Intelligence (CNAI) is expected to foster the use of and confidence in AI and other new technologies within and outside the Federal Administration in a sustainable way. This network also makes it possible to draw on broad expert knowledge and ensures that knowledge gained from AI projects can be shared within the Federal Administration, that synergies can be used and redundancies avoided. The concrete business case for a possible AI-based solution will always come from the administrative units concerned.

In contrast to a competence centre like the FSO's DSCC, the CNAI does not actually implement any projects itself. However, competence centres can serve as important nodes of the CNAI and their expertise can play a key role in the implementation of AI projects.

6.3 Data Exchange

Sedex

Once-Only is a core principle in the 2020-2023 eGovernment Strategy, prepared by the organisation eGovernment Switzerland. Today in Switzerland, the data exchange platform Sedex offers organisations, such as public authorities, health insurance companies, etc., the ability to transfer data securely.

6.4 eID and Trust Services

ID Cards

Until further notice, the Swiss ID card will continue to be issued in the form of a plastic card bearing a photograph, without a chip or electronically stored data.

SwissID, Mobile ID and eID

A new generation of digital identity – SwissID – has been available since spring 2017. The new SwissID replaces SuisseID, which was discounted as of December 2021.
In Switzerland, other forms of electronic identity are also available:
- Mobile ID is a joint solution of various Swiss mobile service providers and allows two-factor authentication. It is used as a login or as an authorisation method, e.g. to release a transfer from one bank account to another. A request is sent to the mobile phone in the form of a text message and confirmed by entering the Mobile ID PIN;
- A State-approved digital identity (eID), the introduction of which was approved by the National Council on 20 March 2018. The federal government is responsible for the identification of a person. The eID is valid nationally and internationally and is issued by private providers, the so-called Identity Providers (IdP). On 7 March 2021, the Swiss electorate voted on the Federal Act on Electronic Identification Services (e-ID Act).

Public Key Infrastructure

On 1 January 2005, the legal regulations on the electronic signature (ZertES, VzertED and the corresponding amendments) entered into force. This meant that the ZertES-compliant electronic signature was considered legally equivalent to a handwritten signature, anchoring in law the accountability of the owner of the signing key. Recognition of the respective certification service provider resided with a certification service that met the requirements of the law. FOITT provided its admin public key infrastructure (PKI) solution, a security service for the Confederation and the cantons. FOITT was recognised by all cantons and by the Swiss Information Technology Conference (SITC) as the leading provider of digital certificates.

Digital Documents Validator

In order to increase the acceptance of electronically signed documents among recipients, a way of checking the authenticity and integrity of the document received is needed. This is where signature validation comes in. A signature validator should be made available to the recipients of electronically signed (official) cantonal documents.

6.5 eProcurement

simap.ch

The simap.ch platform is shared by the federal government, the cantons and the municipalities for public procurement purposes. Bidders and interested companies receive an overview of all existing contracts across Switzerland and can download both the tenders and tender documents.

Federal Finance Administration

The Federal Finance Administration has promoted the dissemination and use of electronic billing in Switzerland.

6.6 ePayment

No particular infrastructure in this field has been reported to date.

6.7 Knowledge Management

No particular infrastructure in this field has been reported to date.

6.8 Cross-border platforms

EU Initiatives

Switzerland is a member of the European Car and Driving License Information System (EUCARIS).

In addition, Switzerland is also member of INSPIRE. INSPIRE is a directive aimed at sharing spatial data with European public authorities. It aims to use this information towards the improvement of the environment and includes data relating to administrative units, transport networks, protected sites, elevation, population distribution, energy resources, utility and government services, natural risks zones, etc. INSPIRE was founded based on interoperability. Member countries have agreed on common standards to describe and share spatial data between public authorities. In Switzerland, the Federal Office of Topography is responsible for managing Swiss spatial data. 86% of data is available to the public through its platform geocat.ch. Furthermore, the Strategy Focus for 2020 clearly describes the office's ambitions towards creating a transparent and open government. Despite the fact that the Swiss government has no legal obligation to participate, it aims to implement semantic and technical compatibility procedures in order to adhere to international requirements by using INSPIRE as its geo-data index.

The Swiss Parliament agreed to improve EU criminal record checking. Although Switzerland is not a member of the European Criminal Records Information Exchange System (ECRIS), Simonetta Sommaruga, the Minister of Justice, is considering the possibility of joining in. ECRIS was established in 2012 and is linked to Member State authorities' national databases, allowing fast and efficient criminal record checks.

Nevertheless, Switzerland is already connected to border security and migration information systems such as the Schengen Information System (SIS) and Eurodac (which established the EU asylum fingerprints database), and is a participant in two future systems, i.e. the European Travel Information and Authorisation System (ETIAS) and the Entry/Exit System (EES).

6.9 Base registries

Personal Civil Status Registry

All civil status data is recorded using the electronic Personal Civil Status Registry (INFOSTAR). Persons whose civil status data has not been transferred to INFOSTAR are issued a printed copy from the traditional Family Registry (family registration certificate). Persons whose data is recorded in INFOSTAR receive a registered civil status document. INFOSTAR automates and connects the Civil Registry Offices throughout Switzerland. The IT Service Centre (ISC) of the Federal Department of Justice and Police maintains and operates INFOSTAR.

6.10 Emerging Technologies

6.10.1   Artificial Intelligence (AI)

No particular infrastructure in this field has been reported to date.

6.10.2   Distributed ledger technologies

No particular infrastructure in this field has been reported to date.

6.10.3   Big data

Data Science Competence Centre

The Data Science Competence Centre (DSCC), created in 2021, is a service provider within the federal administration and as such, provides data science services and expertise to the entire Swiss public sector and administration (Confederation, cantons and communes). The competence center builds on the existing synergies of an interconnected network of academic partners, in close collaboration with the public research and development sector, to provide state-of-the-art data science expertise.

6.10.4   Cloud computing

No particular infrastructure in this field has been reported to date.

6.10.5   Internet of Things (IoT)

No particular infrastructure in this field has been reported to date.

6.10.6   High-performance computing

No particular infrastructure in this field has been reported to date.

6.10.7   High-speed broadband connectivity

No particular infrastructure in this field has been reported to date.

7 | Cross-border Digital Public Administration Services

7 Cross-border Digital Public Administration Services

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. Your Europe is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:
- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:
- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Irem Kaynarca (General Secretariat Federal Department of Finance).

The Digital Public Administration factsheets are prepared for the European Commission by Wavestone.

An action supported by Interoperable Europe

The ISA² Programme has evolved into Interoperable Europe - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA² programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the Digital Europe Programme.

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