

ICELAND

2023 Digital Public Administration factsheets

Annex 1. Selection of Topics: 2023

INTEROPERABILITY & INTEROPERABLE PUBLIC SERVICES



Cross-border interoperability

Iceland is a member of the [Nordic-Baltic cooperation project \(NOBID\)](#) supporting the implementation and co-ordination of national eID infrastructure. The stated goal of the NOBID project is to offer citizens and businesses borderless access to digital services throughout the Nordic-Baltic region using their own national eIDs. Moreover, Iceland is currently upgrading to the eIDAS node to comply with the eIDAS Regulation and CEF funding, to federate the Icelandic eID systems with the EU eID ecosystem. This will enable the exchange of ID attributes from the Member States' Population Registries for cross-border identification and authentication. Furthermore, Iceland intends to initiate a notification process of the local eID scheme.



Reuse of solutions

Digital Iceland's [core services](#) are centrally developed solutions available for public entities to be used in their service offering. One of the Digital Iceland's [core services](#) is an authentication system that enables a secure way for people to log in to digital self-service solutions provided by government agencies, non-government organisations, and companies. The user only needs to authenticate once and can navigate between sites that have implemented login services without logging in again for a certain period of time. With a single sign-on service, the user experience will be the best, as the user only needs to identify once and can retrieve their data from different organizations.

INNOVATIVE USE OF TECHNOLOGIES BY THE PUBLIC SECTOR



Artificial Intelligence (AI)

In May 2018, the Ministers responsible for digital development from Denmark, Estonia, Finland, the Faroe Islands, Iceland, Latvia, Lithuania, Norway, Sweden, and the Åland Islands released a [Declaration on AI in the Nordic-Baltic Region](#). The Declaration aims to create synergies among the Nordic-Baltic countries on skills development, access to data, the development of transparent guidelines and unnecessary regulation. Additionally, in April 2021, [Iceland's strategy on Artificial Intelligence](#) has been published.



GovTech

In the current framework agreement to procure software and other digital solutions, the technical requirements are not defined before the publication of the tender. What is defined instead are strict quality and technical requirements for the members of the bidding teams. The result of the tender is a framework agreement with about 20 teams from 10 companies with high technical abilities. In other words, instead of buying solutions, [Digital Iceland](#) is buying teams to solve digital challenges using an agile methodology. The framework agreement sets out the terms and conditions on how to choose the teams within the agreement so that it is fully compliant with the procurement legislation. This way of procuring IT has created a basis for great progress and innovation among the teams and within the government in the challenge of digitalising government services and operations.

DATA SHARING



Data spaces and Smart Data Platforms

The Ministry of Finance and Economic Affairs is actively constructing data spaces that contain diverse data from various sources, including both internal and external sources. This data is used to generate various products and is processed, analysed and presented in different formats, often through interactive dashboards. These dashboards can be shared exclusively with other ministries, government institutions and the Parliament. This is done to ensure data security. Other data can be shared with the public via news, reports or web-based dashboards.



Data exchanges with and within public administrations

The [Parental Leave application](#) is a new digital application for parental leave released in collaboration with the Directorate of Labour. Thanks to this application expectant parents can apply for parental leave digitally in a simple and user-friendly way. The process automatically retrieves data that must accompany the application and automatically forwards it to the spouse and employer for digital approval. The application automatically gathers information from the Icelandic Revenue and Customs, Health authorities, and National Registry. Currently, 89% of maternity leave applicants use the digital option.