Digital Public Administration factsheet 2021

Sweden

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Please note that the data collection exercise for the update of the 2021 edition of the Digital Public Administration factsheets took place between March and June 2021. Therefore, the information contained in this document reflects this specific timeframe.

1 | Country Profile

1 Country Profile

1.1 Basic data

Population: 10 353 442 inhabitants (2020)
GDP at market prices: 474 724.4 million Euros (2020)
GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 123 (2020)
GDP growth rate: -2.8% (2020)
Inflation rate: 0.7 % (2020)
Unemployment rate: 8.3 % (2020)
General government gross debt (Percentage of GDP): 39.9 (2020)
General government deficit/surplus (Percentage of GDP): -3.1 (2020)
Area: 438 576 km^2
**Capital city**: Stockholm
Official EU language: Swedish
Currency: Swedish krona SEK

Source: Eurostat (last update: 19 July 2021)

1.2 Digital Public Administration Indicators

The following graphs present data for the latest Digital Public Administration Indicators for Sweden compared to the EU average. 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 Sweden
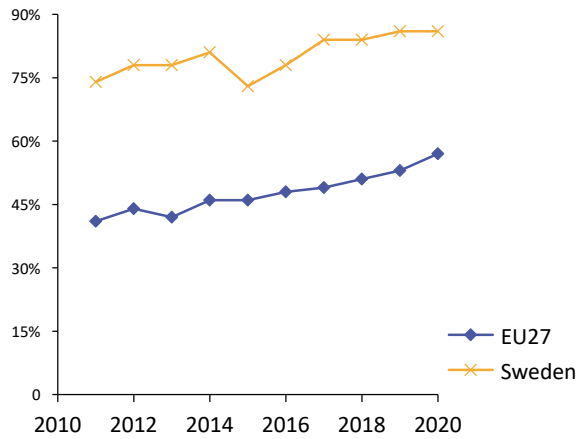
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Sweden
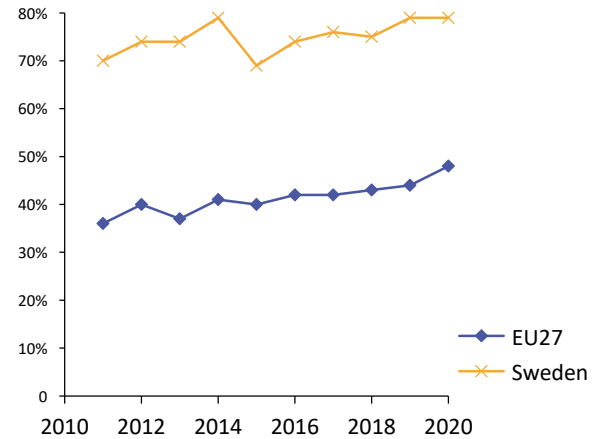
Source: Eurostat Information Society Indicators

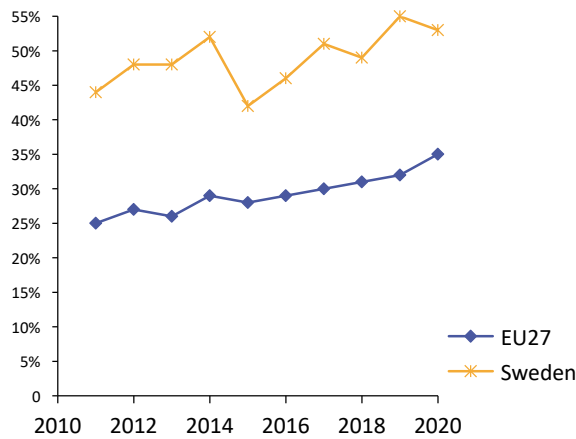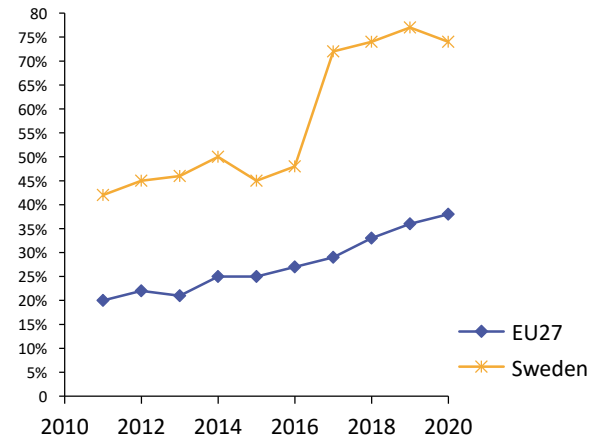Percentage of individuals using the internet for downloading official forms from public authorities in Sweden

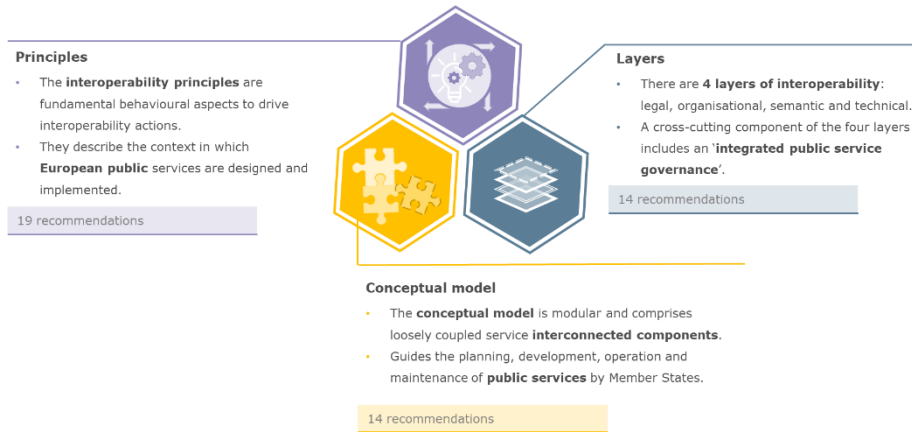Source: Eurostat Information Society Indicators

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

Source: Eurostat Information Society Indicators

1.3 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.

Principles
- The **interoperability principles** are fundamental behavioural aspects to drive interoperability actions.
- They describe the context in which **European public** services are designed and implemented.

19 recommendations

Layers
- There are **4 layers of interoperability**: legal, organisational, semantic and technical.
- A cross-cutting component of the four layers includes an '**integrated public service governance**'.

14 recommendations

Conceptual model
- The **conceptual model** is modular and comprises loosely coupled service **interconnected components**.
- Guides the planning, development, operation and maintenance of **public services** by Member States.

14 recommendations

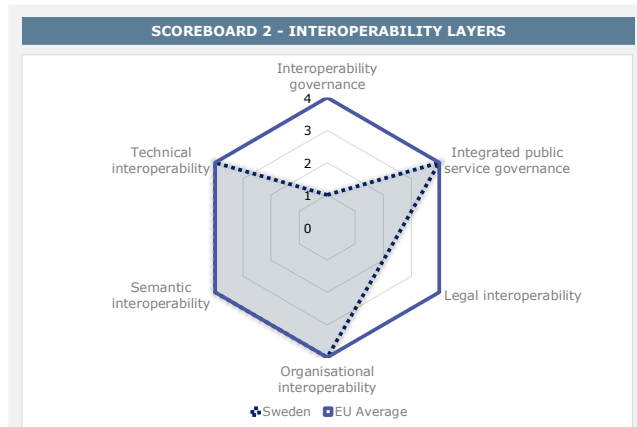Source: European Interoperability Framework Monitoring Mechanism 2020

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 Sweden in 2020.
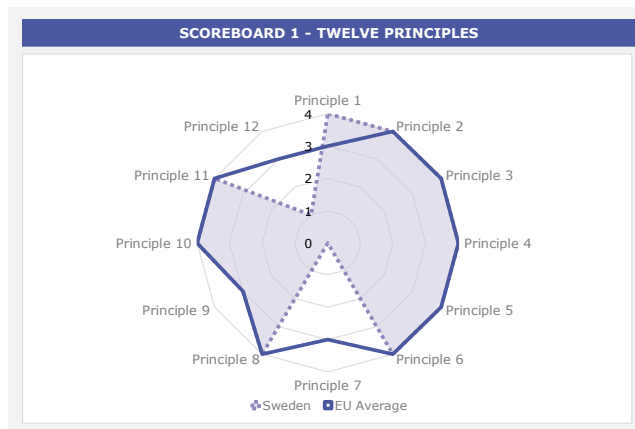
Source: European Interoperability Framework Monitoring Mechanism 2020

Sweden's results in Scoreboard 1 shows an overall good implementation of the EIF principles, despite the lack of data for the Principle 7 (Inclusion and Accessibility). Sweden scores above the European average for the Principle 1 (Subsidiarity and Proportionality) and meets the European average for every other principle, with the exception of the Principle 12 (Assessment of Effectiveness and Efficiency), which is below the European average with a score of 1. This lower performance in the implementation of this principle indicates that Swedish public administrations could improve their evaluation of the effectiveness and efficiency of different interoperability

solutions and technological options considering user needs, proportionality and balance between costs and benefits (Principle 12 - Recommendation 19).

Source: European Interoperability Framework Monitoring Mechanism 2020

The Swedish results for the implementation of interoperability layers assessed for Scoreboard 2 shows a discrepant performance. Sweden reaches a maximum score of 4, in line with the European average, for technical, semantic and organisational interoperability, as well as for integrated public service governance. However, Sweden reaches a mid-lower performance in the areas of legal interoperability with a score of 2 and interoperability governance with a score of 1. More specifically, the score of 1 for Sweden in Recommendation 20, stating that a holistic governance of interoperability activities should be ensured across administrative levels and sectors, in Recommendation 22, on public administrations' use of a structured, transparent, objective and common approach to assessing and selecting standards and specifications, and in Recommendation 23, addressing the consultation of relevant catalogues of standards, specifications and guidelines at national and EU level when procuring and developing ICT solutions, lowers the overall result in interoperability governance for Sweden.
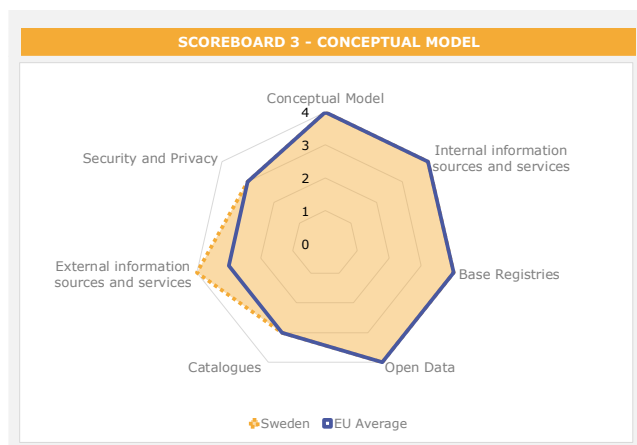
Source: European Interoperability Framework Monitoring Mechanism 2020

Sweden's scores assessing the Conceptual Model in Scoreboard 3 show a good performance in the implementation of all recommendations. In line with the European average, Sweden reaches the maximal score of 4 on the implementation of recommendations assessing open data, base registries, internal information sources and services and the conceptual model. The high performance in external and information sources and services indicates that Swedish public administrations are effectively using external information sources and services while developing public services. In order to

get a maximal score, Sweden could improve its catalogues of public services, open data and interoperable solutions, as well as increase the number of trust services to ensure secure and protected data exchange in public services.

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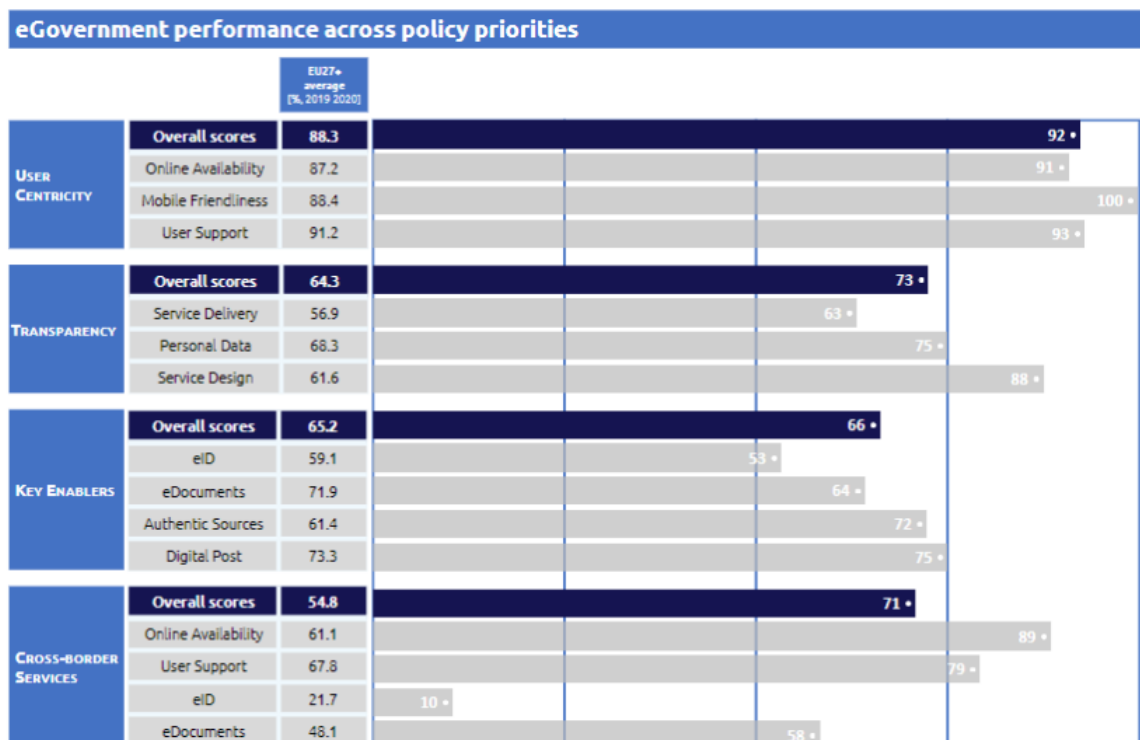
1.4 eGovernment State of Play

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 2021 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned key dimensions. More specifically, these life events are divided between six 'Citizen life events' (Career, Studying, Family life, measured in 2020, and Starting a small claim procedure, Moving, Owning a car, all measured in 2019) and two 'Business life events' (Business start-up, measured in 2020, and Regular business operations, measured in 2019).

eGovernment performance across policy priorities

		EU27+ average [%, 2019 2020]					Sweden
USER CENTRICITY	**Overall scores**	88.3					92
	Online Availability	87.2					91
	Mobile Friendliness	88.4					100
	User Support	91.2					93
TRANSPARENCY	**Overall scores**	64.3				73	
	Service Delivery	56.9				63	
	Personal Data	68.3					75
	Service Design	61.6					88
KEY ENABLERS	**Overall scores**	65.2			66		
	eID	59.1			53		
	eDocuments	71.9			64		
	Authentic Sources	61.4				72	
	Digital Post	73.3				75	
CROSS-BORDER SERVICES	**Overall scores**	54.8			71		
	Online Availability	61.1					89
	User Support	67.8				79	
	eID	21.7	10				
	eDocuments	48.1			58		

Source: eGovernment Benchmark Report 2021 Country Factsheets

2 | Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

A long-term plan for the establishment of a common digital infrastructure for information exchange and a national framework for basic data have been established in 2020 and the first deliveries based on this plan will take place in late 2021.

The pandemic has had great impact on the development of eHealth and the digital transformation of health and social care services. These services have also evolved in a short time with new features for booking of testing and presenting test results to citizens.

The Swedish Land Registry and the Swedish Agency for Digital Government (DIGG) have jointly carried out a government assignment to test new technology for automation in public administration. The result, outlined in the December 2020 report, is a trust model for automation in public administration to maintain the trust to the public administration.

An increased focus on AI has been made through two reports; Artificial Intelligence and eHealth report (the Swedish eHealth Agency), and the Promoting public administration's ability to use AI report (Agency for digital government).

The Agency for Digital Government finalised and reported positive experiences from the government assignment concerning open data, data driven innovation and AI, partly based on the emergence of a new national open data portal that aims to increase the support for making data openly available.

Digital Public Administration Legislation

In November 2020, changes to the eJustice legislation were passed through the act (2020:918) amending the Swedish Code of Judicial Procedure in order to further enable and facilitate digital communication in court proceedings. Among the news are that Swedish general courts as of 2021 will accept applications for summons and power of attorney that are electronically signed using an advanced electronic signature.

The Swedish Parliament approved a proposal from the government for new legislation on the National Medication List in June 2018 that will enter into force on May 1, 2021. The National Medication List creates a single point of access for data on patient's prescribed medicines and other products while safeguarding the patient's right to privacy.

The Swedish government assigned the Agency for Digital Government the responsibility for establishing processes and capacity for providing legal support to public administrations in issues related to digitalisation and the emergence of a common public-sector digital infrastructure.

Digital Public Administration Governance

Two new government assignments were given to establish a common public-sector digital infrastructure for information exchange and to establish a national basic data framework in public administration. This framework and the digital infrastructure will be established in 2021.

The government has commissioned four Government agencies - the National Defence Radio Establishment, the Swedish Armed Forces, the Swedish Civil Contingencies Agency and the Swedish Security Service - to establish a national cybersecurity centre by 2020. The national cybersecurity centre aims to strengthen and increase national capacity to prevent, detect and manage cyber-attacks and other cyber incidents that

risk damaging Sweden's security. The activities in the centre will gradually be developed and expand over a five-year period in order to give full effect in 2025.

The Agency for Digital Government, which was established in 2018 to serve as hub for the digitalisation of the public sector, has increased its capacity and resources related to their primary objective to improve the coordination of public sector digitisation and support it at the central, regional and local levels.

Digital Public Administration Infrastructure

The Swedish innovation agency Vinnova is currently funding 16 data labs with the purpose of increasing data-driven innovation. The labs, run by both public and private organisations, are mainly domain-specific and hosted by the organisation in charge of data in each respective domain.

The Swedish Open data portal, dataportal.se, was formally launched after a period in a beta version. The dataportal.se aims to provide easy access to data resources from both private and public sector organisations, also to provide access to specifications and terminologies important for making data available in a standardised and structured manner.

The Swedish government is implementing a common digital infrastructure. It shall strengthen the public sector's ability to deliver efficient, secure and innovative digital services. An interim report has been published in 2021 with the goal to propose a suitable structure as well as legal and administrative terms.

In early 2021, the Swedish government assigned the Agency for digital government with the mission to lead the development of a national solution for a covid-19 vaccination certificate. The development is done in collaboration with several public actors and will deliver a first solution for design and infrastructure in June 2021.

3

Digital Public Administration Political Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

Berlin Declaration on Digital Society and Value-Based Digital Government

In December 2020, the Swedish government signed the Berlin Declaration on Digital Society and Value-Based Digital Government, thus re-affirming its commitment – together with other EU Member States – to foster digital transformation in order to allow citizens and businesses to harness the benefits and opportunities offered by modern digital technologies. The Declaration aims to contribute to a value-based digital transformation by addressing and strengthening digital participation and digital inclusion in European societies.

A Sustainable Digitised Sweden – A Digitisation Strategy

In May 2017, the Swedish government presented the strategy 'A Sustainable Digitised Sweden - A Digitisation Strategy'. The strategy explained how the digitisation policy contributed to competitiveness, full employment, and economically, socially and environmentally sustainable development in the society. The strategy set the focus on the government's digitisation policy.
To achieve the overall objective of Sweden of becoming a world leader in harnessing the opportunities of digital transformation, the strategy contained five goals:
  - **Digital skills:** enhancing citizens' digital skills, so as to enable them to actively participate in the digital transformation;
  - **Digital security:** increasing digital security, and thus citizens' trust and confidence in using digital services;
  - **Digital innovation:** fostering digital innovation by creating the competitive conditions for the development and spread of new or improved products and services of value to people and businesses;
  - **Digital leadership:** improving digital leadership, which entails better governance, but also measurement and follow-up activities; and
  - **Digital infrastructure:** reinforcing the digital infrastructure, such as broadband, which is crucial for transmitting data.

Digital First – A Basic Principle

Digital first is a principle applied within the public sector. The government has made the assessment that digital should be the first choice in public administration activities and in contacts with private individuals and businesses. Digital first means that the public administration, when appropriate, should choose digital solutions when designing its operations. At the same time, the protection of security-sensitive activities, the security of information and the protection of personal privacy must be ensured. With this in mind, getting in touch digitally with Swedish public authorities should be easy. Furthermore, information should only be provided once, if possible. Public administration should be effective, collaborate, and reuse information, tasks and common solutions whenever possible and appropriate. An analysis and assessment of the status of the digitisation of Sweden's public administration is published annually.

Putting the Citizen at the Centre - A Digital Services Strategy

The Swedish government strategy for collaborative digital services in government administration, 'Putting the Citizen at the Centre', was launched in December 2012. This strategy described how the Swedish government planned to further strengthen the

ability of government agencies to work together in delivering digital services. More common digital services in the daily lives of both citizens and businesses have been further simplified. These digital services shall be developed in a user-centric way: simple, secure to use and easily accessible to everyone. Innovation has been enhanced by making it easier to find and use reusable public information and digital services with interfaces that can be operated by other systems. The publication of public sector information on the internet and the use of social media have promoted both transparency and citizen involvement. Quality and efficiency in government administration have been increased through standardised information management, better information security and digitised processes. Such internal efficiency in developing digital services must always be conditional on the protection of personal privacy and the need for confidentiality. The above-mentioned objectives have formed the basis of the Swedish government's coordinated and overriding development of inter-agency cross-sectorial projects.

Development for the Digital Age - A New Strategy for Local and Regional Governments

In 2019, the Swedish Association of Local Authorities and Regions (SALAR) adopted a new strategy for digital government, aiming to align efforts related to digital development in SALAR, the Swedish municipalities and regions, as well as in the SALAR groups SKL Kommentus and Inera. The strategy is aligned with the Swedish framework for digital collaboration and the European Interoperability Framework (EIF).

A Completely Connected Sweden by 2025 – A Broadband Strategy

The government's ambitions concerning coverage in the entire country are very high. In order to work according to a long-term perspective, the entire country needs an active broadband policy. Thereby, the government would like to inspire all operators to a continuous and fast broadband expansion and, in particular, to see an improvement for users who find themselves outside densely populated areas and in scarcely populated areas, so as to make sure that Sweden is completely connected.

In order for the vision to be realised, both public and private efforts are required. The government will therefore work to maintain the positive development in fast broadband expansion. In the new strategy, the starting point is a market-driven development complemented by public interventions.

National Approach to Artificial Intelligence

The Swedish government adopted the National Approach to Artificial Intelligence in June 2018. The approach contained key conditions for the use of artificial intelligence (AI) in Sweden in order to achieve the government's goal to make Sweden a leader in harnessing the opportunities that AI can offer.

In January 2020, the Agency for Digital Government (DIGG) released its report 'Promoting public administration's ability to use AI'. This report, together with the Vinnova (the Swedish Innovation Agency) 2018 report 'Artificial intelligence in Swedish business and society' and the Statistics Sweden's (SCB) report on charting the use of AI and analysis of large amounts of data in Sweden (November 2020), provides a comprehensive overview on the current status of AI in Sweden, its uses and its obstacles as well as recommendations for new initiatives. All reports are available to governmental decision-makers.

In November 2020, the Swedish eHealth Agency published its report 'Artificial Intelligence and eHealth' (Artificiell intelligens och e-hälsa). In this report the Agency discusses possibilities and challenges, national and international investments in AI, legal and ethical aspects, and competence needs, specifically in the healthcare sector.

Furthermore, Vinnova has declared that over the next ten years an additional 50 million SEK per year will be added to the annual 150 million SEK for financing AI-projects.

3.2 Interoperability

National Standardisation Strategy

The National Standardisation Strategy *(Regeringens strategi för standardisering)* was adopted in July 2018. The strategy identifies a number of Swedish strategic priorities from a national, European and international perspective, and describes how they should be addressed through an active Swedish standardisation policy.
In addition, sector-specific priorities are described. These priorities have been identified through a mapping activity and standardisation analysis of the government and other relevant authorities.

Interoperable Data Exchange

During the last years, the Swedish government has focused more on interoperability and standardisation, as demonstrated by the different government initiatives for standardised and interoperable information and data exchange.

More specifically, two government initiatives were launched in May 2018, focusing on establishing the foundation for a more standardised and interoperable national approach to base registries and information exchange. Several key stakeholders were involved in the initiatives, including some of the larger government agencies and the DIGG, which had the responsibility to coordinate work.

The final reports for the initiatives were submitted in 2019. In line with the proposals in the reports, two new government initiatives were started at the end of 2019 with a view to establishing a national framework for basic data in public administration and a digital infrastructure for information exchange. A long-term plan to that end was defined in 2020 and the first deliverables based on this plan are expected in 2021.

Swedish Framework for Digital Collaboration

The Swedish Framework for Digital Collaboration (i.e. the Swedish version of the EIF) aims to support all public and publicly funded organisations to navigate in the same direction and thereby be able to exchange information effectively. It was developed by several government agencies in a collaboration programme called eSam and is now managed by the DIGG.

3.3 Key enablers

3.3.1 Access to public information

Strategic Initiative on Access and Usability of Public Data

The Swedish government has assigned the DIGG the mission of promoting the public sector's capability to make open data available and work with data-driven innovation. The DIGG is also responsible for establishing a national framework for basic data. Basic data means public data that is considered important for many public actors and for the society.

Moreover, the DIGG manages the Swedish data portal, dataportal.se, with a view to providing a national infrastructure which increases access to public data. In order to

support public actors in making data available for reuse, the DIGG also provides methodological support and guidelines.

At the end of 2020, the DIGG concluded a two-year strategic government initiative and delivered a final report on the results of the project. On that basis, the DIGG will continue to establish a formal organisation for the development and support of increased access to open data and data-driven innovation.

Initiative for Increasing Individuals' Insight and Control over Personal Information

In 2020, the Swedish government initiated an assignment aiming to increase individual's insight of and possible control over information available about them within public administration organisations. This mission was assigned as joint effort to the Swedish Employment Service (*Arbetsförmedlingen*), the Swedish ehealth Agency (*eHälsomyndigheten*), the DIGG and the Swedish Tax Agency (*Skatteverket*).

The mission includes the development of a conceptual solution that can be implemented as a common digital infrastructure within public administrations and which can be further developed to also connect with private actors' digital infrastructure and services. A final report will be delivered mid-2021.

3.3.2 eID and Trust Services

Nordic Mobility Action Programme 2019–2021

Freedom of movement is one of the cornerstones of Nordic cooperation and the political ambitions are high: it will soon be even easier to relocate to another Nordic country to work, study, run a business or simply live there.

These political ambitions were outlined in the Nordic/Baltic ministerial declaration on Digital North, adopted in April 2017. As a follow-up, the Nordic Mobility Action Programme 2019–2021 was adopted at a meeting of the Ministers for Nordic Cooperation in Reykjavik on 7 February 2019, the first meeting under the Icelandic Presidency of the Nordic Council of Ministers. The mobility programme, which has been extended to 2024, provides for higher funding for a range of projects and programmes that support mobility for individuals, and a list of measures that promote freedom of movement and Nordic integration for companies and individuals.

Cross-border electronic identification (eID) is one of the key enablers in this programme. The Nordic-Baltic eID Project (NOBID), which run from 2018 to 2020, had the aim of speeding up the implementation of the regulation on electronic identification and trust services (eIDAS regulation) in the Nordics and Baltics. In addition, the Nordic-Baltic cooperation on eID was on the agenda at the Nordic Prime Ministers' meeting on 31 October 2018. The Prime Ministers supported the eID cooperation, securing access to trusted digital services across borders.

eID for Employees

The possibility to use employee eIdentifications in external services outside of the employee's organisation was identified as a great public and private interest in the eIdentification survey of 2019 and thus became a further goal of the Swedish government. A feasibility study on this topic was published in 2020. Providers of eID and public relaying parties reached an agreement that eIDs for employees shall fulfil the same requirements as eIDs for citizens, including an approval from the DIGG, but also comprise a model where the employer acts as an identity provider in order to switch the identity attributes from the underlying eID to a pseudonym and combine it with an identifier for the organisation.

3.3.3 Security aspects

National Cybersecurity Strategy

The government presented Sweden's first National Cybersecurity Strategy in June 2017. In July 2018 the strategy was then supplemented with an appendix which, among other things, included an overview of ongoing and completed measures initiated by the government in 2017–2018, totalling approximately 50.

At the beginning of March 2019, seven government agencies with responsibilities in the field of cybersecurity also presented a Comprehensive Cybersecurity Action Plan 2019-2020 to implement the strategy at the agency level. The action plan contains 77 of the most important measures that were scheduled to begin implementation in 2019. The Swedish Civil Contingencies Agency (MSB), together with the same seven government agencies, will release updated versions of the action plan annually up to 2022. The updated versions contain new measures to be initiated as well as an evaluation of the measures introduced starting 2019. The latest update of the Comprehensive Cybersecurity Action Plan was released and made publicly available on 2 March 2021.

3.3.4 Interconnection of base registries

References to the Once-Only Principle

Although the Once-Only principle (OOP) is not legally mandatory in Sweden, the Swedish national budget proposal for 2017 clearly referred to it and foresaw cases where it should be used. From a Swedish perspective, the OOP means that an amount of data reported to an authority must, if possible, be reused before it is requested again. Managed by the DIGG, the OOP is also part of the Swedish Framework for Digital Collaboration (i.e. the Swedish version of the EIF), developed by several government agencies within a collaboration programme called eSam. Additionally, a Swedish government committee has been in charge of developing further proposals and recommendations for the application of the OOP in Sweden as to the companies' interactions with the public sector. It mainly proposes how coordination with regard to the OOP can be organised, and how a good and consistent description of the data requirement can be maintained.

Two government initiatives were launched in May 2018, focussing on establishing the foundation for a more standardised and interoperable national approach to base registries and information exchange. Several key stakeholders were involved, including some of the larger government agencies and the DIGG, which had the responsibility to coordinate work.

The final reports for these initiatives were submitted in 2019. As envisioned in the reports, two new government initiatives were launched at the end of 2019 with the aim of establishing a basic data national framework in public administration and a common digital management infrastructure for information exchange, for which an interim report was published in 2021. The two initiatives will be implemented in 2021.

Furthermore, a number of Swedish authorities, mainly the Swedish Companies Registration Office, the Tax Agency and the Stockholm University, participated in the European large-scale pilot projects Once-Only Principle (OOP) and Digital Europe For All (DE4A), both exploring the OOP prior to the introduction of the Single Digital Gateway Regulation.

3.3.5 eProcurement

Guidance from Central Government Authorities

The National Agency for Public Procurement provides guidance on eProcurement, eCommerce, the usage of dynamic purchasing systems and sustainability analysis. The adopted method allows government agencies to focus their sustainability efforts on high impact categories.

The DIGG provides guidance on eProcurement and the use of Peppol infrastructure and standards for post-award messages. The DIGG is the Swedish Peppol authority, leading the work on the national Peppol infrastructure and offering support primarily to service providers within Peppol but also to end-users, like suppliers from the private sector and buyers in the public sector.

3.4 Domain-specific political communications

Vision for eHealth 2025

Digitisation offers great opportunities for the future of social services, health and medical care. Modern information and communication technologies (ICT) can make it easier for individuals to be involved in their own health and social care, support contact between individuals and service providers, and provide more efficient support systems for staff at service providers.

In 2016, the government and SALAR agreed on a vision for eHealth. This vision aims to provide support to make use of the opportunities of digitisation in social services and healthcare. In particular, a common vision for eHealth up to 2025 was endorsed. The vision says that: *"In 2025, Sweden will be best in the world at using the opportunities offered by digitisation and eHealth to make it easier for people to achieve good and equal health and welfare, and to develop and strengthen their own resources for increased independence and participation in the life of society".*

In February 2020, a strategy for eHealth for the period of 2020–2022 complemented the vision. The purpose of the strategy is to determine how the joint work of the government and SALAR should be designed and prioritised. The priorities identified are: (i) people awareness and involvement; (ii) safe and secure information; (iii) knowledge; (iv) digital transformation; and (v) collaboration. The government and SALAR will also work together on the legal framework and the consistent use of terminology and standards.

Digitisation of the Judiciary

Digitisation can contribute to a judicial system which is well-functioning, efficient, based on rule of law and trusted by the people. Authorities in the judicial system should accelerate the digital exchange of information and at the same time strengthen their digital government capability, based on the Ordinance (2019:1283) on the Digitisation of the Judiciary. In light of this, judicial authorities have been commissioned to jointly develop methods for managing criminal cases, focusing on efficiency, and to examine how to offer crime victims a better digital response.

In order to strengthen coordination, the government established a Council for the Digitisation of the Judiciary, consisting of representatives from the law enforcement agencies. The Council held its first meeting in September 2020.

Covid-19 and the Effects on Digitisation – A National Study

Since mid-March 2020, the corona pandemic has changed the way people live and businesses operate in Sweden. The limitation of physical meetings has led to a rapid and comprehensive digital transformation. In June 2020, the government commissioned the Swedish Post and Telecom Authority and the DIGG to make use of the experiences of this digital transition in order to provide support to the government's work to contribute to better conditions for living and working digitally. The assignment was extensive and the digital transition was examined in four sectors (culture, education, care and e-commerce) and from four perspectives (digital participation and accessibility, teleworking, electronic communication and leadership). The final report showed that the pandemic has accelerated the digital transition in the Swedish society, but there is still work to be done.

Covid-19 and the Effects on the Development of eHealth

The pandemic has had great impact on the development of eHealth and the digital transformation of health and social care. In Sweden, conditions for a rapid transition towards more digital activities were relatively good. In many organisations, the technical tools were already in place (e.g. for video meetings), but the pandemic has led to increased use. Other already existing tools, such as national quality registers, have been used in new ways to monitor and plan care. Information channels such as 1177.se and krisinformation.se saw a big boost at the start of the pandemic, as well as eServices with personal login. These services have also evolved in a short time, with new features for booking a test and presenting test results to citizens.
The strategies and visions previously developed highlighted the importance of digital transformation in order to achieve good and equal healthcare. The developments in the field of eHealth that have been going on in Sweden for many years, e.g. related to the Vision eHealth 2025 (see also 3.4), are likely to have played a major role in the rapid transition to more digital care.

The pandemic can be expected to have an impact also in the future: standards have obviously changed, as a large proportion of the population has become more accustomed to using digital tools in their everyday work. This is likely to facilitate the increased use of digital tools in the future, also in healthcare. At the same time, the digital divide remains and perhaps the gap between those who have the necessary abilities and access to new technology and those who lack them can widen.

3.5 Emerging technologies

European Blockchain Partnership

Regarding blockchain, Sweden has committed to the European Blockchain Partnership by sending experts to all the groups. Between July 2019 to July 2020, Sweden shared the one-year presidency of the European Blockchain Partnership together with Italy and the Czech Republic.

Use of New Technologies in Public Sector

The Swedish Mapping, Cadastral and Land Registration Authority (*Lantmäteriet*) and the DIGG jointly carried out a government assignment to test new technology for automation in public administration. The goal of the assignment was to explore how the public sector's processes and routines can be automated while maintaining or increasing quality and the transparency behind decision-making.

The result, outlined in the December 2020 report, is a trust model for automation in public administration aimed at maintaining the trust in the public administration. The

trust model is based on transparency and understanding to ensure trust and confidence. The concept was tested at a function of the Land Registry but is generic and intended for use in the entire public sector.

4 | Digital Public Administration Legislation

Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

Administrative Procedure Act

In September 2017, the Swedish Parliament voted a new Administrative Procedure Act (*Förvaltningslag*). The new law is significantly more technology-independent than its previous equivalent and welcomes digital communication.

4.2 Interoperability

Set up of Standards and Specifications for the Health and Social Care System

To improve interoperability within the healthcare system, the use of common standards and specifications is a basic precondition. The Swedish eHealth Agency is working to set up a national organisation for administrating technical interoperability specifications to be commonly used within the health and social care system.

Also, the Swedish eHealth Agency had the task of investigating the necessary legislation to exchange digital prescriptions and patient summaries between different EU countries and provided reports with proposals to the government.

Finally, the National Board of Health and Welfare investigated how and to what extent different types of AI solutions are being applied within the healthcare system.

4.3 Key enablers

Initiative for Providing Legal Support to Public Sector Actors regarding Digitisation

In 2020, the Swedish government assigned the DIGG the responsibility for establishing processes and capacity for providing legal support to public administrations in issues related to digitisation and the emergence of a common public sector digital infrastructure. By developing forms for spreading information and knowledge about legislation related to digitisation in an easily accessible manner, the aim is to further increase public administration organisations' capabilities to address future challenges of digitisation.

4.3.1 Access to public information

Freedom of the Press Act

In 1766, Sweden became the first country in the world to introduce legislation on freedom of information with the Freedom of the Press Act. This act was reviewed in 1949 and was last amended on 1 January 2011. Chapter 2 of the act specifies that "every Swedish subject shall have free access to official documents". Public authorities shall respond speedily to requests for official documents. Requests can be in any form and anonymous. This is known as the principle of public access to official records. Each agency is required to keep a register of all official documents and most indices should be publicly available. An effort is currently made to make the registers available electronically. Decisions by public authorities to deny access to official documents may be appealed. Complaints can also be lodged to the Parliamentary Ombudsman, who can investigate and issue non-binding decisions.

Public Access to Information and Secrecy Act

The Public Access to Information and Secrecy Act (2009:400) contains exceptions to the principle of public access to official records in the form of provisions on confidentiality and non-disclosure of certain public documents.

Act on Accessibility of Digital Public Services

The EU Web Accessibility Directive (2016/2102) was transposed in Sweden by the Act (2018:1937) on Accessibility of Digital Public Services and the accompanying Ordinance SFS 2018:1938. The latter assigns regulatory rights to the DIGG. The DIGG published the required regulations MDFFS 2019:2 in May 2019. The regulations establish that the accessibility of websites and mobile applications of public sector bodies in Sweden shall conform to the requirements set forth in Article 4 of the Directive.

Law on the Reuse of Public Administration Documents

On 1 July 2010 Sweden transposed Directive 2003/98/EC on the re-use of public sector information in a new piece of legislation, i.e. the Act (2010:566) on Reuse of Public Administration Documents. This law specifically aims to promote the development of an information market by facilitating reuse by individuals of documents supplied by the authorities on conditions that they cannot be used to restrict competition. As of March 2021, legislative work was ongoing with the aim of transposing the amendments to the Open Data Directive (2019/1024) into the domestic legislation, and further increasing the availability and reuse of information from the public sector, in particular in the form of open data.

4.3.2 eID and Trust Services

eIDAS Regulation

Sweden complies with Regulation 910/2014 on electronic identification and trust services for electronic transactions in the internal market (eIDAS Regulation) and is preparing to notify a Swedish electronic identification scheme in accordance with the Regulation. The pre-notification process has started and peer-review will be executed during the spring of 2021.

The Act (2016:561) on Implementing the eIDAS Regulation contains several provisions regarding, for example, enforcement measures.

Act on the Systems of Choice for Electronic Identification Services

The Act on the Systems of Choice for Electronic Identification Services aims to allow the user to choose between a variety of privately issued eIDs approved by the DIGG when interacting with the authorities. A new legislation is in the works to introduce a system for both electronic identification and secure electronic mail, with the same basic principles.

Regulation on Public Sector Infrastructure for Secure Electronic Mail

According to the Regulation on Public Sector Infrastructure for Secure Electronic Mail (SFS 2018:357), the DIGG shall provide an infrastructure which makes it possible for public sector bodies to send secure electronic mail to individuals.

Ordinance on Common Public Sector Infrastructure for Secure Electronic Mail

According to the Ordinance on Common Public Sector Infrastructure for Secure Electronic Mail (SFS 2018:357), the DIGG should provide a common public sector infrastructure which makes it possible for public sector bodies to send secure electronic

mail to individuals. The proposed law about the authorisation system will also cover secure electronic post.

4.3.3 Security aspects

Protective Security Act

A new Protective Security Act entered into force on 1 April 2019. The Protective Security Act protects activities of importance for Sweden's national security. The act also encompasses activities covered by an international binding security commitment for Sweden. The act emphasises that security-sensitive activities can be performed by both government agencies and private operators. The new act, in addition to regulating security for the handling of classified information, also emphasises the need for protection of other security-sensitive domains, such as essential information systems.

Transposition of NIS Directive

Directive 2016/1148 concerning measures for a high common level of security of network and information systems across the Union (NIS Directive) was transposed into Swedish law on 1 August 2018, through SFS 2018:1174. Operators of essential services and digital services became subject to information security requirements in accordance with the NIS Directive.

Data Protection Act

After the European Commission decided on a new regulation for data protection – the General Data Protection Regulation (GDPR) - in February 2016, the Swedish government appointed a team to evaluate how Swedish laws and regulations should be adapted to the GDPR, which came into effect on 25 May 2018.

In May 2017, the Swedish Data Protection Commission (*Dataskyddsutredningen*) published the evaluation on the Swedish Parliament's (*Riksdag's*) website. In March 2018, the Swedish Parliament approved a proposal from the government on the necessary adjustments in national legislation to implement the GDPR.

In many areas of administration special registry laws exist to supplement the provisions of the GDPR and the Swedish law (2018:218) complementing the GDPR.

4.3.4 Interconnection of base registries

Population Registration Act

The Population Registration Act describes when and where a person has to be registered, when a change of address has to be reported and how a population registration decision may be appealed. The act is supplemented by a Population Registration Ordinance, which includes rules prescribing that certain authorities should furnish the population registry with information concerning addresses. Together with the Civil Registration Act, the Population Registration Act regulates the Population Registry.

Civil Registration Act

The Civil Registration Act describes which registries must be kept, the purpose of the registries, what they may contain and how users can search for information within their systems. The act is supplemented by an Ordinance on Population Registries, stating, among other things, when information should be transferred between the different registries. Together with the Population Registration Act, the Civil Registration Act regulates the Population Registry.

Road Traffic Registration Act

The Vehicle Registry was established via the Road Traffic Registration Act (2001:558), together with the Road Traffic Registration Ordinance (2001:650). The act contains details on items such as vehicle registration, registration fees, data on driver's license registration and the right to request information.

Real Property Registry Act

The Real Property Registry was established by the Real Property Registry Act (2000:224). The Swedish Mapping, Cadastral and Land Registration Authority publishes the information contained in the registry and makes it available to everyone. The act includes information on the purpose of the registry, the content of the registry, the agency which enters the information into the registry, the privacy management, the disclosure of recording for automatic processing, the fees, etc.

Tax Registration Act

The Tax Registration Act (1980:343) defines the content and functions of the Tax Registry under the agency of the Ministry of Finance. It also provides details regarding access to data in the Central Tax Registry.

Companies Act

The Companies Act (2005:551) defines the registration and running of limited liability companies. The Swedish Companies Registration Office is responsible for the Swedish Companies Registry under the agency of the Ministry of Trade and Industry.

4.3.5 eProcurement

Act on Public Procurement

Public procurement is governed by the Swedish Public Procurement Act (2016:1145-LOU), which is largely based on the two EU Directives on public procurement (2004/17/EC and 2004/18/EC).

eInvoicing Legislation

In Sweden, the responsible entity in the field of eInvoicing is the Ministry of Infrastructure. According to the legislation (Ordinance for Accounting, 2000; Ordinance for Electronic Information Exchange, 2003) eInvoicing has been mandatory in Sweden since 2008 for central government agencies. According to the accompanying regulations all central government authorities must be registered in the Peppol infrastructure for receiving eInvoices and must also be able to send eInvoices in Peppol.

All public procurements started after 1 April 2019 must be invoiced electronically (Law on Electronic Invoices as a Result of Public Procurement, 2018). The law applies to all public procurements above and below the set thresholds, and includes direct procurements. All suppliers to the public sector must send eInvoices, and buyers must be able to receive and process eInvoices. eInvoices must comply with the European Standard, EN 16931, if no other standard is agreed upon. A supplier which does not send invoices that meet the requirements of the law may be fined. The DIGG recommends the use of Peppol BIS Billing 3, which is an implementation (CIUS) of the European Standard. The DIGG also issued accompanying regulations which mandate all public entities to be registered to receive invoices in the Peppol infrastructure.

Public Procurement Statistics

A new legislation on public procurement statistics (*Lag om upphandlingsstatistik*) entered into force in 2020. The legislation aims to ensure public access to procurement data. The National Agency for Public Procurement is responsible for the governance of a national statistical database for public procurement.

4.4 Domain-specific legislation

eJustice Legislation

In May 2018, amendments were made in the field of eJustice to allow the use of electronic signatures when signing court decisions, and applying for both summary proceedings related to an order to pay and summary proceedings for assistance. Furthermore, electronic signatures may also be used when accepting orders for summary punishment and breach-of-regulations fines, which, among other things, enables a more digital management of fines for traffic violations.

In November 2020, changes to the legislation were passed through the act (2020:918) amending the Swedish Code of Judicial Procedure in order to further enable and facilitate digital communication in court proceedings. The changes provide, among other things, that as of 2021 Swedish general courts will accept applications for summons and powers of attorney that are signed electronically using an advanced electronic signature. Measures were also taken to reduce the need for paper copies during court proceedings.

Legislation on the National Medication List

In June 2018 the Swedish Parliament approved a proposal from the government for new legislation on the National Medication List. The new act (SFS 2018:1212) entered into force on 1 May 2021. The National Medication List creates a single source for data on a patient's prescribed medicines and other products while safeguarding the patient's right to privacy. The data may, for example, be used by pharmacies and healthcare providers, under certain circumstances.

As mentioned, the legislation on the National Medication List gained legal force on 1 May 2021 with a transition period of two years. During the transition period, healthcare providers must adapt their systems to the new legislation. Existing information technology (IT) services and systems will be phased out after the transition period but will continue being in production, in parallel with the new IT services that have been developed for the new list.

Registering data in the National Medication List will be mandatory for pharmacies and prescribers of medicines. Patients can block access to certain information but not opt-out from the registration. With the introduction of the National Medication List, information will be stored for five years, unlike under current legislation, which mandates the same information to be stored for 15 months.

Act on Electronic Commerce and other Information Society Services

Adopted in 2002, the Act on Electronic Commerce and other Information Society Services transposed Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce (Directive on electronic commerce). It stipulates the obligations of service providers and regulates the treatment of information submitted online.

4.5 Emerging technologies

No legislation has been adopted in this field to date.

5 | Digital Public Administration Governance

5 Digital Public Administration Governance

Sweden is a parliamentary democracy, which means that all public power derives from the people. Laws are passed by the *Riksdag*, a Parliament elected every four years. The Prime Minister is appointed by the *Riksdag* and tasked with forming a government. The government, led by the Prime Minister, governs Sweden. The government consists of the Prime Minister and a number of Ministers, each with their own area of responsibility. Each Ministry is responsible for a number of government agencies tasked with applying the laws and carrying out the activities decided on by the *Riksdag* and the government.

Every year the government issues appropriation directions for the government agencies. These set out the objectives of the agencies' activities and how much funding they have at their disposal. The government therefore has quite substantial scope for directing the activities of government agencies, but it has no powers to interfere on how an agency applies the law or decides in a specific case. The government agencies make these decisions independently and report to the Ministries. In many other countries, a Minister has the power to intervene directly in an agency's day-to-day operations. This possibility does not exist in Sweden, as 'ministerial rule' is prohibited.

The Swedish administrative model – three levels

Sweden is governed at three levels: national, regional and local.

National level

The *Riksdag*, which has the power to pass legislation, represents the people at national level. The government governs Sweden by executing decisions taken by the *Riksdag* and putting forward new laws and legislative amendments. The government is supported in this by the government offices and the government agencies.

Regional level

Sweden is divided into 21 counties. Each county has a regional central government authority, the county administrative board. Some other government agencies also operate at regional and local level. There are 21 county councils, which are led by political assemblies elected by the people. The main task of county councils is healthcare. Counties and county councils cover the same geographical area (with one exception) so they are usually regarded jointly as the regional level. The highest decision-making bodies are the county council assemblies or regional councils. The county councils' activities are governed by the Local Government Act, but there is scope for autonomy, i.e. decisions in each municipality, county council or region are made in specific sectors.

Local level

Sweden has 290 municipalities which are responsible for the majority of public services in the area where citizens live. Their most important responsibilities include preschools, schools, social services and elderly care. The municipalities are governed by politicians elected by the people. The highest decision-making bodies are the municipal councils/city councils. The municipalities' activities are governed by the Local Government Act but, similarly to the regional level, there is some scope for autonomy.

5.1 National

5.1.1 Policy

Ministry of Infrastructure

In January 2019, the Ministry of Infrastructure was established. The Ministry of Infrastructure is responsible for matters relating to infrastructure, digital policy, post and energy. The Ministry is supported by the Unit of Digital Government. The Minister responsible for digital development is Mr. Anders Ygeman.

Anders Ygeman
Minister for Energy and Digital Development

Contact details:
Ministry of Infrastructure
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Email: i.registrator@regeringskansliet.se
Source: http://www.government.se/

5.1.2 Coordination

Agency for Digital Government

In 2018, the Agency for Digital Government (DIGG) was established to serve as hub for the digitisation of the public sector. The primary objective is to improve the coordination of public sector digitisation and support it at the central, regional and local levels. The agency is also responsible, inter alia, for eIdentification, eInvoicing, digital post, web accessibility, digital infrastructure for information exchange, and promotion of access to and usability of public data. The DIGG is also the Swedish National Coordinator for the Single Digital Gateway, as defined in Article 28 of Regulation (EU) 2018/1724.

In the budget bill for 2021, the Swedish government decided to set aside funds annually for the growth of a common public sector digital infrastructure. The funds are at the disposal of the DIGG and can be used by cooperating parties to intensify the work.

Swedish eHealth Agency

The Swedish eHealth AgencySwedish eHealth Agency (*E-hälsomyndigheten*) was established in 2014. The agency is responsible for registers and IT functions relating, among other things, to the outpatient pharmacies' and caregivers' need to have access to a patient-safe and cost-effective drug management. The agency is also responsible for coordinating the government's investments in eHealth and following the overall development in the eHealth area.

Swedish Civil Contingencies Agency

The Swedish Civil Contingencies Agency (MSB) is responsible for issues related to civil protection, public safety, emergency management and civil defence. The MSB's responsibilities include supporting and coordinating Swedish cyber and information

security, acting as the single point of contact (SPOC) for the NIS Directive as well as issuing regulations on cybersecurity.

The MSB provides extensive support for a systematic and risk-based information security management, partly through the website Informationssakerhet.se. The MSB is also assigned to receive reports of serious IT incidents from critical market operators (as part of the NIS Directive) as well as from governmental agencies. Based on these two kinds of reports the MSB publishes two summarizing reports on a yearly basis. Furthermore, the MSB hosts the Swedish national Computer Security Incident Response Team (CSIRT), CERT-SE. For more information about CERT-SE see section 5.1.4.

National Government Service Centre

The National Government Service Centre (*Statens service center*) coordinates the administration of government agencies by offering administrative support services to other government agencies. Sweden is increasing the number of service offices of the National Government Service Centre in order to bring the public sector closer to the citizens.

Swedish Association of Local Authorities and Regions

The eGovernment regional and local activities are coordinated by the Swedish Association of Local Authorities and Regions (SALAR). The eGovernment strategy of regions and municipalities is based on the same goals as the Swedish government's eGovernment strategy.

Legal, Financial and Administrative Services Agency

The National Procurement Services, a department within the central government agency called Legal, Financial and Administrative Services Agency (*Kammarkollegiet*), procure and manage coordinated framework agreements for the public sector in the area of ICT. The agency was mandated by the government to explore and develop ways of improving the use of electronic solutions and common standards in the public sector.

eCollaboration Programme

Government agencies that were members of the eGovernment delegation started a programme in 2015 to continue their collaboration in the digital field. The main focus of the eCollaboration Programme (*eSamverkansprogrammet*) is to cooperate in developing digital solutions and promote interoperability by using guidelines, sharing knowledge and best practices, and networking. The steering group is formed by the director-generals of the member agencies. By the end of 2020, 30 government agencies had joined the eCollaboration Programme as members. The secretariat is hosted by the Swedish Pensions Agency.

5.1.3 Implementation

Ministry of Infrastructure

The Ministry of Infrastructure is responsible for issues relating to transport and infrastructure, digitisation and IT, post and energy. Regarding digitisation and IT, the Ministry of Infrastructure is responsible for assigning implementation and realisation missions to public authorities and evaluating the outcome.

5.1.4 Support

Swedish Agency for Public Management

The Agency for Public Management (*Statskontoret*) is tasked with providing support to the government and to government bodies in the IT field in order to help modernise public administration through the use of ICT. In this regard, *Statskontoret* conducts studies and evaluations, upon government's request.

Swedish Post and Telecom Authority

The mission of the Swedish Post and Telecom Authority (PTS) is to ensure that everyone in Sweden has access to efficient, affordable and secure communication services. The PTS is a public agency reporting to the Ministry of Infrastructure and is managed by a board appointed by the government. The PTS is also the Swedish supervisory authority for issuers of qualified certificates to the public.

Swedish National Digitisation Council

The Swedish National Digitisation Council serves in an advisory role on matters of digitisation in Sweden. In addition to its advisory function, it also provides a forum for strategic discussion between the government, and private and public representatives of various sectors of society.

CERT-SE

CERT-SE is Sweden's National CSIRT (Computer Security Incident Response Team) and the constituency consists of the Swedish society, including but not limited to, governmental authorities, regional authorities, municipalities, enterprises and companies.

In brief, the Ordinance states that CERT-SE shall:
- Respond promptly when IT incidents occur by spreading information and, where needed, work on the coordination of measures, and assist in the work needed to remedy or alleviate the consequences of incidents;
- Cooperate with authorities that have specific tasks in the field of information security; and
- Act as Sweden's point of contact for equivalent services in other countries, and develop cooperation and information exchanges with them.

CERT-SE is certified by the Trusted Introducer Service and fulfils the expectations relating to a national Computer Security Incident Response Team (CSIRT) in the NIS Directive.

National Centre for Cybersecurity

The government has commissioned four government agencies - the National Defence Radio Establishment (FRA), the Swedish Armed Forces, the MSB and the Swedish Security Service - to establish a national cybersecurity centre by 2020. The national cybersecurity centre aims to strengthen and increase national capacity to prevent, detect and manage cyberattacks and other cyberincidents that risk damaging Sweden's security. The activities in the centre will be developed gradually and expand over a five-year period in order to have full effect in 2025. The goal in the long run is to:
- Compile joint analyses and promote overall situational awareness regarding threats and vulnerabilities;
- Disseminate information between participating authorities and other actors; and
- Coordinate work in the event of cyberincidents, including cyberattacks.

5.1.5 Interoperability coordination

Agency for Digital Government

The Agency for Digital Government (DIGG) is the body responsible for interoperability activities.

Standard Business Reporting

The Swedish government commissioned the Swedish Companies Registration Office to further develop the service for digital submission of annual reports (N2018 / 02033 / FF), commonly called Standard Business Reporting (SBR). The assignment is based on the previous assignment that the Swedish Companies Registration Office had to introduce the service for digital submission of annual reports (N2016 / 04957 / SUN).

As a reason for the assignment, the government states, among other things, that digital submission of annual reports and consolidated accounts is an important part of the work to simplify matters for companies, e.g. with the support of digitised and standardised company reporting. The assignments therefore include submitting proposals for continued work on, and coordination and management of conceptual standards, processes and services for submitting and exchanging financial information between authorities and the business community. This is a precondition for what is described as the SBR, i.e. a methodology for digital exchange of structured business information with financial information as a basis. The SBR provides business benefits through the use of digitised financial information and is based on open standards to increase accessibility and interoperability.

5.1.6 Base registry coordination

Framework for National Basic Data in Public Administration

Two government initiatives were introduced in May 2018, focusing on establishing the foundation for a more standardised and interoperable national approach to base registries and information exchange. Several key stakeholders were involved, including some of the largest government agencies and the DIGG, which had the responsibility to coordinate work. The final reports were submitted in 2019. In line with the reports, at the end of 2019 two new government assignments were given to the same stakeholders and government agencies, with the DIGG in the lead, to establish a common public sector digital infrastructure for information exchange and a framework for national basic data in public administration. The framework and the digital infrastructure will be established during 2021. While new basic data domains are under exploration, three basic data domains are already being developed:

- **Person:** the Swedish Tax Agency (Skatteverket) is responsible for the Civil Registry;
- **Companies:** the Swedish Companies Registration Office (*Bolagsverket*) is responsible for registering and making available company information; and
- **Real estate information and geographic information:** the Swedish Mapping, Cadastral and Land Registration Authority (*Lantmäteriet*) is responsible for the basic data domain.

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5.1.7 Audit

Swedish National Audit Office

The Swedish National Audit Office (NAO) has three main tasks:

- **Financial audit:** in an annual financial audit, the NAO audits and evaluates whether the financial statements of government authorities are credible and correct, if the accounts are true and fair, and whether the leadership of the authorities being audited follow ordinances, rules and regulations in force;
- **Performance audit:** in a performance audit, the NAO audits the government authorities' efficiency; and
- **International development cooperation:** the NAO has been tasked by the *Riksdag* (the Swedish Parliament) to work on the international capacity building of Supreme Audit Institutions in developing countries.

The NAO also collaborates with other Supreme Audit Institutions around the world and represents Sweden in international audit-related contexts.

5.1.8 Data Protection

Swedish Authority for Privacy Protection

The Swedish Authority for Privacy Protection is a supervisory authority under the GDPR and the Data Protection Directive. It also supplements and implements the Data Protection Act (2018:218).

The Swedish Authority for Data Protection is also Sweden's national supervisory authority for the processing of personal data under the Schengen Convention, e.g. the convention on the EU's customs information systems, the decision of the Council on the establishment of the EU Agency for law enforcement cooperation (Europol), the Regulation concerning the Visa Information System (VIS Regulation) and the Regulation on the establishment of EURODAC (EURODAC Regulation).

5.2 Subnational (federal, regional and local)

5.2.1 Policy

County Councils and Municipalities

In line with the local self-government principle, regional and local eGovernment initiatives are led by the respective regional and local county councils and municipalities.

5.2.2 Coordination

County Councils and Municipalities

Regional and local eGovernment initiatives are coordinated by the respective regional and local county councils and municipalities.

5.2.3 Implementation

County Councils and Municipalities

Regional and local county councils and municipalities are responsible for the implementation of all governmental initiatives concerning eGovernment locally.

5.2.4 Support

Swedish Association of Local Authorities and Regions

In 2007, the Swedish Association of Local Authorities (SALAR) and the Federation of Swedish County Councils (FCC) formed a joint federation, the Swedish Association of Local Authorities and Regions (SALAR). SALAR is an organisation that represents and advocates for local government in Sweden. All of Sweden's municipalities and regions are members of SALAR.

Inera

Inera coordinates the development and management of joint digital solutions in regions and municipalities. Inera is a company owned by regions and municipalities, as well as SALAR. The company has the aim of developing joint digital solutions that will help to streamline regions and municipalities' operations.

5.2.5 Interoperability coordination

No responsible organisations other than organisations responsible at the national level (see section 5.1.5) have been reported to date.

5.2.6 Base registry coordination

No responsible organisations other than organisations responsible at the national level (see section 5.1.6) have been reported to date.

5.2.7 Audit

Professional Auditors

Swedish counties and local councils elect political auditors in charge of contracting external professional auditors to carry out audit activities.

5.2.8 Data Protection

Swedish Authority for Privacy Protection

The Swedish Authority for Privacy Protection has the national and subnational responsibility for questions related to data protection (see Section 5.1.8 for more information).

6 | Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

Government Portal

The Government Portal serves as the website for the Swedish government and government offices. It is structured and intended to provide documents and records, information about current government bills, initiatives and ministerial activities, and accounts of how the decision-making process works in Sweden.
The website has four main sections:

- **Government and government offices,** offering up-to-date information listed by ministry, minister and subject area;
- **Government polices,** providing an overview of the policies applicable in Sweden and related EU-policies;
- **Publications,** containing all the information, the material and the publications issued in English or other foreign languages (along with an ordering service); and
- **How Sweden is governed,** focussing on the context around the work of the government and the government offices. Decision-making processes, the EU and other matters are described and exemplified.

Swedish Open Data Portal

Since September 2018, the DIGG has been responsible for the management and development of the Swedish Open Data Portal, dataportal.se. In 2020, the portal was formally launched after a period in a beta version. At the same time, the older and preceding data portal oppnadata.se was closed. The dataportal.se portal aims to provide easy access to not only data resources from both private and public sector organisations, but also to specifications and terminologies important for making data available in a standardised and structured manner. Data providers can also find support for the process of making data available on the data portal. Measures have been introduced to publish open data and conduct open data-driven innovation through knowledge sharing and an online community. All data on dataportal.se is also made available on the European Data Portal.

Swedish Geodata Portal

The Swedish Geodata Portal (*Geodataportalen*) is a national registry for spatial data services that enables users to search, view and download data. The portal is hosted by the Swedish Mapping, Cadastral and Land Registration Authority (*Lantmäteriet*) in its role as national coordinator for the Swedish spatial data infrastructure. The *Lantmäteriet* also provides information on the national geodata strategy, the Swedish spatial data sharing model, called Inspire and the geodata advisory board, as well as tutorials and other initiatives.

Geodataportalen is, in turn, the access point for the Inspire Geoportal operated by the European Commission and is complemented by the Swedish Open Data Portal (*Sveriges data portal*).

Openaid.se Portal

The openaid.se Portal is developed and run by the Swedish International Development Cooperation Agency (Sida) on behalf of the Ministry of Foreign Affairs. It aims to provide open information on the aid Sweden gives to other countries. The portal enables

organisations, journalists and the public to trace the entire process of giving aid, from the preparation of aid efforts through decisions and reports to the evaluation of the tasks undertaken. The immediate goal is to increase transparency on aid as a way of boosting the fight against poverty. Information from a number of different organisations and government agencies is available, some going back as far as 1975, even though it becomes more detailed and complete in more recent years.

Verksamt.se Portal: the Swedish Business Link to Government

The verksamt.se Portal serves as a comprehensive single entry point for entrepreneurs and enterprises to access relevant and official eServices and information from many public authorities. The main four actors are: the *Swedish Companies Registration Office* (Bolagsverket), the Swedish Tax Agency (*Skatteverket*), the Swedish Agency for Economic and Regional Growth (*Tillväxtverket*) and the Swedish Public Employment Agency (*Arbetsförmedlingen*).

The portal provides guidance and information about starting and running a business, including eServices for the formal registration in the Business Register and the tax registration. It also includes interactive checklists, general information and inspiration for many lines of businesses. During the pandemic, it has been a central point for information about all the measures relevant for businesses.

Currently, a new modern digital platform for verksamt.se is being developed to support the creation of a digital ecosystem enabling more, better and easier information and eServices.

Läkemedelskollen: the Citizens Portal for Medicine Checks

Läkemedelskollen is the portal the Swedish eHealth Agency provides for citizens over 18, who, with an eID, can access the information stored electronically in the registers for which the Agency is responsible. These registers are the ePrescription repository, the register of dispensed drugs and the high-cost protection database. Registration demands consent in all three registers.

All registers were replaced following a new law on 1 May 2021 (see Section 4.4) but access to information is continuing to be provided. An additional register in the portal is the ePrescription for animals, which however is not included in the National Medication List.

Portal for Business Taxonomies

The website taxonomier.se publishes the taxonomies developed within the framework of the Swedish Companies Registration Office's government assignments to introduce a service for submitting financial information regarding annual reports, etc. (registration number: N2016/04957/SUN) and to develop the service for digital submission of annual reports, etc. for all types of companies (registration number: N2018/02033/FF). Taxonomier.se will serve as a portal to provide guidance and information about taxonomies to providers of SBR compatible software. For more information on SBR, see Section 5.1.5.

National Portal for Education Applications

The national portal antagning.se offers a single point of contact for applying to all education programmes at Swedish universities and colleges, and is administered by the Swedish Council for Higher Education. The portal also contains information about application rules and procedures, important dates and previous application statistics, as well as guidance for understanding how to interpret and handle different grading systems.

Minpension.se: a National Portal for Pension Summary

The minpension.se portal is a collaboration between the Swedish government and about 30 pension actors, both private and public, aiming to provide citizens in Sweden with a service for keeping control of the different forms of pensions earned throughout their working life. The portal provides support for making prognosis and gaining an overview of the pension. Since the portal is financed by 50% by the Swedish government and for the rest by the connected pension actors, the portal is a neutral and cost-free service for citizens.

1177.se: the National Portal for Health Care Guidance and eServices

The Swedish health care system, i.e. national and regional health care actors in collaboration, provides citizens in Sweden with a single point of access for information and services related to health guidance, and personal eServices and information (1177 *Vårdguiden*).

Mina Ombud

Mina Ombud is a Swedish national infrastructure for a secure and digital management of powers of attorney currently under development by the Swedish Companies Registration Office, in close cooperation with the Swedish Tax Agency and the DIGG. Development of Mina Ombud started in March 2021 and is planned to finish at the end of 2023. The need for a digital management of powers of attorney has increased, leading to separate similar initiatives over the country. So, in order to save time and budget to the benefit of society, Mina Ombud is the national infrastructure meant to handle digital powers of attorney for the entire country.

The infrastructure provides a national web portal, minaombud.se, which allows companies and people to create, sign, delete and view powers of attorney. The infrastructure also allows external eServices to connect in order to create new and use existing digital powers of attorney within the eService. The national infrastructure is limited to powers of attorney and does not include other kinds of powers of representation. Those digital powers of attorney will primarily be valid with governmental and municipal agencies which have connected to the infrastructure.

Jobtech Development: a Collaboration Platform

JobTech Development is a platform initiated in 2018 bringing together actors operating within or in relation to the Swedish labour market to collaborate on open data, connected application programming interfaces (APIs) and complementary operational support system (OSS) projects. The platform is orchestrated by the Swedish Public Employment Service (SPES), a Swedish national government agency responsible for enabling the matchmaking between jobseekers and employers on the labour market.

6.1.2 Subnational Portals

Platform for Cooperative Use

Dela Digitalt, the platform for cooperative use, was set up by SALAR in order for the public sector to exchange ideas on development, methods and tools. It was launched in 2016 with the purpose of contributing to a more efficient development process in the public sector.

Datalabs for Innovation

The Swedish Innovation Agency, Vinnova, is currently funding 16 data labs with the purpose of increasing data-driven innovation. The labs, run by both public and private

organisations, are mainly domain-specific and hosted by the organisation in charge of data in each respective domain. Examples of labs are:

- The National Forest Data Lab (hosted by the Swedish Forest Agency);
- The Swedish Language Data Lab (hosted by AI Sweden);
- the Data Lab for Company Data as a national resource (hosted by the Swedish Companies Registration Office); and
- The Real Estate Data Lab (hosted by the Research Institutes of Sweden or RISE).

The labs focus on gathering actors, sharing best practice and tools, and improving the conditions for data-driven innovation.

6.2 Networks

Swedish Government Secure Intranet

The Swedish Government Secure Intranet (SGSI) is an intranet service for secure communication between government agencies, and among EU Member States and EU bodies via TESTA, the European Community's own private IP-based network for secure information exchange among the European public administrations. The SGSI is an IP service, a virtual private network which has no direct connection with the open internet.

According to the security target in force, the SGSI is used by accredited government agencies. Accreditation implies that case sensitive information which has been classified according to the EU Council's security regulations as 'Restreint UE' can be transferred to TESTA and to connected agencies. The SGSI has a wider function than that of TESTA-traffic channel as, for example, it allows for communication between police and judicial agencies. The network is also expected to become increasingly important for national crisis communication among Swedish government agencies.

6.3 Data Exchange

Secure Data Communication Project

Inera AB, owned by SALAR, is running a pilot programme, the Secure Digital Communication project, that helps ensure a simpler and safer exchange of information between authorities. The Connecting Europe Facility (CEF) eDelivery building block is facilitating this project.

Common Public Sector Digital Infrastructure for Information Exchange Assignment

The Swedish government is implementing a common digital infrastructure aimed at strengthening the public sector's ability to deliver efficient, secure and innovative digital services. An interim report was published in 2021 with the goal to propose a suitable structure as well as the legal and administrative terms.

6.4 eID and Trust Services

Official Electronic ID Card

In 2005, the Swedish government introduced the 'official' electronic ID card containing biometric data. The new 'national identity card' (*nationellt identitetskort*) is not compulsory and does not replace previous paper ID cards. It can be used as proof of identity and citizenship and as a valid travel document within the Schengen area. It complies with the International Civil Aviation Organisation (ICAO) standards for

biometric travel documents; it is issued by passport offices and manufactured by the same supplier as the biometric passport. In addition to the contactless chip containing a digital picture of the holder, it also has a traditional chip, which may be used to securely access eGovernment services in the future.

Changes are expected to the identity card due to Regulation (EU) 2019/1157 of the European Parliament and of the Council on strengthening the security of identity cards of Union citizens and of residence documents issued to Union citizens and their family members exercising their right of free movement. The changes, e.g. the inclusion of fingerprint information, are expected to be introduced in August 2021.

Despite the fact that it can be read electronically, the card is not an eID that can be used in order to authenticate the user remotely. A study proposed to complement it with an eID according to eIDAS Level of Assurance High, but no decision has been made yet.

Non-Official eID Cards and Software-based eIDs (eLegitimation)

The supply of eIDs in Sweden goes through an open system whereby all suppliers issuing eIDs for private persons and fulfilling certain requirements are allowed to sign a contract with the public sector. Before the suppliers can be approved, the DIGG performs an audit. Therefore, Swedish citizens are using non-official electronic ID cards or mobile/computer-based eIDs issued by different providers, like the BankID (developed by the largest Swedish banks), Telia and Freja eID+, to access certain eGovernment services. Any physical person with a Swedish personal identity number (a unique identification number for all registered residents in Sweden) and permanently living in Sweden can obtain an eID. Physical persons can also get an eID from the organisation they work for. The personal identity number is used as the identifier when the eID is used for an eService, while legal entities can have an organisational number as identifier. The same number can be used in certificates for authentication and signing. The certificates contain the name of the organisation and the organisational number, and may also include a URL. The contact person ordering organisational certificates must have an authorisation for this purpose from a person authorised to sign on behalf of his/her organisation.

Most actors in the public sector base their eServices on the SAML 2.0 standard, even though old eID schemes do not follow the standard. For this reason, most eServices rely on proxy IdPs. This system has worked well but deviations from the standard in the implementation of proxy IdPs have become an obstacle for implementing cross-border authentications and for new suppliers that fulfil the standard.

eIDAS

Sweden has implemented the eIDAS infrastructure and has established communication with all notified countries who are also technically prepared to deliver identity assertions according to their notification (11 at the moment). Moreover, about 190 agencies and municipalities have now integrated cross-border authentication among their eServices or have initiated the integration process. Most of the services, however, require that the eID assertion contain a Swedish identification number, which prevents users to take full advantage of the service.

Biometric Passports

In October 2005, Sweden became the second European country to start issuing biometric passports compliant with the standards recommended by the ICAO.
The ePassport has a Radio Frequency Identification (RFID) microchip embedded in its polycarbonate data page containing a digital photo and personal information in the form of a fingerprint photo.

6.5 eProcurement

eProcurement Virtual System

According to the report 'Digitising Public Services in Europe: Putting Ambition into Action - 9th Benchmark Measurement', produced for the European Commission in December 2010, Sweden set an eProcurement virtual system with a non-mandatory platform where eProcurement services are provided by subcontractors specialised in the different steps of the electronic procurement process. The central eProcurement authorities' role consists in monitoring the supplied services and complying with standards. In general, the Swedish government has not implemented a central electronic public procurement portal, as this is deliberately left up to private operators. Several privately owned and operated portals exist instead, some of which concentrate on public procurement.

Information on Coordinated Public Sector Framework Agreements

The National Procurement Services offer a website, avropa.se, that serves as an information database on the different framework agreements which were procured centrally by the National Procurement Services. The portal is available to national authorities, government agencies, regions and municipalities. An agency can thus use the information portal to locate the necessary information on a framework agreement, whereas the procurement process is further handled by the agency itself, either by electronic or traditional means.

Differently, general information on public procurement in Sweden is to be found at the website of the National Agency for Public Procurement. Furthermore, the National Agency for Public Procurement is involved in eTendering (pre-award) in Peppol, while the DIGG is active in the post-award phase. This means that Sweden has increased its effort to digitise the whole eProcurement process.

eInvoicing Infrastructure and Standard

The European eInvoicing standard, EN 16931, is mandatory according to the Law on Electronic Invoices as a Result of Public Procurement (2018), but the law permits agreements on the use of other formats. The DIGG recommends the use of Peppol BIS Billing 3, which is an implementation (CIUS) of EN 16931. According to the Ordinance for Electronic Information Exchange (2003), central government authorities must support Peppol BIS Billing 3, but can also support a few older invoice formats in existing agreements.

The DIGG also recommends the use of the Peppol infrastructure for sending and receiving invoices as well as other eProcurement messages. The DIGG is the Peppol authority of Sweden, leading the work on the national Peppol infrastructure and offering support primarily to service providers within Peppol but also to end users, like suppliers from the private sector and buyers in the public sector.

6.6 ePayment

eKrona Project

The *Riksbank*, Sweden's Central bank, has the task of promoting a safe and efficient payment system, a task that may be more difficult in the future if cash is no longer used as a means of payment by the majority of households and companies. The *Riksbank* therefore needs to consider which role it should adopt in an increasingly digital world. In this context, Sweden started a project in the spring of 2017 to examine the possibility of issuing a new Central Bank Digital Currency (CBDC), the so-called *e-krona.* An *e-krona* would give the general public access to a digital complement to cash, whose

value would be guaranteed by the government. At present, the *Riksbank* only offers digital money to banks and other RIX participants.

In order to increase the knowledge of the CBDC, since February 2020 the *Riksbank* has been running a proof of concept (POC), the *e-krona* pilot, with a technical supplier (Accenture) to develop and test a platform based on distributed ledger and blockchain technology for an *e-krona* system in a limited test environment. The objective of the *e-krona* pilot is to learn more about the certain technology in particular and to investigate issues (technical, policy and legal) regarding an *e-krona* in general. The *Riksbank* ended the first phase of the POC in the beginning of 2021 and has extended the agreement for one year to continue the development and evaluation of the platform.

6.7 Knowledge Management

Platform for Municipal Cooperation and Development

Local authorities have their own Platform for Cooperative Use, the purpose of which is to cooperate around business development and digital services, and to exchange best practices, that way speeding up the development of eGovernment in the municipalities. Slightly more than one third of the Swedish municipalities have been collaborating for 15 years in more than 30 projects developed to identify, design and introduce common systems architecture, technical platforms and basic functions for digital services in the municipalities. The Platform for Cooperative Use also actively shares knowledge around state-of-the-art topics regarding digitisation and related change management.

Dela Digital: a Knowledge Sharing Platform for Municipalities and Regions

Dela Digital, an open source platform, was developed by SALAR with a view to providing a possibility to share knowledge to all Swedish municipalities and regions. Through its user-driven setup, personnel and organisations can share experiences, from e.g. development projects, change processes and developed tools, that can improve work and cooperation in municipalities and regions.

Network Open Source and Data

In the newly formed Network Open Source and Data (NOSAD), public entities gather to share best practices and lessons learned through monthly workshops on subjects concerning innovation, open data and open source. In addition, they collaborate on community initiatives, such as a catalogue of open source software used within public services. The purpose is to inspire the public sector as to how to take the next step to promote innovation and maximize the effects of digitisation using open data and open source. The network is organized by the Swedish Public Employment Service (Jobtech Development), the DIGG, SALAR and the Swedish Internet Foundation.

Digitalhjälpen: Increasing the Digital Competence among the Elderly

Particularly elderly persons face specific challenges to use the possibilities that digital services and tools offer, a matter that was made significantly acute by the 2020 COVID-19 pandemic. In light of this, the Swedish government assigned the PTS a mission to conduct efforts to improve elderly's ability to use digital services and increase digital participation, thus lessening their social isolation.

As part of these efforts, the website *Digitalhjälpen* ('The digital help') was launched as a means to support the elderly. The site is composed of the following sections: (i) examples of digital services; (ii) support for increasing digital competence; and (iii) guides to use a number of common digital services.

6.8 Cross-border platforms

EUCARIS, EULIS, BRIS and PEPPOL

In terms of cross-border interoperability, Sweden participates in several major activities providing vehicle information at the European level, including the European Car and Driving Licence Information System (EUCARIS). Sweden is also a member of the European Land Information Service (EULIS) and part of the eJustice Portal, the Business Registry Interconnection System (BRIS) and Peppol.

Once-Only Principle Project

Sweden is participating in the Once-Only Principle Project (TOOP), whose goal is to explore and demonstrate the Once-Only Principle through multiple pilots. A federated architecture on a cross-border collaborative pan-European scale is being used in order to identify drivers and barriers, and to provide a basis for future implementation and wider use. The TOOP infrastructure should become the technical system that handles the exchange of information regulated by the Single Digital Gateway Regulation. Sweden also participates in the further developments of the TOOP system linked to the introduction of the Single Digital Gateway (SDG) and the new large-scale pilot programme Digital Europe For All (DE4A).

Electronic Exchange of Social Security Information

Sweden too makes use of the Electronic Exchange of Social Security Information (EESSI). EESSI is an IT system which helps social security bodies across the EU exchange information more rapidly and safely (as required by EU regulations on social security coordination). The goal is to ensure that communication between national bodies on cross-border social security files takes place using structured electronic documents.

Nordic Smart Government

The collaboration on Nordic Smart Government was started by the General Directors of the Nordic Business Registries in 2016. With the support from Nordic Innovation (the Nordic Council of Ministers) a strong Nordic collaboration was established, including also all Nordic tax authorities and an increasing number of other authorities.

About 2 million small and medium-sized enterprises (SMEs) operate in the Nordic region, accounting for more than 90% of all businesses and thus forming the cornerstone of Nordic societies and their future welfare. In general, the Nordic societies and businesses feature high levels of digital innovation, digital competence and application of digital services, which gives them a competitive advantage in the data economy. The vision of Nordic Smart Government is to create value for SMEs by making real-time business data accessible and usable for innovation and growth across the region, in an automatic, consent-based and secure manner. The Swedish Companies Registration Office (*Bolagsverket*) was mandated by the government to lead the development of Nordic Smart Government in Sweden.

National Contact Point for eHealth

The Swedish eHealth Agency (*E-hälsomyndigheten*) is the national contact point for eHealth (NCPeH) on EU level. At present the Swedish eHealth Agency is finalising the infrastructure that is needed to send ePrescriptions cross-border.

6.9 Base registries

Civil Registry

The Swedish Tax Agency (Skatteverket) is responsible for the Civil Registry.

Vehicle Registry

The Swedish Transport Agency (Transportstyrelsen) is responsible for the Vehicle Registry.

Business Registry

The Swedish Company Registration Office (*Bolagsverket*) is the main authority responsible for registering and making available company information.

Land Registry

The National Land SurveySwedish Mapping, Cadastral and Land Registration Authority (*Lantmäteriet*) is responsible for the Land Registry.

6.10 Emerging technologies

National Solution for the COVID-19 Vaccination Certificate

In early 2021, the Swedish government assigned the DIGG the mission to lead the development of a national solution for a COVID-19 vaccination certificate. The mission is carried out in collaboration with several public actors, such as the Swedish eHealth Agency, the Public Health Agency of Sweden, SALAR and the National Board of Health and Welfare. A first solution for the design and infrastructure of a portal was expected to be presented in June 2021, while the assignment will end and its final report be delivered at the end of 2021.

7 | Cross-border Digital Public Administration Services

7 Cross-border Digital Public Administration Services for Citizens and Businesses

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).

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 Your Europe:

- 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 Your Europe 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 the Agency for Digital Government which acted as coordinator for the information in this report.

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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