

# Government Infographic 2019

# Iceland





# Services for Citizens and Businesses

There have been no changes in Digital Government Services for Citizens and Businesses in the reporting year.



### **Political Communications**

Iceland 2020 forms the basis for the Icelandic government's policy-making and it aims to transform Iceland into one of the top 10 nations on the eGovernment development and eParticipation indexes measured by the United Nations.



#### Governance

The eGovernment policies are coordinated and supervised by a special project management team, the 'Information Society Taskforce', operating under the auspices of the Ministry of the Interior.



# Legislation

There have been no changes in Digital Government Legislation in the reporting year.



#### Infrastructure

Iceland will start using Straumurinn, which is based on the Estonian X-Road platform. It will foster synergies between the different IT systems of public bodies by streamlining and automating the processes for data exchange.



## Digital Government Indicators

Individuals using internet for interacting with public authorities

Interacting EU average 91%

Obtaining information

Ownloading official forms

Sending filled forms

80%

Data source: Eurostat (isoc\_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities

User-centricity

91%

Transparency

72%

Citizens cross border mobility

8 37%

Business cross border mobility

50%

Key enablers

76%

Data source: eGovernment Benchmark Report 2018.







