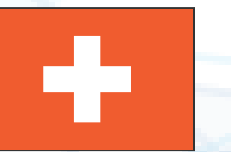


Digital Government Infographic 2019

Switzerland



Services for Citizens and Businesses

The city of St. Gallen will use a prototype to test a chatbot that enables chatting with a technical system. The objective is to improve access for both residents and tourists to the administration's services and information.



Political Communications

The key value for the eGovernment 2020-2023 Strategy is approved. Interaction of population in politics and public administration is a central action field of the Strategy



Legislation

A state-approved digital identity, E-ID is introduced. E-ID is under the responsibility of the federal government and issued by private providers, namely the Identity Providers (IdP).



Governance

eOperations is founded to jointly develop and operate IT solutions for the eGovernment services of the Confederation, cantons and communes.



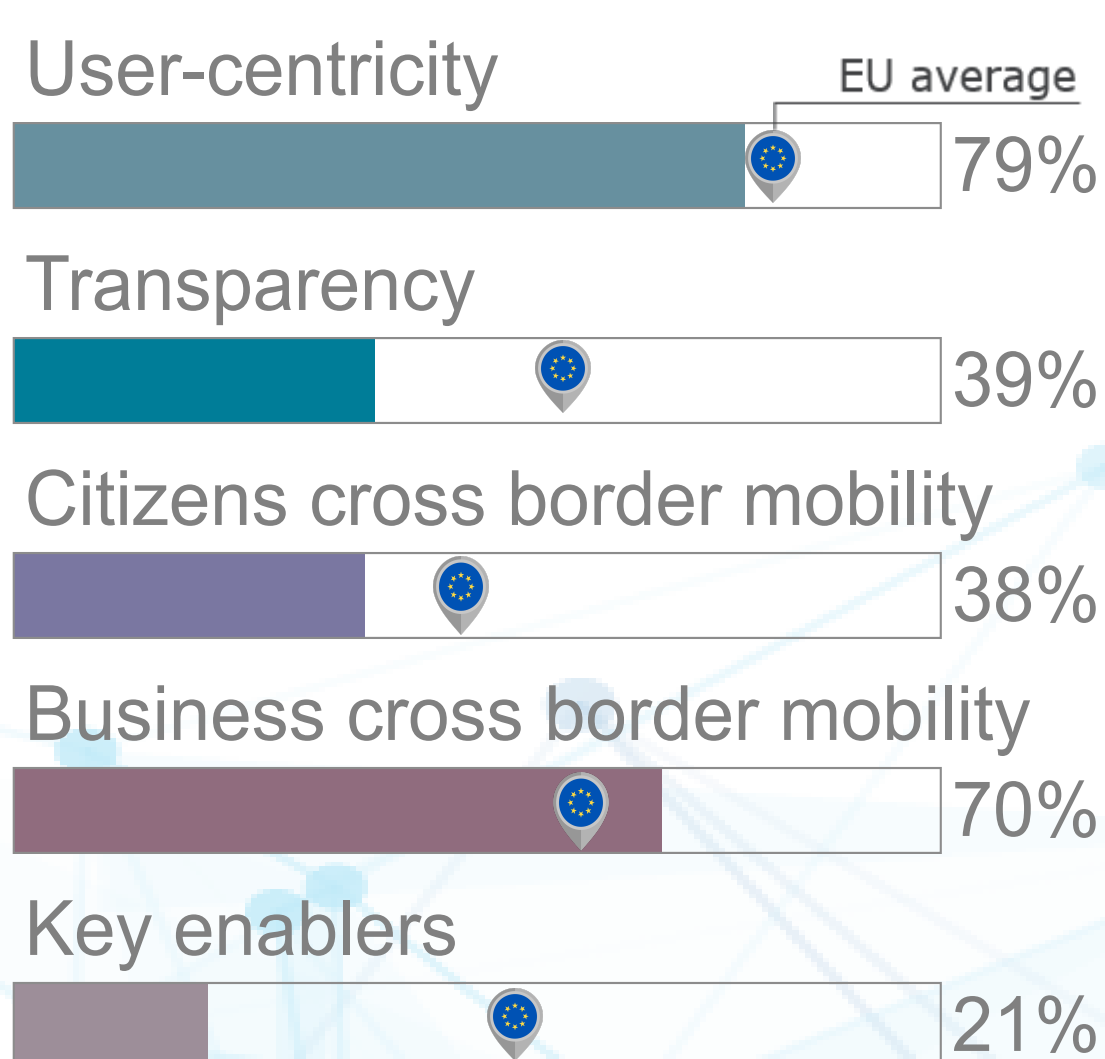
Infrastructure

The data exchange platform Sedex ensures secure data transfer in line with the Once-Only principle incorporated in the eGovernment Strategy 2020-2023.



Digital Government Indicators

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.