



European
Commission



Digital Public Administration factsheet 2020

Switzerland

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1

Country Profile

1 Country Profile

1.1 Basic data

Population: 8 544 527 (2019)

GDP at market prices: 628 106.6 (2019)

GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 153 (2019)

GDP growth rate: 0.9 (2019)

Inflation rate: 0.4 (2019)

Unemployment rate: 4.40% (2019)

General government gross debt (Percentage of GDP): 29.70 (2019)

General government deficit/surplus (Percentage of GDP): 1.28 (2019)

Capital city: Bern

Official EU language: German, French, Italian

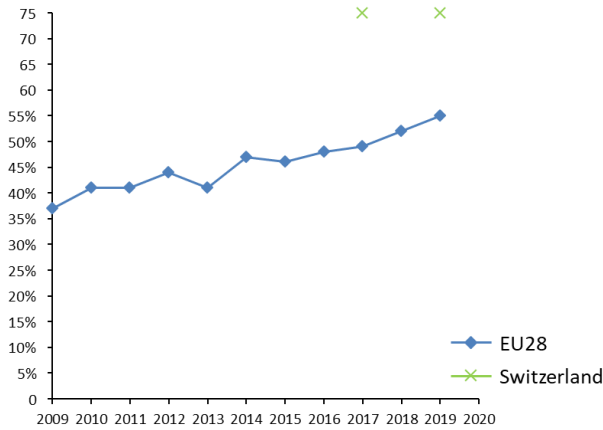
Currency: Swiss Franc

Source: Eurostat (last update: 20 May 2020), Tading Economics*, Fiscal Balances and public debt - OECD**, EFTA***

1.2 Digital Public Administration Indicators

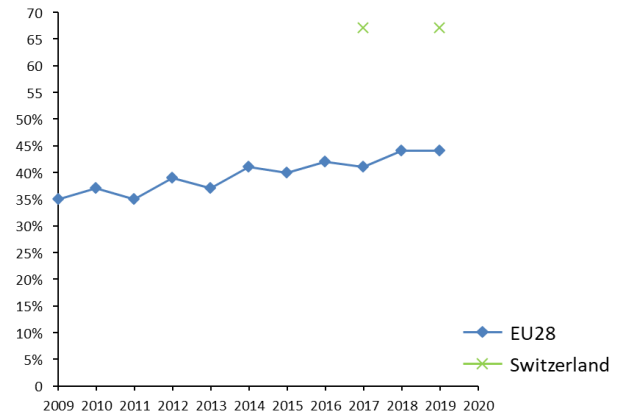
The following data present the latest Generic Information Society Indicators for Switzerland. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



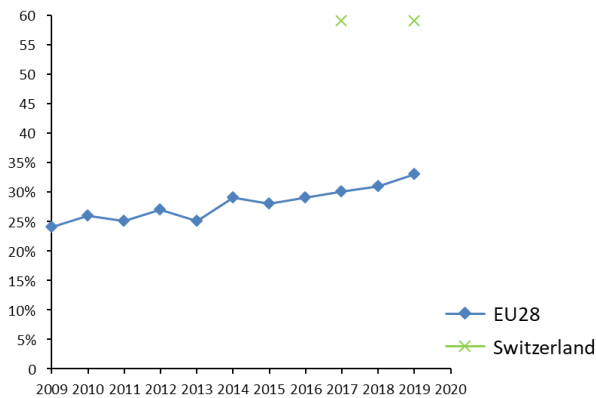
Source: Eurostat Information Society Indicators

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



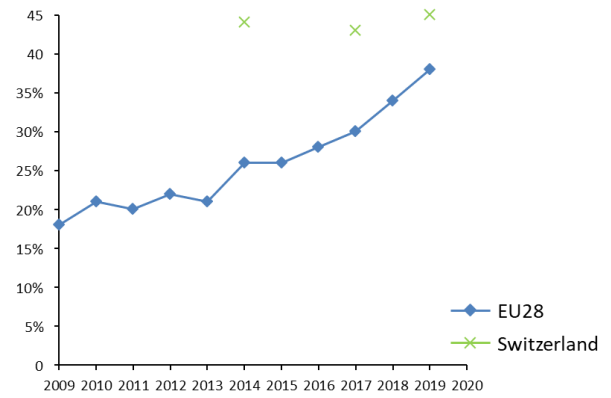
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

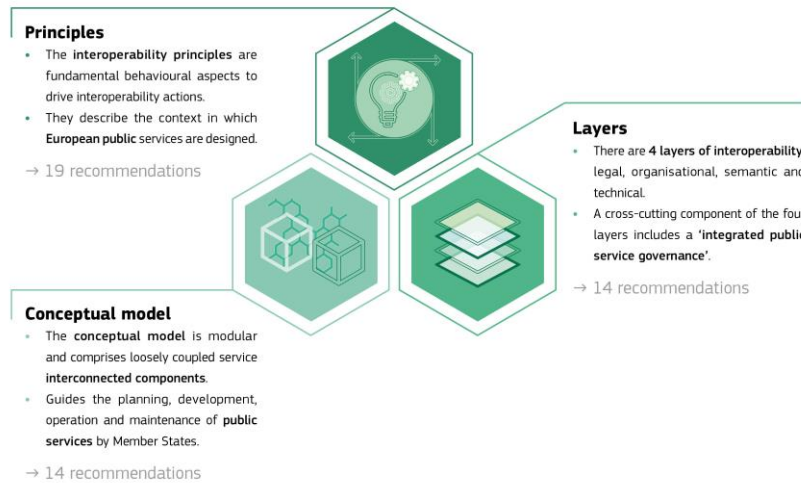
Percentage of individuals using the internet for sending filled forms to public authorities in Switzerland



Source: Eurostat Information Society Indicators

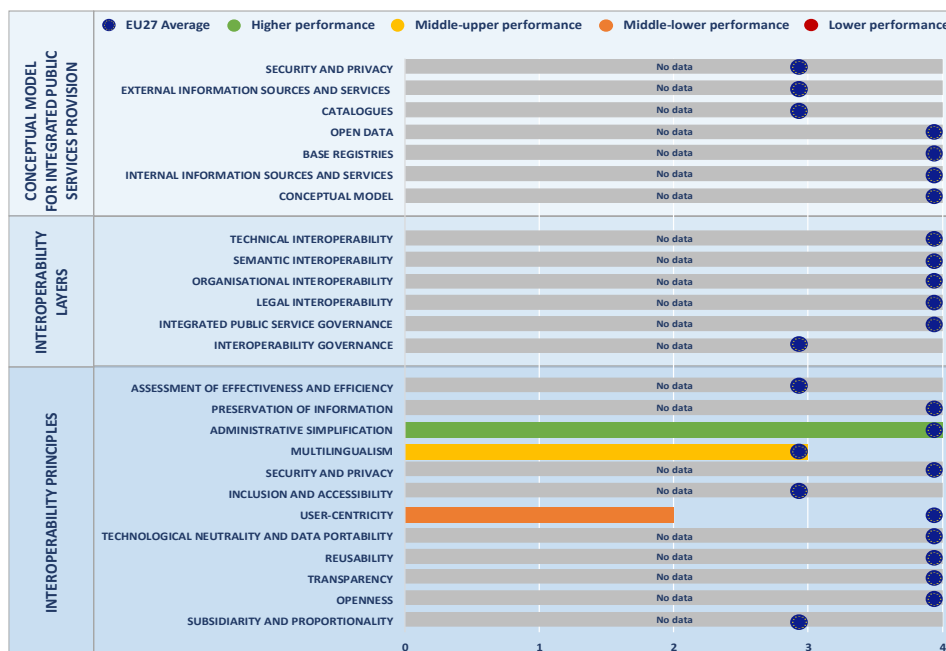
1.3 Interoperability State of Play

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 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2019

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 components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Switzerland in 2019. It is not possible to give an overall assessment of the performance of the country, as not enough data was collected to measure the average performance.



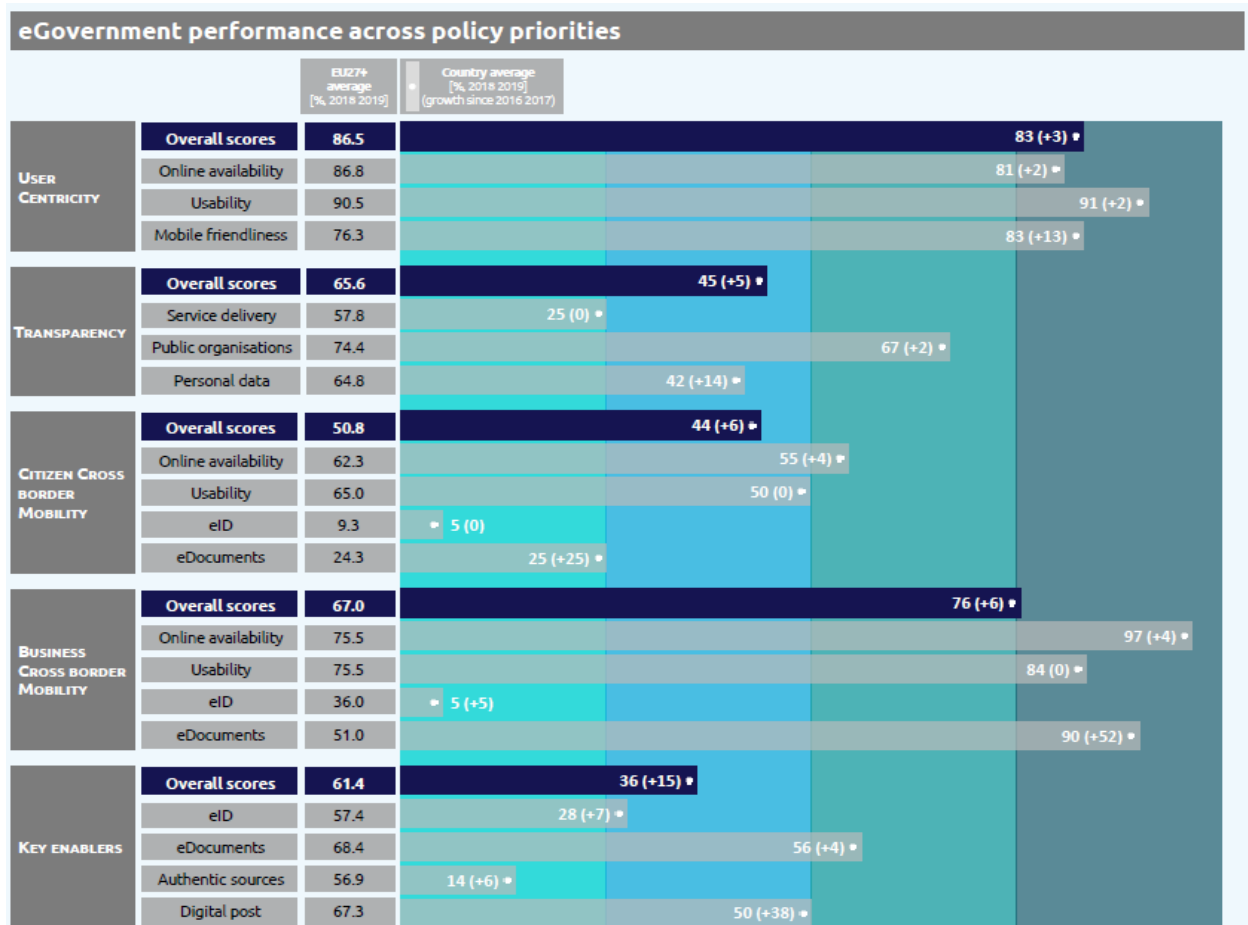
Source: European Interoperability Framework Monitoring Mechanism 2019

1.4 eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which evaluates the priority areas of the eGovernment Action Plan 2016-2020, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates the extent to which a service is provided online, its mobile friendliness and usability of the service (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) the responsibilities and performance of public organisations and (iii) the personal data processed in public services.
- **Cross-Border Mobility** – 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 organisational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (*Losing and finding a job, Studying, Family life*, all measured in 2012, 2014, 2016 and 2018, and *Starting a small claim procedure, Moving, Owning a car*, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (*Business start-up*, measured in 2012, 2014, 2016 and 2018, and *Regular business operations*, measured in 2013, 2015, 2017 and 2019).



Source: eGovernment Benchmark Report 2020 Country Factsheet



2

Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

The Federal Council, the Conference of the Cantonal Governments and the boards of the Swiss Union of Cities and the Association of Swiss Municipalities signed the new eGovernment Strategy at the end of 2019, replacing the eGovernment Strategy from 2016.

Other developments include the advancement of a stable operation for eVoting by the Confederation and its cantons. The operation, which encompasses fully verifiable systems and a new process for risk management, aims to provide the cantons with optimum support when introducing eVoting again. This operation follows the withdraw of the two only eVoting systems: the canton of Geneva in 2018 and the Swiss Post in 2019. Meanwhile, no eVoting system is currently authorised in Switzerland, hence trials with eVoting are currently not possible in Switzerland.

Digital Public Administration Legislation

The legal framework for a secure identification solution for online services was put in place in Autumn 2019, through the Federal Act on Electronic Identification Services (eID Act). As in many other areas, the law stipulates that the state and the private sector are to share tasks. While Swiss companies provide the means of authentication for eID, the state is responsible for providing and confirming an individual's identity, as well as for the legal requirements and the supervision of private providers.

Digital Public Administration Governance

Federal Council has initiated legal frameworks for the participation in eOperations Switzerland. eOperations is a company supported by the cantons and the municipalities which acts as an organisational body and competent service provider at all federal levels for implementing IT cooperation in the administration.

Digital Public Administration Infrastructure

The Swiss Federal Archives has developed a plan for the publication of basic registers and central vocabularies as linked open data. In 2019, it started the process of a consultation to clarify which are the relevant basic registers and central vocabularies, in order to then publish them in linked open data. The aim is for the data holders to prepare the data identified in the consultation as linked open data in the future.



3

Digital Public
Administration
Political
Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

eGovernment Strategy (2020-2023)

The Federal Council and the cantons adopted the [Swiss eGovernment Strategy 2020-2023](#) and the [2020 framework agreement](#) under public law on eGovernment cooperation in Switzerland at the end of 2019. The six principles of the Tallinn Declaration form an important basis for the strategy.

In this context, the new mission statement is "Digital First". The aim is for the authorities to offer their information and services electronically by default, and wherever possible adapt them for use on mobile devices. They will improve access to their electronic service offering, ensure their accessibility and rely on end-to-end electronic processes, while safeguarding the right to informational self-determination. Seven principles act as guidelines for projects under the future strategic implementation plan:

- services and information tailored to the target audience;
- automated and integrated processes;
- common data management;
- openness and transparency;
- exchange and cooperation;
- standardisation and interoperability;
- promoting innovation and monitoring technology.

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

Digital Switzerland

The Federal Council aims to exploit the opportunities of digitalisation to the full. On 5 September 2018, the Federal Council adopted its [Digital Switzerland strategy](#) for the next two years. Within the framework of this strategy the second National Digital Switzerland Conference took place on 2 September 2019. In addition, the federal administration intensified dialogue with interested or involved participants, and especially with the cantons.

Federal Administration's ICT Strategy (2020-2023)

The new [2020-2023 ICT Strategy](#) is being developed by the [Federal IT Steering Unit](#), with the involvement of the departments and the Federal Chancellery, along the following parameters:

- information, data and process management;
- innovation and change management;
- customer and service orientation;
- interaction of business and ICT.

The strategy will be submitted to the Federal Council by the end of March 2020. The previous programme ran from 2007 until 2011. The next federal ICT Strategy was launched in 2012 and lasted until the end of 2015. The third Federal ICT Strategy was adopted by the Federal Council on 4 December 2015; it covered the period 2016-19.

3.2 Interoperability

Swiss eGovernment Architecture Project (eGovCH)

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

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

eGovernment architecture

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

The required architectural elements, systems and domains are in the process of being reviewed and defined. The dependencies must be shown, and an architectural view of the implementation plan projects will be established. The architecture is adapted cyclically and managed according to the requirements of the Open Group Architecture Framework (TOGAF). The implementation plan contains various implementation objectives and measures related to systems and organisations both existing and yet to be created. The aim is to ensure that the measures in the implementation plan are managed in accordance with the overall architecture in order to identify dependencies and interfaces at an early stage.

3.3 Key enablers

3.3.1 Access to public information

Open Government Data Strategy for Switzerland (2019-2023)

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

3.3.2 eID and Trust Services

Identity Network Switzerland

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

Validator for Digital Documents

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

3.3.3 Security aspects

National Strategy for the Protection of Switzerland Against Cyber Risks (NCS)

The 2018-2022 National Strategy for the Protection of Switzerland against Cyber Risks (NCS) was adopted by the Federal Council on 18 April 2018. Furthermore, on 15 May 2019 the Federal Council adopted the [Implementation Plan for the 2018-2022 National Strategy for the Protection of Switzerland against Cyber Risks \(NCS\)](#), thereby making further decisions on the establishment of the competence centre for cyber security.

3.3.4 Interconnection of base registries

Creation of National Address Services

Access to electronic government services will be further developed and facilitated in an optimal manner for the stakeholders. The procedure for obtaining specific addresses from other authorities is cumbersome.

In the future, the national address services should be used by the public administrations of the Confederation, cantons and municipalities to access the home addresses of residents throughout Switzerland. The Federal Office of Justice is developing the [conceptual and legal basis for the Development of national address services](#), an objective of the 2020-2023 Swiss eGovernment Implementation Plan.

3.3.5 eProcurement

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

3.4 Domain-specific political communications

eMovingCH

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

Electronic Voting

eVoting was offered in ten cantons until early 2019. At that time, the cantons had two eVoting systems they could choose: that of the canton of Geneva and that of Swiss Post. Based on its decision of November 2018, the canton of Geneva announced in June 2019 that its system would no longer be available with immediate effect. Swiss Post announced on 5 July 2019 that its individually verifiable system would no longer be available to the cantons. It envisages making a fully verifiable system available to the cantons for pilot trials from 2020. As no eVoting system is currently authorised in Switzerland, trials with eVoting are currently not possible in Switzerland (situation in July 2019).

The Federal Council also instructed the Federal Chancellery to plan a reorientation of the trial with the cantons by the end of 2020. The aim is to establish a stable trial operation using the latest generation of systems. This includes the further development of systems, the expansion of independent controls, the strengthening of transparency and trust, as well as increased scientific involvement. To this end, the requirements and processes are currently being reviewed and redefined.

eVAT

eVAT aims at developing the procedure for the electronic transmission of VAT returns. Since the introduction of the electronic VAT declaration in the FTA SuisseTax portal, around 25% of companies subject to VAT in Switzerland have started using this online service. The first measure, namely the specification of VAT Declaration Data, was completed in the third quarter of 2017. The result was published in compliance with the [eCH-0217 standard](#).

The second measure, i.e. XML upload, was implemented as well. It is now possible to upload VAT-related data directly from the accounting systems to the new FTA SuisseTax online VAT returns system. Fiduciaries and tax representatives can apply for deadline extensions for all companies represented in a single procedure. As of the middle of 2018, the FTA SuisseTax portal exceeded the number of 100 000 companies submitting their VAT returns online.

DaziT Transformation Programme (2018-2026)

With the [DaziT](#) modernisation and transformation programme, Swiss Customs was systematically brought into the digital age. The objective was for border formalities to be completed irrespective of time or place. Businesses, the general public and the administration benefited from major simplifications thanks to continuously digitised processes. The programme, which spans the period from 2018 to 2026, will be carried out in stages. From 2023, the FCA's administrative costs in the affected areas will be reduced thanks to the productivity increase of about 20%. The DaziT programme was officially launched on 1 January 2018.

eHealth Switzerland 2.0 Strategy

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

eHealth is a part of the Digital Switzerland Strategy and its action plan.

eHealth and CARA Association

After the cantons of Geneva, Valais and Vaud, the cantons of Fribourg and Jura also officially joined the [CARA association](#). The five cantons came together to form a community offering access to patients' electronic files. They have put a common

eHealth platform at the disposal of healthcare providers and their population, with a potential pool of two million people. The cantons of Geneva and Vaud cooperated with the Post Office and entrusted the technical implementation to all the member cantons. The [platform](#) is available since the end of 2019.

Support Processes

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

3.5 Emerging technologies

Cloud-computing Strategy of the Swiss authorities (2012-2020)

The [cloud-computing strategy](#) complements the aforementioned eGovernment Strategy and is a result of the eGovernment project eGovernment Architecture in Switzerland, as drawn up by the experts from the Confederation, the cantons, the municipalities and the enterprises affiliated to the Confederation. It describes how the Swiss authorities intend to deal with newly emerging possibilities and what measures should be taken. It was approved by the eGovernment steering committee on 25 October 2012. The strategy is complemented by a catalogue of measures to attain the objectives of the strategy up until 2020.

Distributed Ledger Technology (DLT) and Blockchain

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

Working group on Artificial Intelligence

Artificial Intelligence is a part of the Digital Switzerland strategy and its [action plan](#). The Federal Council has set up a working group within the federal administration on the topic of AI. Headed by the State Secretariat for Education, Research and Innovation (SERI), this group is facilitating the exchange of knowledge and opinions and coordinates Switzerland's positions in international bodies.

The [AI Report](#), prepared under the leadership of the Federal Department of Economics, Education and Research (WBF) and presented to the Federal Council, has been the basis for drawing up the strategic guidelines on the topic.

The eGovernment Switzerland Office and the Federal eGovernment Coordinator participated in the working group and contributed to "AI in the Administration". Together with the Federal Statistical Office SO, the Federal IT Steering Unit is to prepare a feasibility study of a joint competence network for the promotion and application of artificial intelligence (AI) in the federal administration.

Smart Cities, Smart Villages and Smart Regions

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

A person in a blue suit is holding a book. In the foreground, there is a laptop on a desk, a stack of books, and a scale of justice. The background is a blurred office setting.

4

Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

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

4.2 Interoperability

No legislation has been adopted in this field to date.

4.3 Key enablers

4.3.1 Access to public information

Freedom of Information in the Administration Act

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

Re-use of Public Sector Information (PSI)

The provisions of the EU directive on the re-use of PSI (2003/98/EC) are covered by the Freedom of Information in the Administration Act and the Federal Act on Data Protection.

4.3.2 eID and Trust Services

Federal Law on Certification Services in the Area of Electronic Signature

The Federal Law on Certification Services in the Area of Electronic Signature came into force on 1 January 2005. It defined the conditions under which certification service providers could be recognised on a voluntary basis and their activities in the field of electronic certificates regulated. It stipulated the requirements that an electronic signature must fulfil to achieve the same status as its hand-written alternative. Additionally, it regulated the question of responsibility on the part of the certification service providers, the approving bodies and the owners of signature keys. The signature validator has been in operation in the pilot canton of Zug since the beginning of 2017.

The **Validator** is a signature verification service that allows users with an electronic signature to check documents held by the administrative authorities of each canton, by municipalities and by administrative courts. This service provided by the federal government first became operational on 1 January 2017. The federal Validator is used mainly to validate objections to the administrative court (of the canton of Zug), tax declarations, criminal reports to the police (of the canton of Zug), as well as electronically submitted decisions and orders, in particular electronically submitted residence confirmations. The federal Validator is open for all cantons and municipalities, not only those in the canton of Zug.

Federal Act on Electronic Identification Services (eID Act)

The legal framework for a secure identification solution for online services has been in place since autumn 2019. In the final vote, the Parliament approved the **Federal Act on Electronic Identification Services (eID Act)**, which stipulates that the State and the

private sector are to share tasks. While Swiss companies provide the means of authentication for eID, the State is responsible for providing and confirming an individual's identity, as well as for the legal requirements and the supervision of private providers. This solution is open to technology and can react flexibly to rapidly changing needs and technologies.

4.3.3 Security aspects

Federal Act on Data Protection

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

Ordinance of the Federal Department of Finance on Electronic Data and Information

This [Ordinance of the Federal Department of Finance on Electronic Data and Information](#) regulates the technical, organisational and procedural requirements concerning the evidential value and control of data and information (electronic data) produced electronically or in a comparable manner in accordance with Articles 122-124 of the [VAT Ordinance \(VATO\)](#) of 27 November 2009.

4.3.4 Interconnection of base registries

Commercial Registry

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

Land Registry

The Land Registry is guided by the [Order of 23 September 2011 on the Land Registry](#), which defined the Registry as a public registry for real estate rights, annotations and references, consisting of the ledger, the chronological report of the processing of land register operations, the plan of the Land Registry and vouchers (art. 2). Another important piece of legislation affecting the Land Registry, [Order of 18 November 1992 on the Cadastral Survey](#), referred to measurements approved by cantons and recognised by the Confederation executed for the establishment and maintenance of the Land Registry. This data is used by the Federation, the cantons and the municipalities, economic circles, academia, and others to obtain geo-information. Cadastral surveying was regulated by the order of 21 May 2008 on geo-information, unless otherwise provided in this Ordinance.

Population Registry

The Population Registry is regulated by the [Law on Population Registration \(EMG\)](#) of 17 December 2008. Its purpose was to regulate the census records and the recording

system, as well as the legally provided exchange of personal information between the Population Registry and other official registers of persons. Another law concerning the Population Registry is the [Federal Law on the Harmonisation of the Population Registry and other official registers of persons](#), which aims to simplify the data collection for statistical purposes by harmonising registers of persons and the exchange of data between the registries. It establishes the identifiers and characteristics to be included in the records, the competencies of the Federal Statistical Office relating to uniform standards, the characteristics and terms, the principle of completeness and accuracy of records, and the obligation to update the registers of residents.

4.3.5 eProcurement

Ordinance on Public Procurement

The Public Procurement Ordinance came into force on 1 January 2007 and included provisions for electronic public procurement. A revised version was approved by the Federal Council on 18 November 2009 and entered into force on 1 January 2010. The [eProcurement Technical Committee](#) oversees the application of eProcurement procedures according to article 18 of the ordinance.

4.4 Domain-specific legislation

eCommerce Legislation

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

Federal Telecommunications Law

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

4.5 Emerging technologies

Distributed Ledger Technology (DLT) and Blockchain

On 27 November 2019, the Federal Council published a [report](#) on the adaptation of federal law to developments in the technology of electronic distributed registers and Distributed Ledger Technology. With this draft law, conceived as a single amending act, ad hoc adaptations were proposed for nine federal laws affecting both civil law and financial market law. The first parliamentary review of the draft was scheduled in early 2020.



5

Digital Public
Administration
Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

eGovernment Switzerland

eGovernment Switzerland is a tripartite organisation. The Federal Council, the Conference of the Cantonal Governments of Switzerland, the Union of Swiss Cities and the Association of Swiss Municipalities delegate members in charge of managing the organisation.



Ueli Maurer

Head of the Federal Department of Finance and Chair of the Steering Committee for the implementation of the eGovernment Strategy

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Source: <http://www.egovernment.ch/>

Federal IT Council (FITC)

The FITC is the consultative body for the FITSU on ICT matters requiring consultation with the departments and the Federal Chancellery, especially for the issuing of specifications and the approval of exceptions concerning compliance with such specifications.

5.1.2 Coordination

Programme Office of eGovernment Switzerland

The Programme Office is the administrative unit of the Steering Committee, which is contained within the Federal IT Steering Unit (FITSU) and it is responsible for coordinating the implementation of the eGovernment Strategy.

Interdepartmental Information Society Committee (IISC)

IISC is mandated to coordinate the realisation of the objectives of the national strategy for the information society in Switzerland, as well as its implementation efforts. The administrative unit of the IISC, the Information Society Coordination Service, is part of the Federal Office of Communications (OFCOM).

5.1.3 Implementation

Steering Committee

The Steering Committee manages eGovernment Switzerland from a strategic viewpoint. It is responsible for the implementation of the eGovernment Strategy for Switzerland. The committee has a total of nine members: three representatives each

of the Confederation, the cantons and the municipalities. The Federal Council, the Conference of the Cantonal Governments of Switzerland, the Swiss Union of Cities and the Association of Swiss Municipalities appoint their representatives. The Steering Committee is chaired by the Head of the Federal Department of Finance (FDF).

Planning Committee

The **planning committee** manages eGovernment Switzerland from an operational viewpoint. It plans and coordinates the implementation of the eGovernment Strategy and is responsible for its implementation plan. The committee is comprised of three eGovernment experts each from the federal administration and the cantonal and municipal administrations. The Federal Council, the Conference of the Cantonal Governments of Switzerland, the Swiss Union of Cities and the Association of Swiss Municipalities also appoint two permanent deputies for their committee members.

Programme Office

The eGovernment Switzerland **Programme Office** is the staff office of the steering and planning committees. It supports those responsible for projects and services and coordinates the implementation of objectives. It is responsible for the communication and monitoring of the eGovernment Switzerland organisation. The Federal IT Steering Unit manages the Programme Office from an administrative viewpoint. It is financed equally by the Confederation and the cantons.

5.1.4 Support

Federal IT Steering Unit (FITSU)

FITSU coordinates cooperation between the Confederation, the cantons and the municipalities in the field of eGovernment and manages the Reporting and Analysis Centre for Information Assurance (MELANI).



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Source: <http://www.egovernment.ch/>

Swiss IT Conference (SIK/CSI)

The **Swiss IT Conference** is an ICT inter-cantonal advisory organisation whose members are public bodies, federal enterprises, institutions and IT organisations of various public administrations. It aims at strengthening cooperation between these bodies in the area of ICT and eGovernment. In particular, it promotes the systematic sharing of all types of information, experience and basic principles.

Swiss eGovernment Architecture Community (SEAC)

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

Federal Office of IT, Systems and Telecommunication (FOITT)

FOITT is a key provider of information technology and telecommunication services to the Swiss federal administration. Its main role is to ensure that communications equipment and IT applications within the Administration function optimally. As required by the IT Council, it also provides interdepartmental services to the entire federal administration, particularly in the areas of internet access and messaging, SAP, operational security and telecommunications.

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

eCH

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

eJusticeCH

The **eJusticeCH** association fulfils the task of a coordination office for legal issues within the eGovernment environment. The dissemination of important legal findings and results among public bodies is ensured by means of appropriate electronic publication resources. This also includes the findings of the Intercantonal Legal Specialist Group and the advisory service it provides.

ICTswitzerland – ePower and Parldigi

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

eOperations

eOperations Switzerland was founded on 20 June 2018. It aims to jointly develop and operate IT solutions for the eGovernment services of the Confederation, cantons and

municipalities. In this way, costs can be reduced and the procurement of eGovernment solutions for businesses and the public is accelerated. eOperations Switzerland provides consulting and project management services for its clients and drives calls for tenders on the market to respond to specific needs.

5.1.5 Interoperability coordination

eGovernment Switzerland

The main body responsible for interoperability activities in the country is eGovernment Switzerland.

5.1.6 Base registry coordination

Municipalities and Federal Department of Justice and Police

The municipalities and the Federal Department of Justice and Police are responsible for the Population Registry. The Population Registry in Switzerland is managed locally, while the Registry of Foreigners is centrally managed.

The Federal Roads Office (ASTRA) under the Federal Department of Environment, Transport, Energy and Communications (DETEC)

ASTRA is responsible of the Vehicle Registry.

Commercial Registry Offices

The Commercial Registry Offices are responsible for the Commercial Registry. The responsibility for keeping and maintaining the Commercial Registry Offices lies with the cantons. Each canton shall designate a supervisory authority responsible for exercising the administrative supervision of the Office handling the Commercial Registry. Furthermore, the Federal Commercial Registry Office keeps a central registry, which is updated daily and is available via the [Zefix portal](#).

Land Registry and Land Law Office (OFRF)

The Land Registry and Land Law Office (OFRF) is responsible for the Land Registry. The organisation and keeping of the land registries are the responsibility of the cantons. The cantons determine the official language in which the ledger is to be held in the district of the Land Registry. The Federal Land Registry and Land Law Office (OFRF) of the Federal Office of Justice is the one exercising supervisory control over the keeping of the land registry by the cantons and by the external agencies in the federal government that it has designated. It also sets the catalogue data for the Land Registry and prepares the establishment of data models and uniform interfaces for keeping the Land Registry.

Federal Tax Administration, Federal Department of Finance

The Federal Tax Administration of the Federal Department of Finance is responsible of the Tax Registry.

5.1.7 Audit

Swiss Federal Audit Office (SFAO)

SFAO is the supreme supervisory body of the Confederation. It supports the Federal Assembly and the Federal Council; it is independent and bound only by the federal constitution and the law. It scrutinises the financial conduct of the federal

administration and that of numerous semi-government bodies and international organisations.

5.1.8 Data Protection

The Federal Data Protection and Information Commissioner (FDPIC)

FDPIC is the supervising authority established by the [Federal Act on Data Protection](#) and is administratively affiliated to the Chancellery. It supervises and advises federal, cantonal and private bodies, gives opinions on draft legislation, informs the public and maintains and publishes the Register for Data Files. Furthermore, it verifies the implementation, effectiveness and cost of the [Transparency Law](#), and submits a report to the Federal Council on a regular basis.

Cybersecurity Competence Centre

The Swiss Federal Council kicked off the creation of the [Cybersecurity Competence Centre](#) on 30 January 2019. It set the tasks and competences in the fight against cyber risks and created a Delegation for Cybersecurity (Delegation Cyber), composed of the heads of the Federal Department of Finance, the Federal Department of Defence, Protection of Population and Sport and the Federal Department of Justice and Police.

The Confederation intends to participate actively in the protection of the population and the business community against cyber risks and improve the security of its own systems.

5.2 Subnational (federal, regional and local)

5.2.1 Policy

eGovernment Switzerland Organisation

As previously mentioned in section 5.1.1, the Swiss Federation, the cantons and the municipalities appoint members in charge of managing the eGovernment Organisation, which is responsible for the implementation of the eGovernment Strategy.

5.2.2 Coordination

Conference of the Cantonal Governments (CCG)

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

5.2.3 Implementation

Cantonal Directors' Conference

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

5.2.4 Support

Swiss IT Conference (SIK/CSI)

This inter-cantonal organisation aims to promote cooperation in the field of ICT. It carries out a coordination and harmonisation function by setting standards and publishing recommendations for its members.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

No responsible organisations have been reported to date.

5.2.7 Audit

Cantonal Audit Offices

The cantons are responsible for their own finances and procedures and have their own audit offices. The Federal Office deals with audits regarding federal funds towards the cantons.

5.2.8 Data Protection

No responsible organisations have been reported to date.



6

Digital Public
Administration
Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

Swiss Portal

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

The portal contains the following sites:

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

Swiss Federal Authorities' Portal

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

SME Portal

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

Debt Enforcement Portal

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

Simap.ch

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

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

[Opendata.swiss](#)

[Opendata.swiss](#) is the Swiss public administration's central portal for open government data. The portal is managed and was developed as part of the Open government data strategy in Switzerland for the period 2019 to 2023" to target both citizens and businesses.

[EasyGov.swiss](#)

[EasyGov](#) is a secure and reliable platform, which allows companies to electronically process authorisation, application and reporting procedures from a single location. On the platform, companies can manage all the administrative procedures offered via a single account (single sign-on) with uniform user guidance. Private service providers, such as fiduciaries or notaries, can also use EasyGov to handle official matters on behalf of a company. Regularly required company data, such as the commercial register number or address data, need to be entered only once or can be imported from registers (once-only principle). At present, 27 services are available on EasyGov. The range of government services is to be greatly expanded during the 2020-2023 legislative period.

This portal relieves and saves costs – both for companies and the authorities. Version 1.0 of the EasyGov.swiss platform was launched on 6 November 2017. The number of services provided will be extended in the coming years. The most sought-after authority services are available since the end of 2019. The platform currently provides the following authority services:

- company foundation;
- registration with the OASI, VAT and accident insurance;
- registration and changes to the Commercial Register.

By the end of 2018, 21 government services were available on the portal with more than 9 000 registrations. By the end of 2019, the platform expanded its online services to include the following: [submissions to debt enforcement offices](#) and [salary data entry](#) for salary declarations.

[VAT Transactions](#)

[VAT Transactions](#) allows online deadline extensions, requests for settlement of accounts according to received fees, statements of subordination and balance tax rate methods, for exclusive use of businesses.

[Online Desk for Swiss Nationals Residing Abroad](#)

With the [online desk](#), [Swiss nationals residing abroad](#) have the possibility to access consular services, such as registering in the Swiss Abroad Register, notifications of changes of civil status, changes of address etc. It aims to reach citizens and businesses.

6.1.2 Subnational Portals

[iGovPortal.ch](#)

The cantons of Jura and Fribourg created in 2017 a portal infrastructure that could be used by various authorities in several languages. The result is the [igovportal.ch](#) Association. As of September 2019, besides the cantons of Jura and Fribourg also the

canton of Solothurn is member of the association. The canton of St. Gallen uses the infrastructure without being a member.

Elections Results Portal

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

6.2 Networks

Federal Office of Information Technology, Systems and Telecommunication (FOITT)

FOITT is one of the internal ICT service providers in the federal administration. It supports the administration by developing and providing efficient, secure and user-friendly IT solutions.

Trans European Services for Telematics between Administrations

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

6.3 Data Exchange

Sedex

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

6.4 eID and Trust Services

ID Cards

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

SuisseID, SwissID, Mobile ID and eID

SuisseID enables unique online personal identification and gives the possibility to add a valid electronic signature to contracts. It is a digital passport and an electronic signature all in one.

The SuisseID comprises the following three elements:

- electronic proof of identity. It facilitates the use of all electronic services requiring a secure identification of users/customers;
- qualified electronic signature. It facilitates the electronic signing of documents. Digital signatures cannot be counterfeited, and, by law, they are equivalent to traditional signatures;
- transparency regarding business-relevant personal attributes. Persons listed in professional (or other) registers and directories are able to substantiate unequivocally the correctness of these personal attributes to third parties.

A new generation of digital identity – [SwissID](#) – has been available since spring 2017. This new SwissID did not replace SuisseID, which remained available as a product. Nothing changed for SuisseID users; they could still use their old ID as before. The

functionalities of the two services were complementary. In the medium term, however, SuisseID will be incorporated into SwissID.

In Switzerland, other forms of electronic identity are also available:

- the **Mobile ID** is a joint solution of various Swiss mobile service providers and allows two-factor authentication. It is used as a login or as an authorisation method. For example, to release a transfer from one bank account to another. A request is sent to the mobile phone in the form of a text message and confirmed by entering the Mobile ID PIN;
- a State-approved digital identity (**eID**), the introduction of which was approved by the National Council on 20 March 2018. The federal government is responsible for the identification of a person. The eID is valid nationally and internationally and is issued by private providers, the so-called Identity Providers (IdP).

Public Key Infrastructure (PKI)

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

Digital Documents Validator

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

6.5 eProcurement

National eProcurement Platform simap.ch

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

Federal Finance Administration

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

6.6 ePayment

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

6.7 Knowledge Management

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

6.8 Cross-border platforms

EU Initiatives

Switzerland is a member of [EUCARIS](#) (European Car and Driving License Information System) and [INSPIRE](#).

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

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

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

6.9 Base registries

Personal Civil Status Register

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



7

Cross-border
Digital Public
Administration
Services

7 Cross Border Digital Public Administration Services for Citizens and Business

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

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

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- [Travel](#) (e.g. Documents needed for travelling in Europe);
- [Work and retirement](#) (e.g. Unemployment and Benefits);
- [Vehicles](#) (e.g. Registration);
- [Residence formalities](#) (e.g. Elections abroad);
- [Education and youth](#) (e.g. Researchers);
- [Health](#) (e.g. Medical Treatment abroad);
- [Family](#) (e.g. Couples);
- [Consumers](#) (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- [Running a business](#) (e.g. Developing a business);
- [Taxation](#) (e.g. Business tax);
- [Selling in the EU](#) (e.g. Public contracts);
- [Human Resources](#) (e.g. Employment contracts);
- [Product requirements](#) (e.g. Standards);
- [Financing and Funding](#) (e.g. Accounting);
- [Dealing with Customers](#) (e.g. Data protection).

The Digital Public Administration Factsheets

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

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



The Digital Government Factsheets are prepared for the European Commission by [Wavestone](#)

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ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

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