

Country Profile  
Highlights  
Strategy  
Legal Framework  
Actors  
Infrastructure  
Services for Citizens  
Services for Businesses

What's inside

eGovernment in



Finland

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- Share information and learn;
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This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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**Country Profile .....2**

**eGovernment Highlights.....8**

**eGovernment Strategy .....10**

**eGovernment Legal Framework .....12**

**eGovernment Actors .....16**

**eGovernment Infrastructure .....20**

**eGovernment Services for Citizens.....25**

**eGovernment Services for Businesses.....31**

# Country Profile

## Basic data and indicators

### Basic Data

**Population (1 000):** 5,503,297 inhabitants (2017)

**GDP at market prices:** 223,522.0 million Euros (2017)

**GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100):** 109 (2016)

**GDP growth rate:** 2.6% (2017)

**Inflation rate:** 0.8% (2017)

**Unemployment rate:** 8.6% (2017)

**General government gross debt (Percentage of GDP):** 61.4% (2017)

**General government deficit/surplus (Percentage of GDP):** - 0.6% (2017)

**Area:** 338,424 km<sup>2</sup>

**Capital city:** Helsinki

**Official EU language:** Finnish, Swedish

**Currency:** EUR

Source: [Eurostat](#) (last update: 7 February 2018)

## Political Structure

Finland is a **parliamentary republic**. Legislative power lies with a unicameral Parliament (*Eduskunta*) which consists of 200 members directly elected every four years using a direct proportional system. As the supreme decision-making authority in Finland, Parliament approves the state budget, ratifies international treaties and oversees the Government. The electoral system is based on universal direct suffrage over the age of 18.

Executive power is vested in the [President](#) and the [Government](#), formally called Council of State (*Valtioneuvosto*). The President, who also serves as the Head of State, is chosen by direct popular election every six years with a limit of two successive terms of office. The Government, headed by the [Prime Minister](#), must enjoy the confidence of Parliament. Following parliamentary elections or any other condition where the Government has resigned, the President, taking into account the result of consultations between the parliamentary groups, submits to Parliament a nominee for Prime Minister. If confirmed by Parliament with a majority of the votes cast, the President then proceeds to appoint the Prime Minister and other ministers designated by the latter. The President is empowered to dissolve Parliament at the Prime Minister's request. The President of the Republic directs foreign policy in conjunction with the Government.

The [Constitution of Finland](#) entered into force on 1 March 2000. It is based on four old constitutional acts (the Constitution Act of Finland, the Parliament Act and two acts on ministerial liability) that were passed during the first years of independence (1917-1922). Parliament has amended the acts; however, the principal constitutional traits have remained intact.

Finland became a member of the European Union on 1 January 1995.

**Head of State:** President [Sauli Väinämö Niinistö](#) (since 1 March 2012).

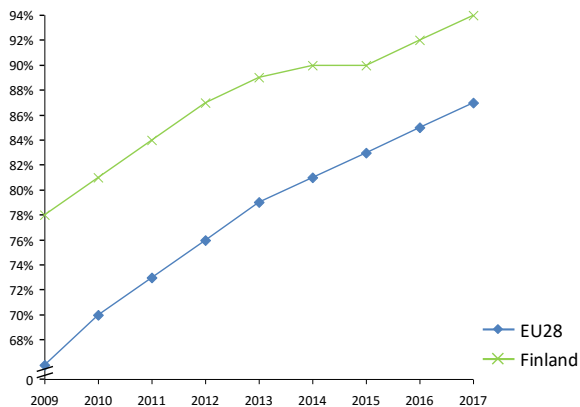
**Head of Government:** Prime Minister [Mr. Juha Sipilä](#) (since 29 May 2015)

## Information Society Indicators

### Generic Indicators

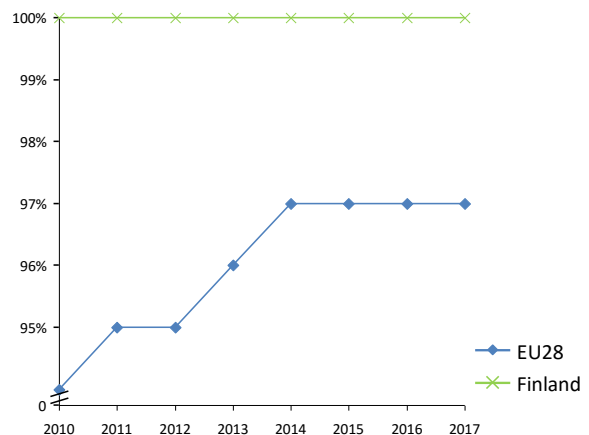
The following graphs present data for the latest Generic Information Society Indicators for Finland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

**Percentage of households with Internet access in Finland**



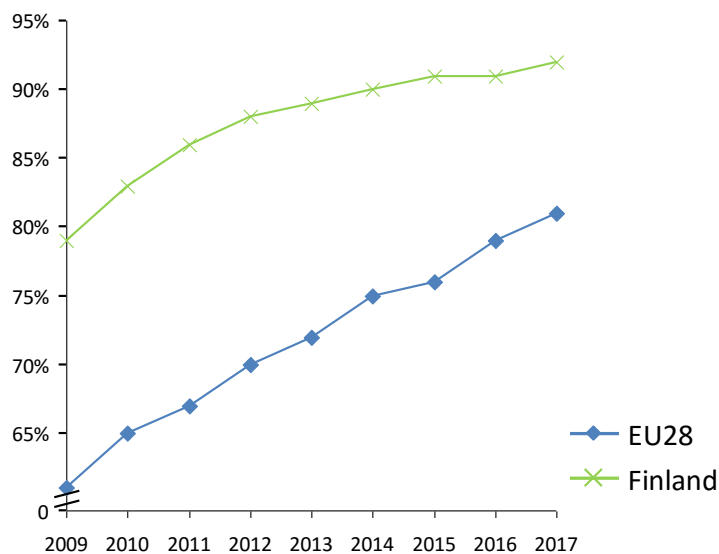
Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises with Internet access in Finland**



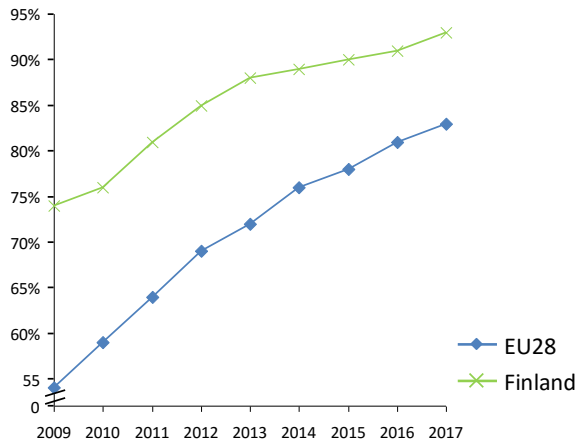
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals using the internet at least once a week in Finland**



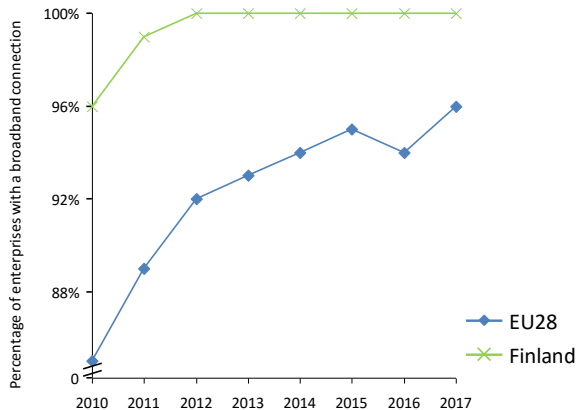
Source: [Eurostat Information Society Indicators](#)

**Percentage of households with a broadband connection in Finland**



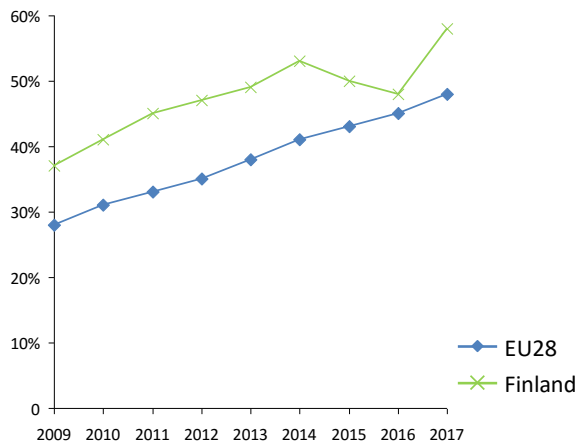
Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises with a broadband connection in Finland**



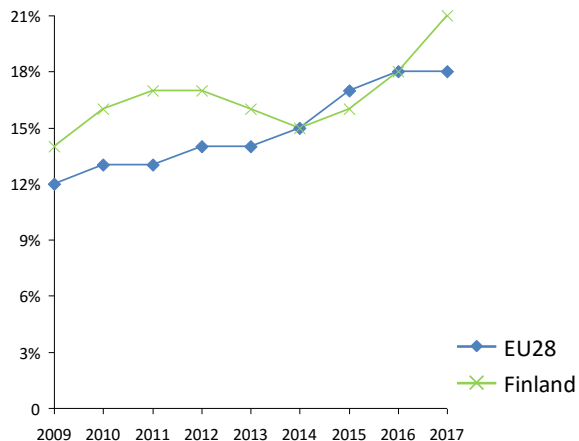
Source: [Eurostat Information Society Indicators](#)

**Percentage of individuals having purchased/ordered online in the last three months in Finland**



Source: [Eurostat Information Society Indicators](#)

**Percentage of enterprises having received orders online within the previous year in Finland**

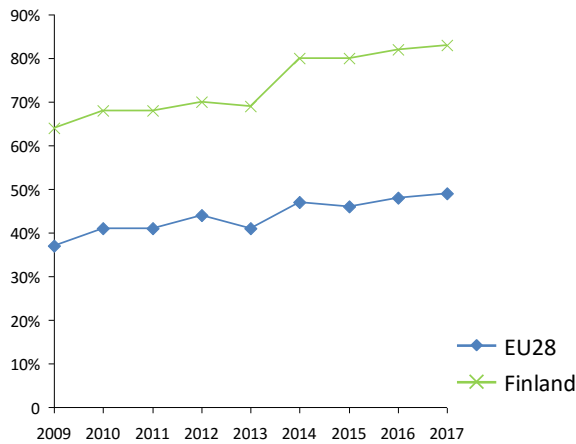


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

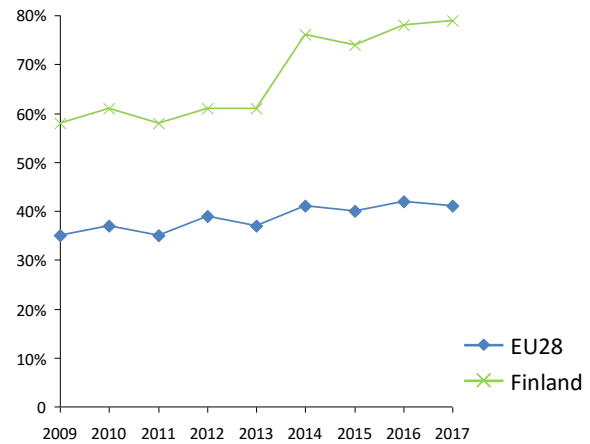
The following graphs present data for the latest eGovernment Indicators for Finland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

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



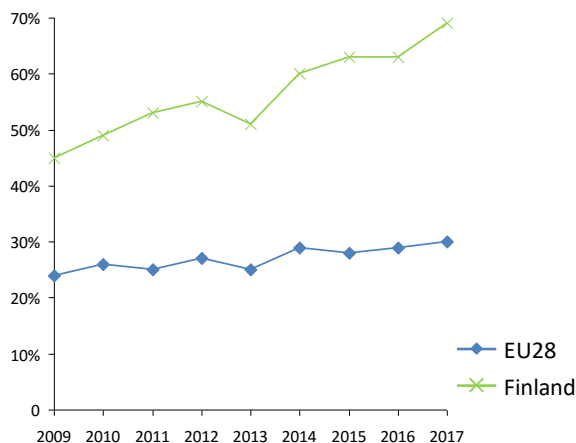
Source: [Eurostat Information Society Indicators](#)

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



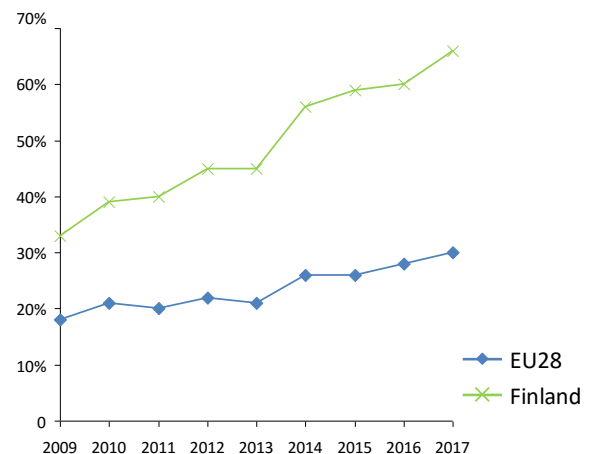
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

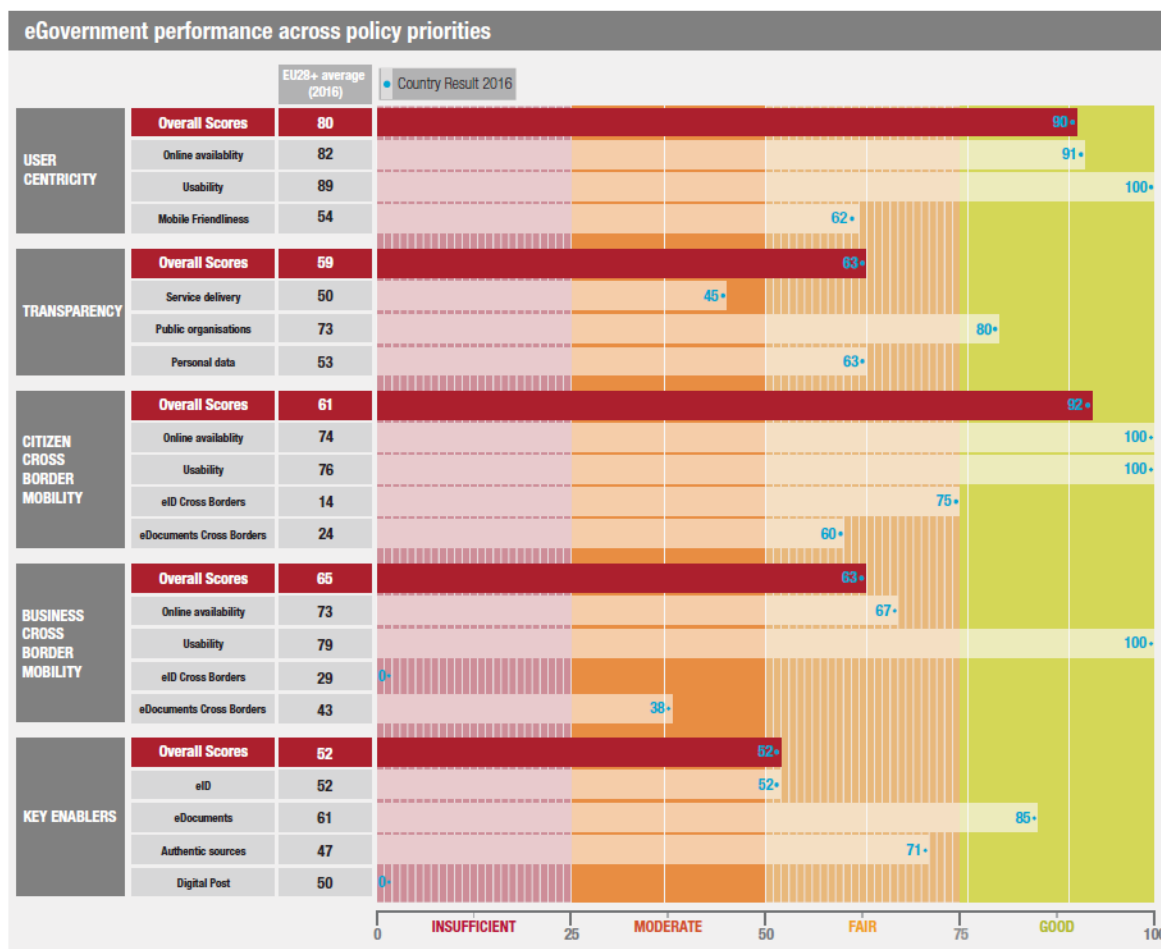


## eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments is transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year’s measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Finland compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

# eGovernment Highlights

## Main eGovernment changes and key milestones in 2017

### eGovernment Strategy

During the course of the last year, the following developments have taken place:

- ▶ The programme on the [National Architecture for Digital Service](#) was completed in December 2017. The programme resulted in a new major eService called [suomi.fi](#), which provides services to citizens, businesses and government organisations;
- ▶ Finland has adopted a [roadmap](#) to enhance digital services, entailing 112 services from different governmental agencies.

### eGovernment Legal Framework

There have been no major changes in the Finnish legislation related to eGovernment. However, preparatory work for 2018 has taken place. A working party within which 23 members representing various ministries of the government and a number of stakeholder organisations was set up by the Ministry of Justice. The party made a proposal in June 2017 for a new national data protection legislation based on the [EU's General Data Protection Regulation \(GDPR\) 2016/679](#).

### eGovernment Actors

There have been two main changes in the Finnish eGovernment Actors:

- ▶ Finland and Estonia continue to work closely and exchange best practices in terms of eGovernment. The two countries have set up a joint institute to develop X-Road technology (used in the Finnish Data Exchange Layer called "[Palveluväylä](#)");
- ▶ The coordination group of Chief Information Officers (CIOs) of all the ministries (TIETOKEKO) has been appointed for its third term for the years 2018-2019.

### eGovernment Infrastructure

A new joint eGovernment infrastructure, [Palveluväylä](#), was created between Finland and Estonia. The infrastructure will assist the development of the X-Road technology.

Moreover, a new service called [Tutki Hankintoja](#) of information about government spending on procurement has been opened in 2017. The service offers citizens and companies information about state purchases and how public funds are spent.

### eGovernment Services

Finland has put in place, or amended, several services for both citizens and businesses:

- ▶ Citizens can now access their messages and communicate with the government through the [Suomi-fi Messages Service](#). This service is a replacement for the citizen's portal that was in place until end of 2017;
- ▶ In terms of enhancing eServices, the [Finnish Transport Safety Agency](#) now allows for the renewal of certain driving licences online;

- ▶ Since January 2018, the Finnish National Agency for Education has put in place an online portal where all degrees, diplomas, and examinations are put into one place called [Koski](#);
- ▶ As to changes in eGovernment services for businesses, the [Enterprise Finland](#) service has been incorporated into the general website of suomi.fi.

### Other highlights

There are no other highlights in changes to eGovernment in Finland in 2017.

### 2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

# eGovernment Strategy

## Main strategic objectives and principles

### Digitalisation of Public Services in the Government Programme



Digitalisation is high on the agenda of Mr Juha Sipilä's government appointed in May 2015. In the Programme of the Government, the goal for the next ten years is that Finland has made a productivity leap in public services and the private sector by grasping the opportunities offered by digitalisation, dismantling unnecessary regulation and cutting red tape. According to the Programme, public services are to be primarily digital.

As part of the implementation of the Programme, Prime Minister Mr Juha Sipilä and Minister of Local Government and Public Reforms Ms Anu Vehviläinen issued an open letter requesting proposals on how to contribute to digitalisation. By early August, over 260 proposals from public administration, businesses, NGOs and citizens were submitted as a response to the letter. A working group nominated by the Ministry of Finance reviews the proposals during autumn 2015. By the end of 2016, ten proposals (such as Income register and Virtual hospital) have received funding and four proposals are pending.

In addition to, and as a part of the implementation of the Programme, the principles for digitalisation have been published in February 2016. The principles are aimed to be used in government administration and by municipalities in their work related to processes modernisation through ICT. The principles are drafted in wide collaboration with stakeholders. The principles draw on good practices developed in Finland and abroad.

In order for services to become primarily digital, amendments to current legislation are needed. The Public Sector ICT has launched a process for renewing legislation to meet the demands required.

In 2017, the Finnish government adopted a [roadmap](#) to advance digital services. The roadmap entails 112 services from different governmental agencies including for instance the ministries, the police, the public and private sectors.

### Open Government Action Plan 2015 - 2017

In May 2015, Finland has published its second [Open Government Action Plan](#) for year 2015 – 2017 that is the 100<sup>th</sup> National Action Plan published under the [Open Government Partnership](#) since its creation in 2011 whilst being the 2<sup>nd</sup> Action Plan of Finland. The plan commits Finland to make online services more consumer-friendly and focuses on the youth participation in Government and Open Data. The three key terms of the 2015-2017 action plan are openness, accountability and enhancing engagement.

In Finland, the Action Plan is being implemented on all levels of the government: ministries, state agencies and municipalities. Goals have been created under the commitments, but once the implementation starts, the commitments will turn into individual actions and measurable targets in ministries, municipalities and regional councils. These goals can be further clarified during the implementation.

The goal is to get open government enhancement to be part of each and every development project and programme. Ministries, agencies and municipalities are not asked to set up

individual open government projects, instead enhancing open government should be part of all work.

## Cyber Security Strategy (2013)

The Finnish Government published the first national Cyber Security Strategy as a Government Resolution in January 2013. The strategy was drafted by the Defence and Security Committee, currently the Security Committee of Finland that is a permanent co-operation body for proactive preparedness.

Its task is to assist the Government and ministries. The ten strategic guidelines of the strategy are:

1. Create an efficient collaborative model between the authorities and other actors for the purpose of advancing national cyber security and cyber defence.
2. Improve comprehensive cyber security situation awareness among the key actors that participate in securing vital functions of society.
3. Maintain and improve the abilities of businesses and organisations critical to the vital functions of society as regards detecting and repelling cyber threats and disturbances that jeopardise any vital function and their recovery capabilities as part of the continuity management of the business community.
4. Make certain that the police has sufficient capabilities to prevent, expose and solve cybercrime.
5. The Finnish Defence Forces will create a comprehensive cyber defence capability for their statutory tasks.
6. Strengthen national cyber security through active and efficient participation in the activities of international organisations and collaborative forums that are critical to cyber security.
7. Improve the cyber expertise and awareness of all societal actors.
8. Secure the preconditions for the implementation of effective cyber security measures through national legislation.
9. Assign cyber security related tasks, service models and common cyber security management standards to the authorities and actors in the business community.
10. The implementation of the Strategy and its completion will be monitored.

The national implementation programme of the Cyber Security Strategy was published on 11 March 2014. It consists of 74 activities. The main focus of the implementation programme lies on developing:

- ▶ The Cyber Security Centre;
- ▶ The Central Government 24/7 Information Security Operations;
- ▶ The security network for encrypted data transfer and administration;
- ▶ Police capabilities for responding to cybercrime;
- ▶ The legislation associated with the cyber domain and cyber security;
- ▶ Research and education programmes, and the improvement of other competence.

# eGovernment Legal Framework

## Main legal texts impacting on the development of eGovernment



### eGovernment Legislation

#### [Act on Information Management Governance in Public Administration](#) (2011)

This Act lays down provisions on the obligations of certain authorities in public administration when conducting information management tasks. The purpose of this Act is to improve the efficiency of activities in public administration and to improve public services and their availability by laying down provisions on information management governance in public administration and on promoting and ensuring the interoperability of information systems.

Act on Information Management Governance in Public Administration requires that the Ministry of Finance has to be consulted when it comes to significant ICT procurement. This means ICT projects with high financial costs or extensive functional significance. In practice, the method concerns projects of which the overall expenditure is estimated to be at least EUR 5 million. Extensive functional significance refers to projects in which the systems are to be used by many governmental agencies. These criteria should be considered as guiding principles not as an exact framework. A decree issued in December 2014 clarifies the process by stating more clearly which projects shall be reviewed.

#### [Act on Electronic Services and Communication in the Public Sector](#) (2010)

The objective of this Act (924/2010) is to improve the efficiency of services and communication, as well as information security in the Public Administration, judicial bodies and enforcement authorities by promoting the use of electronic data transmission. It contains provisions on the rights, duties and responsibilities of the authorities and their customers in the context of electronic services and communication.

#### [Act on Government's common ICT-services](#) (1226/2013)

The purpose of the act is to improve the efficiency, quality and interoperability of the common ICT service in the government offices. The act also clarifies the organisational structure and implements a new organisation; government's ICT center Valtori. Valtori is responsible for providing and producing common ICT services like data centres, networks, workstations and communication services. The scope of Valtori's services also includes support for eServices and generic software services. The government organisations are still responsible for the development operation and support for the business specific software.

#### [Act on Government Security Network activities](#) (10/2015)

The purpose of this Act is to ensure, under normal circumstances, disruptive situations under normal circumstances and exceptional circumstances, the disruption-free functioning and continuity of communication between the state leadership and the key security authorities as well as other actors, and to secure the availability, integrity and confidentiality of information required for decision-making and leadership.

The Act applies to the Government Security Network, the use of its services, and other security network activities. The security network is a state-owned and state-controlled public authority network referred to in the Information Society Code (917/2014) that fulfills the

requirements for high preparedness and security stipulated by legislative provisions or regulations implemented pursuant to legislation. The security network comprises the communications network and directly related IT areas, hardware and other infrastructure, as well as the security network's shared services.

The Ministry of Finance is responsible for the steering and supervision of security network activities and its service provision with respect to their general administration, strategy, finances, information and communications technology preparedness, readiness and security.

#### [Act on Shared Support Services for eGovernment](#) (571/2016)

The Act along with the Ministry of Finance's "Decree on providing certain shared support services for e-Government (607/2016)" entered into force on 15 July 2016. In the Act on Shared Support Services for eGovernment, the current responsibilities for providing support services for eGovernment are specified, so that they are in accordance with the national architecture for digital services.

The Programme on the [National Architecture for Digital Service](#) was completed in December 2017. The programme resulted in a new major e-service, [Suomi.fi](#), which provides services to citizens, businesses and government organisations. The programme provided a new Data Exchange Layer ([Palvelyväylä](#) in Finnish) which is based on Estonian X-Road technology. The programme also produced, among other things, a new [messaging service](#) with citizens, a new eID-service, and an [e-Authorisation](#) service.

The purpose of the act is to improve the availability, quality, data security, interoperability, steering of public services and to promote the effectiveness and productivity of public administration.

The act provides:

- ▶ For shared support services for eGovernment;
- ▶ The requirements that apply to them;
- ▶ The tasks related to providing them;
- ▶ The processing of personal and other data related to their provision;
- ▶ For the right and obligation to use the shared support services for eGovernment;
- ▶ The prerequisites for using the support services.

## Freedom of Information Legislation

#### [Act on the Openness of Government Activities](#) (2002)

The Act on the Openness of Government Activities (with amendments up to 1060/2002 included) provides for a general right to access any official document (including electronic records) in the public domain held by public authorities and private bodies that exercise public authority. Those requesting information are not required to provide reasons for such a request or to verify their identity unless they are requesting personal or other confidential information. Replies have to be made within 14 days.

Restrictions exist for: non-official documents; documents relating to foreign affairs; criminal investigations; the police; military intelligence and armed forces; as well as confidential business activities.

## Data Protection/Privacy Legislation

### [Personal Data Act \(1999\)](#)

The Personal Data Act, which came into force on 1 June 1999, replaced the Personal Data File Act of 1988, which was the first law concerning data protection in Finland, aiming at preventing violations of integrity at all stages of data processing. The functional objective was to promote the development of and compliance with good data processing practices. The main principles of the protection of privacy remained largely unchanged in the 1999 Act. It accommodates the constitutional reform and the EU Data Protection Directive ([95/46/EC](#)).

The basic rights and freedoms of individuals are even more strongly emphasised in the processing of personal data. It is overseen and enforced by the [Data Protection Ombudsman](#).

Other legal documents contain special provisions regarding the processing of personal data. The [Act on the Openness of Government Activities](#) (1999) controls access to public registers. The protection of privacy in electronic communications is also regulated by the Information Society Code (2014).

## eIdentification Legislation

### [Act on Strong Electronic Identification and Trust Services \(2009, amend. 2017\)](#)

The Act on Strong Electronic Identification and Electronic Signatures entered into force on 1 September 2009. It has been amended by including rules on network of identification services and adapting national legislation to align with the requirements of the EU legislation on electronic identification and trust services. The amendments on network of identification services shall be applicable from May 2017. The Act on Strong Electronic Identification and Trust Services (2009) is founded on the principle that users must be able to trust information security and protection of privacy when using electronic identification services. The Act's objective is to create common rules for the provision of sound electronic identification services, and to promote the provision of identification services and the use of trust services.

## Information Society and eCommunications Legislation

### [Information Society Code \(2014\)](#)

The EU regulatory framework for electronic communications, including the ePrivacy Directive (2002/58/EC, as amended), has been implemented into the Information Society Code. The Information Society Code is applied to social networking and entertainment services on the Internet. It entered into force on 1 January 2015 and it replaced several laws concerning information society and eCommunication legislation, inter alia, the Communications Market Act, the Act of the Protection of Privacy in Electronic Communications and the Domain Name Act. The Code's main objective is to clarify, reduce and modernise fragmented legislation. It promotes electronic commerce in the European Economic Area by ensuring the freedom to provide information society services and clarifying the rights and obligations of the parties.

The Act on the Provision of Information Society Services (512/2011) entered into force on 1 June 2011. The main issues governed by this Act revolve around the freedom to provide information society services, information requirements for service providers, electronic orders and electronic contracts, as well as related liabilities. It enacts the EU Directive on electronic commerce (2000/31/EC).



## eProcurement Legislation

### Acts on Public Procurement (2017)

New acts: The Act on public procurement and concession contracts (1397/2016) and the Act on procurement and concession contracts by entities operating in the water, energy, transport and postal services sectors (1398/2016).

A [new Act on Public Procurement](#) was approved in December 2016 and it came into force 1 January 2017. The new legislation is based on the EU public procurement directives replacing the previous national procurement legislation from 2007. The new legislation gives contracting authorities better possibilities for making procurement more innovative, sustainable, responsible and of higher quality. Another objective for the new legislation is to reduce the administrative burden created by the tendering process for both contracting authorities and tenderers, by increasing the national threshold values and reducing the requirements of the procurement procedure.

### eInvoicing Legislation

There is no legislation in place, but eInvoicing is mandatory through the [Finnish Government Programme](#) since 2010. The Programme mandates the adoption of electronic invoicing by public authorities. The public procurement process area is one of the key development areas in the [Government Financial Administration Strategy](#) for 2014-2020. The eInvoice function is currently provided by the government free of charge.

## Re-use of Public Sector Information (PSI)

### Current status

Finland has chosen to implement Directive [2003/98/EC](#) on the re-use of public sector information (PSI) by amending the [Act on the Openness of Government Activities](#).

## eGovernment Actors

### Main roles and responsibilities

#### National eGovernment

##### Policy/Strategy

##### [Ministry of Finance](#) / [Public Sector ICT Department](#)

eGovernment is an integrated part of Government reform under the responsibility of the Ministry of Finance. The Ministry is tasked with policy-making and the development and guidance of State IT operations. In April 2011, a decree came into force which reinforced the Ministry's task in the steering of functions related to ICT. To this effect, the Public Sector ICT Department under the state secretary of the Ministry of Finance was created by merging the three existing units at the time.

The newly-formed Public Sector ICT, which is operational since April 2011, is responsible for the overall development of eGovernment, Public Administration information management, corporate data and information management governance in central Government. This strategic unit also formulates joint functional solutions and methods and is in charge of the overall development of information security in Public Administration, as well as data security governance in central Government. The Public Sector ICT department is divided into three units: Digitalisation, Information Policy and Cyber Security and Infrastructure.



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##### [Ministry of Transport and Communications](#)

The responsibilities of the Ministry of Transport and Communications include legislation related to infrastructure, i.e. communications networks, data protection and data security questions. The Communications Policy Department, rooted within the Ministry, is divided into two units. The Communications Networks Unit prepares laws and other strategic guidelines related to frequencies and network licences, broadband connections, information security and critical infrastructure protection. The Media and Communications Services Unit is responsible for issues related to information society projects and privacy protection of communications.

##### Coordination

##### [Advisory Committee on Information Management in Public Administration \(JUHTA\)](#)

JUHTA, an advisory board appointed by the Ministry of Finance, is responsible for promoting cooperation in information management between the State and the municipalities. The

Committee coordinates the development of information technology, information management and electronic services in central and local Government, and draws up relevant recommendations for the public administration.

### **Advisory Committee on Government Security Network**

The Ministry of Finance is supported in the steering and supervision by the advisory board for security network activities set by the government for a fixed term. The advisory board is led by the Ministry of Finance with representation from at least the Ministry of Finance, the Prime Minister's Office, the Ministry for Foreign Affairs, the Ministry of the Interior, the Ministry of Defence, the Ministry of Transport and Communications, the Ministry of Social Affairs and Health, the Finnish Defence Forces, the National Emergency Supply Agency and the Association of Finnish Local and Regional Authorities. The advisory board's task is to participate in the preparation of decrees, orders and decisions issued based on the provisions contained in the Act on Government Security Network activities and other matters related to steering and supervision of security network activities.

### **The Development and Coordination Committee of Information Management (TIETOKEKO)**

The committee aims to coordinate ICT policies, gives advice on e.g. the drafting of government-wide ICT strategies and supports the development of knowhow and exchanges good practices and information to name a few. The committee is chaired by Government CIO of Public Sector ICT and members are CIOs or equivalent officials of ministries in the field of ICT. Also the Parliament has a member in the committee.

### **Public Sector Digital Security Management Board (VAHTI)**

VAHTI was reappointed with some modifications for the 2017-2019 term in December 2016, by the Ministry of Finance. The new VAHTI structure identifies five main areas of work: management and risk management, business continuity management, security in development, security maintenance, and monitoring and evaluation. VAHTI provides a forum for cooperation and coordination among government organisations in charge of the development and steering of information security and data protection. Different administrative branches and levels of administrations are represented in VAHTI. VAHTI issues information security instructions, policy guidelines, that are important reference materials for the public authorities. VAHTI instructions are also utilised and referenced outside the government organisations in e.g. municipalities and private sector.

## Implementation

### **Government ministries and agencies**

Government ministries and agencies are responsible for the implementation of their own departmental eGovernment projects.

### **Government ICT Centre Valtori**

Government ICT Centre Valtori is a service centre operating under the administrative purview of the Ministry of Finance. It provides sector-independent ICT services for central government administration.

## Support

### **Public Sector ICT**

Public Sector ICT formulates joint functional and technical solutions and methods and is in charge of overall development of information security in the public administration, as well as data security governance in central government

### **Government ICT Centre Valtori**

Government ICT Centre Valtori is a service centre operating under the administrative purview of the Ministry of Finance. It provides sector-independent ICT services for central government administration.

#### Audit/Assurance

### **National Audit Office (NAO)**

The NAO is Finland's supreme audit institution and reports directly to the Parliament. It audits the State's finances and asset management in order to ensure that public funds comply with related legislation.

#### Data Protection

### **Office of the Data Protection Ombudsman**

The Office of the Data Protection Ombudsman guides and controls the processing of personal data and provides related consultation. It exerts power on issues related to the implementation of the right of verification and the correction of personal data. Furthermore, the Ombudsman follows the general development in the processing of personal data, launching initiatives where necessary.

## **Regional & Local eGovernment**

#### Policy/Strategy

### **Regional Councils**

Regional Councils are joint municipal authorities responsible for regional development. A key task is to create a development strategy for a respective region. This scheme constitutes a region's fundamental strategy document.

#### Coordination

### **Advisory Committee on Information Management in Public Administration (JUHTA)**

The Committee coordinates the development of information technology, information management and electronic services in central and local Government.

#### Implementation

### **Regional Councils**

Regional Councils, which are joint municipal authorities responsible for regional development, implement a general regional policy. There are 19 Regional Councils grouping together the country's 342 municipalities.

#### Support

### **Association of Finnish Local and Regional Authorities (AFLRA)**

AFLRA's objective is to promote the opportunities for local authorities to operate, cooperate and encourage their vitality for the benefit of residents. The services provided span all areas of municipal operations, including local and regional government development, the information society and social and healthcare services.

### Government ICT Centre Valtori

Government ICT Centre Valtori is a service centre operating under the administrative purview of the Ministry of Finance. It provides sector-independent ICT services for central government administration.

#### Cooperation with Estonia

Finland and Estonia have set up a [joint institute](#) to develop X-Road technology (used in the Finnish Data Exchange Layer called "Palveluväylä").

# eGovernment Infrastructure

## Main eGovernment infrastructure components

### Portals

#### [Suomi.fi](#): Citizen Service portal

'Suomi.fi' serves as a single access point to public information, administrative forms and online services. It is a repository for information that is vital to the daily lives of citizens or those who need to transact with the Public Administration, regardless of whether they reside in Finland or abroad. After identification, citizens can view and verify their own data in the public register like population, real estate and vehicle. In the future, citizens will be able to do business with various authorities in this single point of contact.

The portal offers the following content:

- ▶ 'eServices and forms' contains electronic services and forms provided by authorities, complete with instructions on use.
- ▶ 'Services by topic' comprises 14 subject headings, from families and social services to taxation and financing.
- ▶ 'State and municipalities' gives full details on Public Administration and provides access to municipality websites.
- ▶ 'Newsroom' contains public sector news and 'Suomi.fi' bulletins, and lists Public Administration and 'Suomi.fi' RSS feeds and public service eJournals.

The '[Suomi.fi Messages](#)' service is a secure channel for electronic communications, decisions and messages between authorities and citizens. It enables citizens to view the status of personal affairs that are being processed, to electronically receive decisions and notifications concerning such matters, to submit electronic documents to authorities and to manage contact information.

'Service map' provides contact and information for public sector service locations.

The '[Workspace](#)' site, which is linked to 'Suomi.fi', includes eServices and printable forms intended for Public Administration employees, as well as content related to the development of online services.

#### [Enterprise Finland portal](#)

'Enterprise Finland' is an online service created by public business service organisations for enterprises and people interested in starting a business. This free-of-charge online service provides information about the type of assistance available to businesses or entrepreneurs in establishing and developing their enterprise; it is particularly oriented towards helping SMEs.

'Enterprise Finland' contains approximately 130 services, each with an introductory page supplying contact information and links to further details. The structure is arranged according to the life cycle of the enterprise or entrepreneur. The '[SADe Programme](#)' envisages that the ongoing development of the portal will offer entrepreneurs one single channel to services provided by Public Administration, thus reducing administrative burden. As a consequence, Public Administration workload from business information and guidance will be decreased.

### [Demokratia.fi](#): eParticipation portal

Demokratia.fi is a portal that gathers together information from various democracy-related sites and news in the field of political decision-making. The site thereby makes it easier for citizens to find the best channels for participation and influence, and increases government transparency and interaction. The portal summarises eDemocracy web services maintained by the Ministry of Justice, namely [lausuntopalvelu.fi](#), [otakantaa.fi](#), [nuortenideat.fi](#), and [kansalaisaloite.fi](#). Demokratia.fi also contains links to other public authorities' websites with information on current matters that are being planned or prepared. In addition, it highlights the latest news from, for example, the parliament and the government.

### [Paikkatietoikkuna.fi](#): Geodata portal

This is a national portal presenting the spatial data produced and exploited in Finnish society. It is based on open source software and it offers the opportunity, through a map window, to browse dozens of map levels, produced by different organisations, on different themes, such as terrain, soil and land use, as well as traffic network.

### [Opendata.fi](#): Open data and interoperability tools

Opendata.fi is a service for sharing open data and developing interoperability of public administration organisations. Opendata.fi is targeted for all audiences who aim at making use of open public information resources. Also companies and citizens are allowed to store open data into the service. The service contains metadata of open datasets and also interoperability tools, descriptions and guidelines.

## Network

### 'Senaattori': Government intranet

'Senaattori' is a common platform for sharing information between ministries. As the Government's intranet information directory, it provides access to internal and external Government and Parliament information.

## eIdentification/eAuthentication

### [Population Register Centre \(PRC\)](#)

The PRC is responsible for issuing [electronic identities and certificates](#). It creates an electronic identity (eID) for Finnish citizens when providing them with a personal identity code. The electronic client identifier is used for electronic user identification in secure online transactions. It is a dataset consisting of a series of numbers and a check character that helps identify Finnish citizens and foreign citizens permanently residing in Finland who are entered in the Population Information System. The PRC is currently the only certificate authority for qualified certificates in Finland able to issue Pan-European certificates that provide high levels of information security and contain the correct identity.

### [FINeID](#)

FINeID is the Population Register Centre's certificate system, which is based on Public Key Infrastructure and provides PRC's certificate products and services. The system enables the realisation of privacy protection and information security, which is a basic right of citizens and an absolute requirement for online service providers. FINeID offers an array of Certification Authority Services:

### [Citizen Certificate](#)

The Citizen Certificate is an eID used for safe online services, containing a citizen's first name, surname and an electronic client identifier, among other information. It identifies and encrypts emails and documents. In addition, it provides eSignatures and can be attached to the ID card. Electronic transactions made with the certificate are secure. Electronically signed documents are equal in all legal respects to traditional signatures. Every personal certificate issued by the [Population Register Centre \(PRC\)](#) is a qualified certificate, and is placed in a public directory.

### [Organisation Certificate](#)

Organisation Certificates are used to verify a given person's position or customer ship as a representative of a business, organisation or associated group. These certificates also make it possible to provide an undisputed electronic signature as defined by law and to provide authentication of network users and their access rights. They can also include an organisation's valid email address.

### [Server Certificate](#)

The [Population Register Centre \(PRC\)](#) issues server certificates that can be used for identifying public sector services. Utilising a server certificate enables the user of a service to verify the authenticity of the service provider.

### **Civil Servant Identity Card**

Chip ID cards for public sector employees were adopted throughout central Government in October 2006. The photo ID cards contain a qualified certificate enabling: identification in order to log into information networks; authentication of network users and their usage rights; encryption of email and other documents; and the provision of a binding and undisputable electronic signature, as specified by Finnish legislation. These certificates can also be used for access control systems, teleworking, passage control and physical identification.

### [Vetuma](#) and [Tunnistus](#): Citizen Identification Services

'Vetuma' is the public administration's joint service for citizen electronic authentication and payment. The service uses the online address [tunnistus.suomi.fi](http://tunnistus.suomi.fi). Depending on the online service, a citizen can identify him/herself with bank identifiers and a certificate card. In the near future, mobile certificates will be jointly provided by the telephone operators. The citizen can also make payments from bank account or with a credit card. The service and its development is the responsibility of the Government IT Shared Service Centre in the State Treasury. [Tunnistus.fi](#) is an identification service similar to Vetuma but it is providing this service only to its owners which are the Tax Administration, the Ministry of Employment and The Economy and Social Insurance Institution of Finland.

## **eProcurement**

### [Current status](#)

eProcurement is decentralised and the process sub phases are not provided on a single national platform. Privately-owned specialised platforms exist for the eInvoicing post-award phase. The visibility on the authorities' websites is well above the EU27+ average<sup>1</sup>.

<sup>1</sup> Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement, European Commission, Directorate General for Information Society and Media, Brussels, December 2010.



### [Tutki Hankintoja](#)

In 2017, a new service on government spending on procurement was opened. The service offers citizens and companies information about government spending on procurement. Citizens are able to search information about state purchases and how public funds are spent.

### [Central Procurement Unit](#)

Hansel Ltd. is a State-owned public procurement enterprise that acts as a central purchasing body for Government entities, providing a full set of eProcurement tools and services to the public sector. The procurement online service that it offers and manages consists of a notification database service for ongoing public tenders. This database service is mandatory for ongoing public tenders. A private eInvoicing platform offers value-added services for the notification database. The value-added services include the registration of users for the permanent follow-up of the incoming notifications and orders for tender.

The website's status has been strengthened since the Ministry of Finance started to implement its public procurement strategy for 2010 by conducting all ICT procurements through Hansel.

### [HILMA notification service](#)

The HILMA notification service is a platform aimed at the eNotification of national calls for tenders. Since the entry into force of the new Public Procurement Act in 2007, the use of HILMA has become compulsory for contracting authorities in cases where national thresholds are exceeded.

### [TILHA public procurement solution](#)

eOrdering services are supported by the State Treasury's TILHA platform, which is the centralised public procurement solution used by the State offices.

## Knowledge Management

### ['Senaattori': Government intranet portal](#)

*Senaattori*, the Finnish public authorities' intranet, is a joint interactive tool for knowledge management and a database that supports work processes, innovation, interaction, learning and cooperation. It is based on smooth technology and standardised solutions. In addition, it constitutes a coordinated whole with Government and Parliament web services (i.e. intranet, extranet, Internet) and with joint internal systems.

## Other Infrastructure

### [Business Information System \(BIS\)](#)

Business Information System (BIS) is a service jointly provided by the National Board of Patents and Registration and the Tax Administration which allows users to submit information simultaneously to both organisations. Businesses and other organisations can lodge their details using a single notification form to both authorities, thus avoiding duplication. It includes businesses and other organisations entered in the Trade Register, Register for Foundations, VAT Register, Pre-payment Register, Employer Register or the Tax Administration Client Register, as well as all businesses and organisations which have filed a start-up notification but have not yet been entered in the above-mentioned registers.

All businesses and organisations included in the BIS are assigned a Business Identity Code (Business ID) which has replaced all previous identifiers. The Business ID is provided as soon as the start-up notification has been submitted. BIS also provides a real time, free-of-charge information service which enables users to access information on Finnish-registered businesses, organisations and foundations, including contact details and Business IDs. In addition to finding information on individual businesses, the BIS service is useful for those in the process of selecting a name for a new business or changing the name of an existing business. Information is available on both current and dissolved businesses.

# eGovernment Services for Citizens

## Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

### 1. Travel

Passenger rights, documents you need

#### Passport

Responsibility: Central Government, Finnish Police

Website: <http://www.poliisi.fi/passi>

Description: Citizens may apply for a passport on the police website (central site for all police departments) ([in Finnish](#)). The instructions to apply are also available in English. The same procedure is also available for the ID-card (which is valid as travel document in Schengen area). It can be found [here](#).

### 2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

#### Job search services by labour offices

Responsibility: Central Government, Ministry of Employment and the Economy, Employment and Economic Development Office

Website: <http://www.mol.fi/>

Description: Information provided on job vacancies, training opportunities and search facilities. Job seekers can apply for jobs online using the Finnish Electronic ID card (FINeID), or a user ID provided by the job centres.

#### Taxcard Online

Responsibility: Tax Administration

Website: <http://www.tax.fi/Taxcard>

Description: One can request and print out a revised tax card for wages, salary, any sideline income, social benefits or seafarer's wages. It is accessible with the network banking User ID and Password, or an HST card issued by the Population Register Centre.

#### Taxes, unemployment and benefits

##### **Income taxes: declaration, notification of assessment**

Responsibility: Central Government, Tax Administration

Website: <http://www.vero.fi/>

Description: Individual taxpayers receive pre-filled tax return forms which can be cleared or amended [online](#). The prefilled tax return includes – not just contact information – but all data of everyone's salaries, capital incomes etc. All employers automatically send this data to the Tax Authority in accordance with the principle of data sharing.

##### **Unemployment benefits**

Responsibility: Central Government, Social Insurance Institution of Finland (KELA)

Website: <http://www.kela.fi/>

Description: Fully transactional service.

### 3. Vehicles

#### Driving licence

##### **Driver's licence**

Responsibility: Central Government, Transport Safety Agency

Website: <http://www.trafi.fi/>

Description: The Finnish Transport Safety Agency, Trafi, has streamlined the application process for driving licences – certain driving licences can be renewed by e-service.

#### Insurance

##### **Unpaid vehicle tax**

Responsibility: Finnish Transport Safety Agency

Website: <https://www.trafi.fi/>

Description: The eService allows to check the data for one's vehicle if a person has lost the vehicle tax certificate or is considering buying a used car. They may check vehicle tax payments even past due date by entering its registration number. This service is free of charge and available daily between 06:00h and 23:00h.

#### Registration

##### **Car registration (new, used, imported cars)**

Responsibility: Finnish Transport Safety Agency (Trafi)

Website: <http://www.trafi.fi/>

Description: Automobiles are not registered by individuals but by third parties (insurance companies and car dealers). Registrations are processed by Trafi.

## 4. Residence (and other) formalities

### Documents and formalities

#### Announcement of moving (change of address)

Responsibility: Central Government, Population Register Centre, Finnish Post

Website: <http://www.muuttoilmoitus.fi/>

Description: The joint service by the Finnish Post and the Population Register Centre enables citizens to submit a single address change notification online to multiple public and private organisations.

#### Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of the Interior, Finnish Police

Website: <http://www.poliisi.fi/verkkoasiointi>

Description: Notification of certain crimes can be performed online (e.g. property offence or vandalism). The notification is automatically directed to the appropriate district police department based on the location of the crime reported. The user obtains a receipt of the notification, which can be used for a follow-up request.

#### Housing (building and housing, environment) – Report on construction

Responsibility: Tax administration

Website: <https://www.tunnistus.fi/>

Description: Households must file reports to the Tax Administration for all the building and construction work for which a permit is needed if the final inspection is on 1 July 2014 or later. Reports must be filed before conducting the final inspection. Log in to fill out the electronic form is enabled with the e-bank identifiers or with the microchip identity card.

#### Passport

Responsibility: Central Government, Finnish Police

Website: <http://www.poliisi.fi/verkkoasiointi>

Description: Information purposes only. Passport applications are handled by district police departments.

## 5. Education and youth

### School, university

#### Enrolment in higher education/university

Responsibility: National Board of Education (FNBE), Ministry of Education and Culture

Website: <http://www.oph.fi/>

Description: The FNBE provides information on enrolment in higher education. Enrolment can be performed entirely online to all higher education institutions.

**Enrolment in higher education/university (Studyinfo – a portal to education)**

Responsibility: Finnish National Board of Education, Ministry of Education and Culture

Website: <https://opintopolku.fi/wp/fi/>;  
<https://studyinfo.fi/wp2/en/>

Description: At Studyinfo.fi you can find upper secondary and vocational school studies and higher education offered in English and apply for the studies online.

**Public libraries (availability of catalogues, search tools)**

Responsibility: Central Government/Local Government, Ministry of Education and Culture/Helsinki City Library (the Central Library for Public Libraries in Finland)

Website: <http://www.kirjastot.fi/>

Description: The 'libraries.fi' portal provides a gateway to all public libraries and to most of their catalogues. A request service is also provided. Most of the municipalities offer their library services online.

**Student grants**

Responsibility: Central Government, Social Insurance Institution of Finland (KELA)

Website: <http://www.kela.fi>

Description: KELA provides students with a comprehensive service facilitating online application for student grants.

**National register**

Responsibility: Central Government, Finnish National Agency for Education (EDUFI)

Website: <http://www.oph.fi/etusivu>

Description: Since January 2018, the Finnish National Agency for Education has opened a new service that compiles all degrees, diplomas, examinations, etc. to one national register, called [Koski](#). The addition of the services required a new law that came into force in January 2018.

**Researchers****Information and assistance to researchers**

Responsibility: EURAXESS Finland

Website: <https://www.euraxess.fi/>

Description: EURAXESS Finland provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

**Public libraries (availability of catalogues, search tools)**

Responsibility: Central Government/Local Government, Ministry of Education and Culture/Helsinki City Library (the Central Library for Public Libraries in Finland)

Website: <http://www.kirjastot.fi/>

Description: The 'libraries.fi' portal provides a gateway to all public libraries and to most of their catalogues. A request service is also provided. Most of the municipalities offer their library services online.

### Research funding support

Responsibility: Academy of Finland (Research Councils), Tekes (The Finnish Funding Agency for Innovation)

Website: <http://www.aka.fi/en/research-and-science-policy/research-councils/>,  
<http://www.tekes.fi/en>

Description: Information on available funding opportunities for the researchers can be found on their websites. The Academy of Finland is the prime funding agency for basic research in Finland. Tekes, the Finnish Funding Agency for Innovation, is the main public funding organisation for applied research and technology. Sitra, the Finnish Innovation Fund is another key source of funding for science and technology in Finland.

## 6. Health

Planned and unplanned healthcare

### Electronic prescription

Responsibility: The National Archive of Health Information (Kanta)

Website: <http://www.kanta.fi/fi/kanta-palvelut>

Description: An electronic prescription is a prescription for medicines issued and signed electronically by a doctor. It is entered into a centralised database called the Prescription Centre. The Prescription Centre register is controlled by Kela. The national Prescription Centre contains all electronic prescriptions and the dispensing records entered on them by pharmacies. Based on the information held in the Prescription Centre, any pharmacy can dispense medicines to individuals.

### Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government (Ministry of Social Affairs and Health)/Regional Government

Website: <http://stm.fi/etusivu>

Description: Mostly for information purposes, health services and national health policies, strategies and projects. The National Public Health Institute provides high-quality and user-friendly health content and services to Finnish citizens through the [Health Finland Portal](#). Some health districts or municipal health organisations offer appointment services online for certain types of health services like appointments for dentists. In some services the scheduled time can be annulled by text message.

### Patient Data Repository

Responsibility: The National Archive of Health Information (Kanta)

Website: <http://www.kanta.fi/fi/>

Description: The Patient Data Repository is a service in which healthcare units enter patient records from their own data systems in a secure way. The Patient Data Repository is being constructed in stages, and therefore the information will accumulate in the archive gradually, as use of the archive becomes more widespread.

**Medical costs (reimbursement or direct settlement)**

Responsibility: Central Government, Social Insurance Institution of Finland (KELA)

Website: <http://www.kela.fi/>

Description: Information and reimbursement forms. Reimbursements of medical expenses are available for doctor fees, dental care costs and treatment/examination charges, calculated on the basis of the real costs up to a maximum fixed by the Ministry of Health. Citizens can choose to have their health insurance data included on their eID card instead.

**7. Family**

Children, couples

**Child allowances I**

Responsibility: Social Insurance Institution of Finland (KELA)

Website: <http://www.kela.fi/>

Description: Child allowances are paid automatically by KELA as soon as a birth is registered by the hospital to the Population Register Centre. This allowance is given out until the end of the month in which a beneficiary reaches the age of 17.

**Child allowances II**

Responsibility: Social Insurance Institution of Finland (KELA)

Website: <http://www.kela.fi/>

Description: Application for Child Maintenance Allowance available on the Citizens Service portal Suomi.fi.

**Child allowances III**

Responsibility: Social Insurance Institution of Finland (KELA)

Website: <http://www.kela.fi/>

Description: Use this form to apply for paternity allowance if the parental allowance paid on account of your child's birth started 1 January 2013 or later.

**8. Consumers**

Shopping (your rights), unfair treatment

**Complaint to the Ombudsman**

Responsibility: Parliamentary Ombudsman of Finland

Website: <http://www.oikeusasiamies.fi/>

Description: One can use the form to make a complaint to the Parliamentary Ombudsman if one believes that an authority has acted unlawfully or in neglect of duty.



# eGovernment Services for Businesses

## Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

### 1. Start and grow

Start-ups, European Company

#### Enterprise Finland

Responsibility: Ministry of Employment and the Economy

Website: <https://www.suomi.fi/company>

Description: 'Enterprise Finland' is an online service created by public business service organisations for enterprises and people interested in starting a business. This free-of-charge online service provides information about the type of assistance available to businesses or entrepreneurs in establishing and developing their enterprise; it is particularly oriented towards helping SMEs. 'Enterprise Finland' contains approximately 130 services, each with an introductory page supplying contact information and links to further details. Since 2018, the Enterprise Finland service is incorporated into the general suomi.fi website.

#### Registration of a new company

Responsibility: Central Government, Tax Administration, National Board of Patents and Registration

Website: <http://www.ytj.fi/>

Description: Information on administrative procedures for businesses (registration, address, etc.) and downloadable forms for registration of a business.

Intellectual property rights

#### Business Information System (BIS)

Responsibility: Patent and Registration Office, Tax Administration

Website: <http://www.ytj.fi/>;  
<https://www.ytj.fi/en/index.html>

Description: Business Information System (BIS) is a service jointly provided by the National Board of Patents and Registration and the Tax Administration which allows users to submit information simultaneously to both organisations. Businesses and other organisations can lodge their details using a single notification form to both authorities, thus avoiding duplication. It includes businesses and other organisations entered in the Trade Register, Register for Foundations, VAT Register, Pre-payment Register, Employer Register or the Tax Administration Client Register, as well as all businesses and organisations which have filed a start-up notification but have not yet been entered in the above-mentioned registers.

#### Annual accounts

##### **Submission of data to statistical offices**

Responsibility: Central Government, Statistics Finland

Website: <http://www.stat.fi/>

Description: Submission of data can be performed online. Data concerning business revenues already declared to the Tax Administration does not need to be re-submitted separately. Data related to employees already submitted to Social Security or Employment administrations is automatically submitted for statistical purposes.

## **2. VAT and customs**

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

##### **VAT: declaration, notification**

Responsibility: Central Government, Tax Administration

Website: <http://www.vero.fi/>

Description: The Tax Administration website offers the possibility to completely treat the declaration of VAT online. No other formal paper procedure is necessary for the applicant.

#### Excise duties

##### **Corporate tax: declaration, notification**

Responsibility: Central Government, Tax Administration

Website: <http://www.vero.fi/>

Description: Online submission application and online payment system for corporate tax.

#### Reporting imports/exports

##### **Customs declarations (e-Customs)**

Responsibility: Central Government, National Board of Customs

Website: <http://www.tulli.fi/>

Description: Customs declarations can be fully performed online.

## **3. Selling abroad**

Competition rules, unfair contract terms, consumer guarantees, defective products

##### **Finnish law (Finlex)**

Responsibility: Ministry of Justice

Website: <http://www.finlex.fi/fi/>

Description: Finlex is a legal databank with over thirty databases. Access to the database is free of charge.

#### 4. Staff

Terms of employment, social security, equal treatment, redundancies

##### **Social contributions for employees**

Responsibility: Central Government, Tax Administration

Website: <http://www.vero.fi/>; <http://www.palkka.fi>

Description: Employers can pay taxes withheld from wages and an employer's social security contributions to the tax office electronically.

Health and safety

##### **Web portal of Finnish Institute of Occupational Health**

Responsibility: Finnish Institute of Occupational Health

Website: <https://www.ttl.fi/>

Description: eService not available, however relevant information is provided on the web portal of the Finnish Institute of Occupational Health.

#### 5. Product requirements

Chemicals (REACH)

##### **REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk**

Responsibility: Finnish Safety and Chemicals Agency (Tukes), European Chemicals Agency (ECHA)

Website: <http://www.kemikaalineuvonta.fi/>

Description: Manufacturers, importers, exporters, distributors, downstream users and others should be able to get key information regarding the chemicals legislation in Finland on this webpage or via their e-mail or telephone contacts as enlisted on the portal.

#### 6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

##### **Public procurement / eProcurement**

Responsibility: Central Government, Hansel Ltd.

Website: <http://www.hansel.fi/>; <http://www.hankintailmoitukset.fi/fi/>

Description: Hansel Ltd. is a state-owned procurement expert and a central purchasing body which provides a full set of eProcurement tools and services to the Finnish public sector. The HILMA notification service platform allows for the electronic notification of national calls for tenders.

## 7. Environment

### EMAS certification, energy labels, eco-design, EU eco-label

#### Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment

Website: <http://www.ymparisto.fi/>

Description: Information and forms to download. Environmental permits are delivered by one of the three regional Environmental Permit Authorities. Reporting related to permits can be performed online.

**European Commission**

The factsheets present an overview of the state and progress of eGovernment in European countries.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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ISA<sup>2</sup> 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.

ISA<sup>2</sup> supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

## More on the programme

[ec.europa.eu/isa2](http://ec.europa.eu/isa2)

## Contact ISA<sup>2</sup>

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