



European
Commission



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

What's inside

eGovernment in



Norway

ISA²

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Joinup is a collaborative platform set up by the European Commission as part of the ISA² programme. ISA² supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" being joined together, and "up" being separate. The logo is positioned on the right side of the page, below the main text area.

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 13

eGovernment Actors 16

eGovernment Infrastructure 20

eGovernment Services for Citizens..... 24

eGovernment Services for Businesses..... 31

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 5,258,317 inhabitants (2017)

GDP at market prices: 351,598.9 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 148 (2016)

GDP growth rate: 1.8% (2017)

Inflation rate: 1.9% (2017)

Unemployment rate: 4.2% (2017)

General government gross debt (Percentage of GDP): 36.2% (2017) **

General government deficit/surplus (Percentage of GDP): 4.0% (2016) ***

Area: 384,802 km²*

Capital city: Oslo

Official language: Norwegian

Currency: NOK

Source: [Eurostat](#) (last update: 19 January 2018), [EFTA](#)*, [Trading Economics](#)** , [Fiscal Balances and public debt - OECD](#)***

Political Structure

Norway is a **constitutional monarchy** with a parliamentary democratic system of governance. All citizens are able to participate in the [Storting](#) (National Assembly), county and municipal councils. The [Government](#), in accordance with the original articles of the [Constitution](#), derives its authority from the executive power vested in the King.

The power of the [King](#) is mainly representative and ceremonial; however, it satisfies an important symbolic function as the Head of State and official representative of the Norwegian people. State power is formally distributed between three institutions: the *Storting* (the legislative power), the Government (the executive power) and the courts (the judicial power). There is also a geographical distribution of political power at state, county and municipal levels.

The participation of the people in the political sphere takes place both through direct elections and through their membership in political or associative organisations.

The [Storting](#), comprised of 169 members, serves as the highest political body in Norway. Elections to the *Storting* are held every fourth year, and mandates are distributed according to a system of proportional representation. The Government is selected on behalf of the King from within the *Storting*. It maintains formal control over the two most important tools of government: the enactment of legislation and approval of national budgets.

The Government's most important functions are to submit bills and budget proposals to the *Storting* and implement decisions through ministries. The Government is derived from the *Storting* and is headed by the Prime Minister. Formally speaking, it is the King who asks the majority party to form a government, or a viable coalition. All Royal Decrees must be signed by the King and countersigned by the Prime Minister.

Norway is divided into 19 counties and 428 municipalities (2015). The powers of the county and municipal councils for self-government have been delegated by the State, and are set out in legislation, not in the Constitution.

Head of State: [King Harald V of Norway](#) (since 17 January 1991).

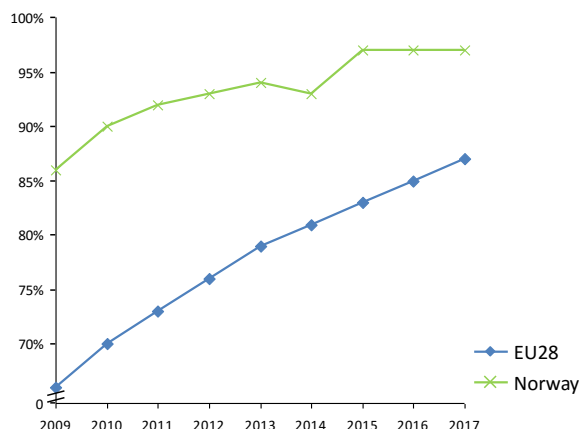
Head of Government: Prime Minister [Erna Solberg](#) (since 16 October 2013).

Information Society Indicators

Generic Indicators

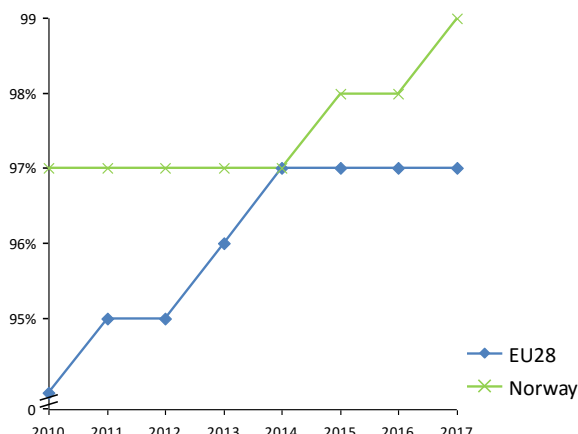
The following graphs present data for the latest Generic Information Society Indicators for Norway compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Norway



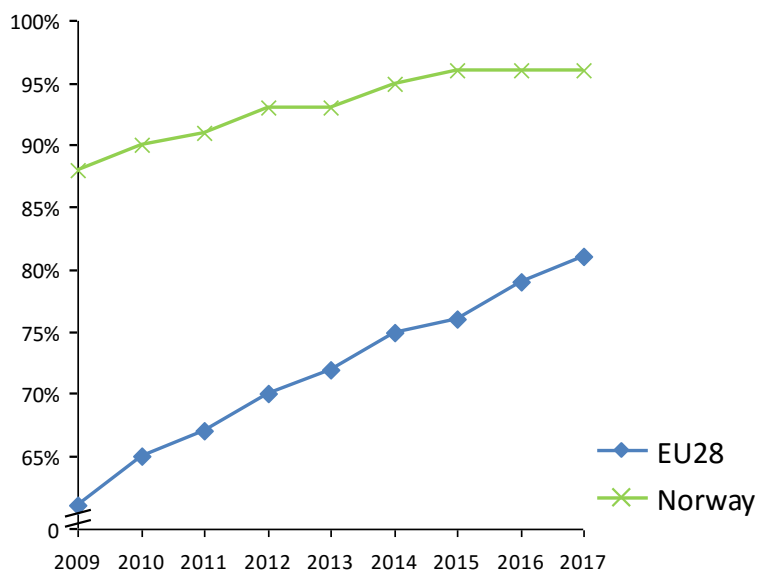
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Norway



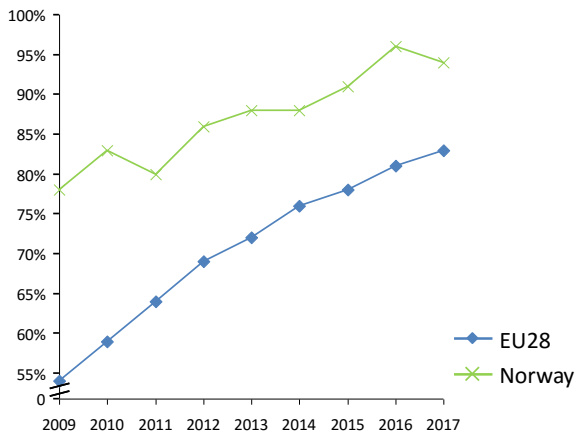
Source: [Eurostat Information Society Indicators](#)

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



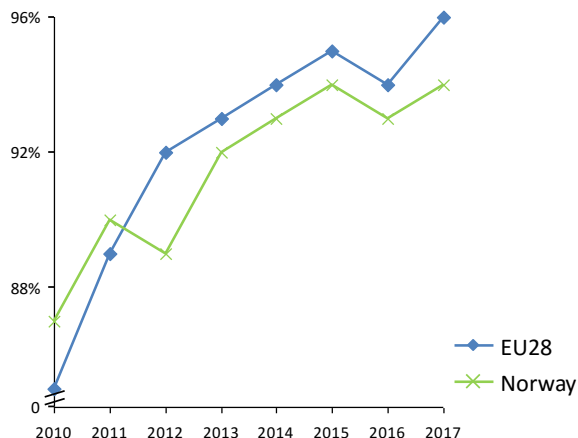
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Norway



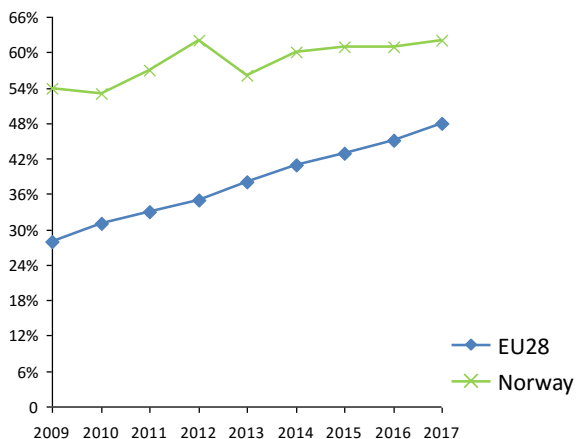
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with a broadband connection in Norway



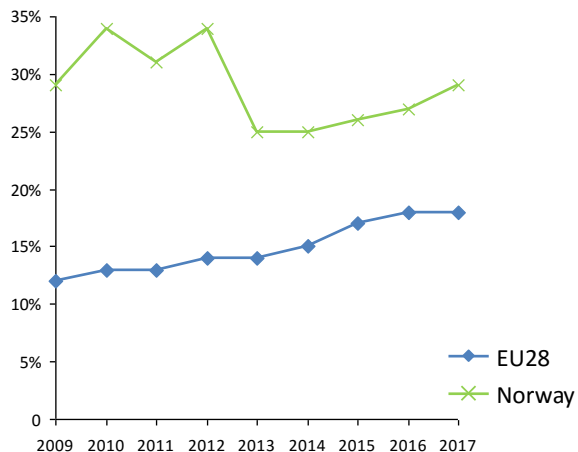
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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

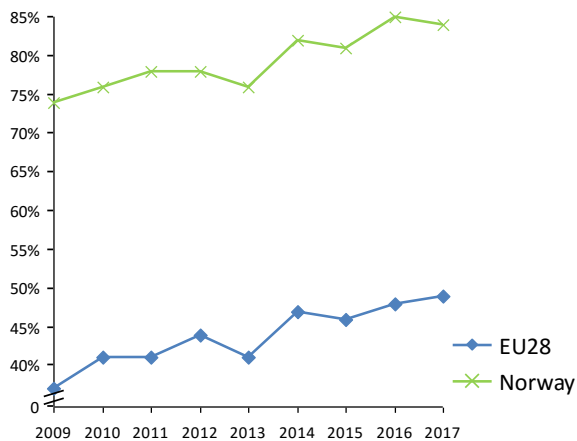


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

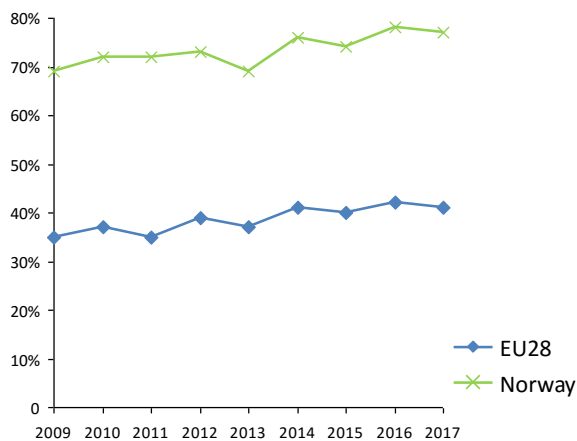
The following graphs present data for the latest eGovernment Indicators for Norway compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



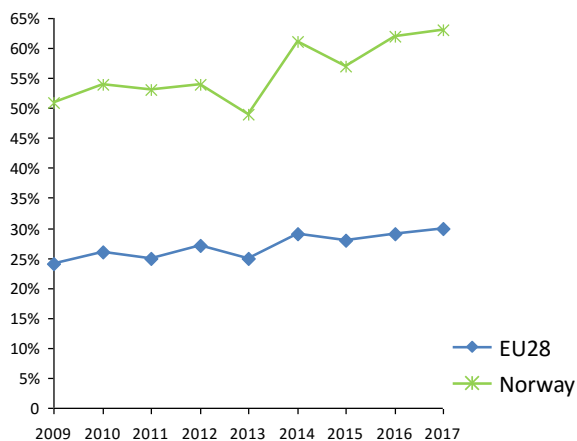
Source: [Eurostat Information Society Indicators](#)

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



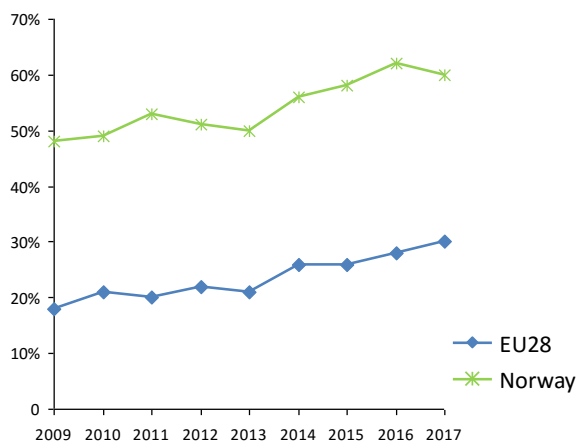
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



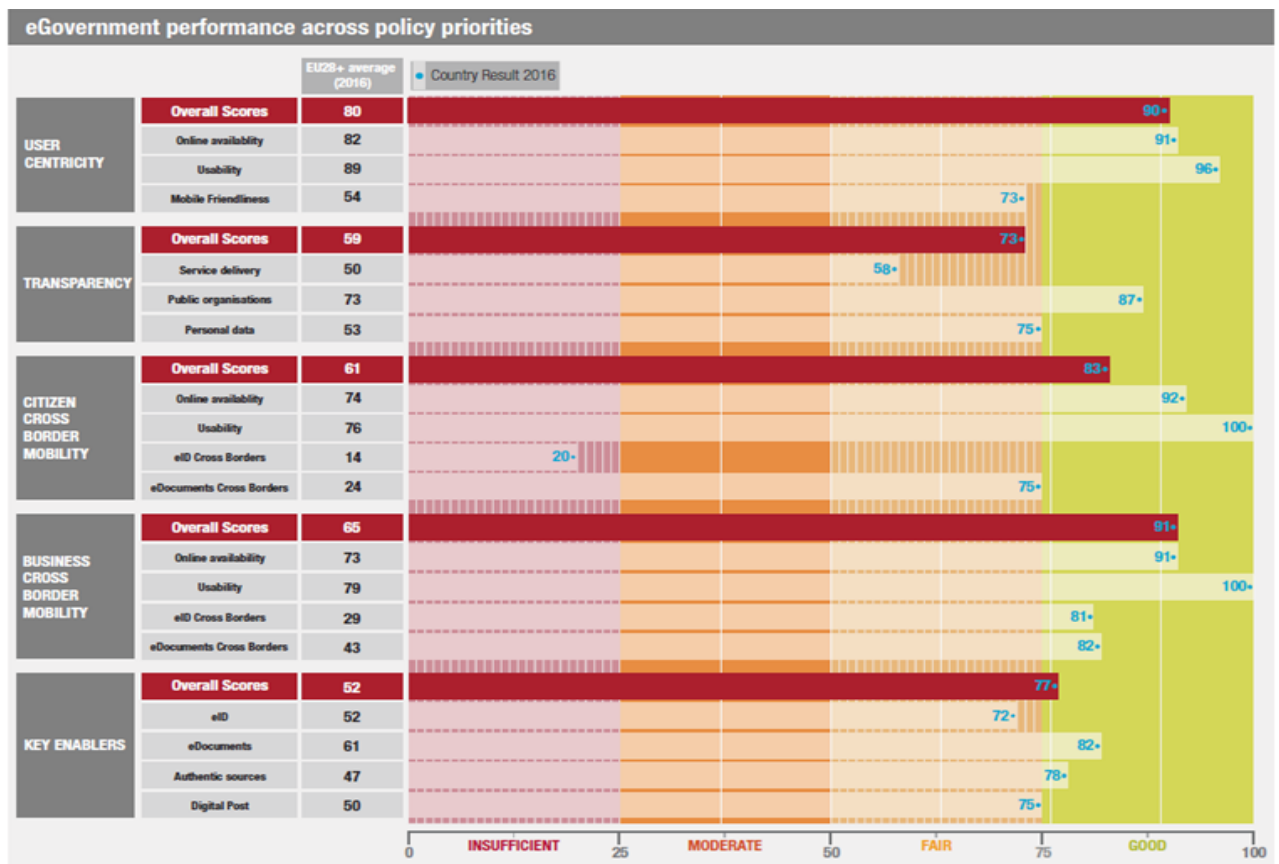
Source: [Eurostat Information Society Indicators](#)

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 are 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. They 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 Norway 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

[Difi](#) has launched a new [digitisation strategy for the public sector](#). The digitisation strategy builds on the White Paper '[Digital Agenda for Norway](#)'. The strategy provides direction for public administrations to embrace change, share and reuse information more efficiently, as well as facilitate the dialogue with users.

eGovernment Legal Framework

In the course of 2017, Norway has been working on the adaption and adoption of new legal frameworks compatible with the EU's [eIDAS](#) and [GDPR](#) Regulations.

eGovernment Actors

Norway.no is no longer the name used for the English version of the [Norge.no portal](#). The Norway.no domain has been taken over and is used by the Ministry of Foreign Affairs for its information pages.

eGovernment Infrastructure

Two new common solutions were adopted:

- ▶ The Norwegian "[National Data Directory](#)" provides an overview of data sets that have been registered and made available by public agencies, making it easier both to search for public sector data and re-use it.
- ▶ In January 2018, the common solution eInnsyn (based on the previous OEP solution) was launched. This tool allows central government agencies to publicise their public records online and enables more openness and accessibility as regards public information and strengthens freedom of information.

eGovernment Services

Summary Care Record ([Kjernejournal](#)) is an online service that contains a collection of person's health records. Both the citizen and the healthcare staff have access to the information contained in this service. This allows for a prompt and secure access to the information in the patient's care record by healthcare professionals when needed. The service has been developed in strict compliance with statutory requirements for security and data privacy by the [Norwegian Directorate for eHealth](#).

Other highlights

The [Altinn-portal](#), which offers seamless services to ease the reporting burden imposed by government agencies, has been redesigned to improve the user experience.

2001 – 2017

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

eGovernment Strategy

Main strategic objectives and principles

Digitising Public Sector Services Programme

A strong and efficient public sector is needed to ensure the positive development of the Norwegian society. The ambition of the Government is for Norway to be at the forefront of development in the [digital public sector](#). Digitisation will generate noticeable improvements across the public sub-sectors during the coming years. Digitisation will result in both more positive and faster interaction with the public sector for citizens and businesses alike, as well as a more efficient use of public sector resources.



The objectives of the Government include:

- ▶ The public sector is to be accessible online to the greatest extent possible;
- ▶ Web-based services are to be the general rule for the public sector's communication with citizens and businesses;
- ▶ A digital public sector is to result in improved services.

Key principles under this eGovernment programme include the following:

- ▶ The digitisation of the public sector is to free up resources for areas in need of more resources;
- ▶ Digital communication will be the main form of contact for the public sector;
- ▶ The public sector is to provide unified and user-friendly digital services;
- ▶ Login to public web services is to be simple and secure;
- ▶ All citizens and businesses will receive mail from the public sector in a secure digital mailbox;
- ▶ Citizens and businesses will be notified via SMS text messages and e-mail;
- ▶ The necessary assistance will be provided to citizens to ensure they are able to find and use digital services;
- ▶ The development of ICT solutions will be viewed in the context of the public sector's work processes and organisation;
- ▶ The protection of privacy and information security will be safeguarded;
- ▶ Digitisation measures relevant to several services will be coordinated.
- ▶ The realisation of the once-only principle, which should ensure that information is provided to public administrations one single time, to reduce unnecessary burdens for citizens and business.

Digital Agenda for Norway: Digitisation vital for welfare and jobs (Meld.St. 27 (2015-2016))

The Norwegian Government adopted a new ICT Strategy, [Digital Agenda for Norway](#), which has two key objectives: to ensure a user-centric and efficient public administration, and to achieve value creation and inclusion through the use of digital services.

The newly adopted Strategy has five key priorities:

1. A user centric focus;
2. ICT should constitute a significant input factor for innovation and productivity;
3. Strengthened digital competence and inclusion;
4. An effective digitisation of the public sector;
5. A sound data protection and information security.

Difi strategy 2017-2020

The new [Difi Strategy](#) for the period 2017-2020 has three priority areas:

1. To achieve a smarter, more cost-efficient public sector;
2. User orientation: to make sure that the public sector is adapted to its users;
3. To achieve a more comprehensive public sector.

With the new Difi Strategy, the municipalities will become as important as the state enterprises for Difi in terms of target groups. The focus on municipalities will help develop more effective, user-oriented, coordinated services and solutions for the public sector.

In particular, in the course of 2017, [Difi](#):

- ▶ Launched a new [digitisation strategy](#) for the public sector. The digitisation strategy builds on the White Paper "[Digital Agenda for Norway](#)". The strategy provides direction for public administrations to embrace change, share and reuse information more efficiently, and facilitate dialogue with users.
- ▶ Made a checklist to help central government agencies better cooperate with the municipal authorities when making new digital solutions that affect municipalities

Finally, Difi is also working on launching an overview of digitisation projects in the public sector.

ICT/Information Society policy

In Norway, eGovernment is part of a wider [ICT/Information Society policy](#), focusing to provide services to citizens and develop the required back-office. The effective use of ICT is essential to ensure the continued economic growth and high employment in Norway. Through the purposeful use of ICT, the aim of the policy is to provide the public with a growing number of electronic services. Digital self-service solutions will help improve the quality, availability and flexibility for users.

An advanced use of ICT in the business and public sectors depends on a good infrastructure (broadband) and a good knowledge of ICT from the population. It is important that the technology can be used by everyone, including the visually and hearing impaired. In addition, it is necessary to increase knowledge in the R&D of ICT, by providing advanced ICT skills to succeed with the objectives of ICT policy.

The three main priority areas of that policy are:

1. Ensure an information society for all, including by facilitating the supply and distribution of high-speed broadband, increasing digital literacy in the population, and ensuring a universal design of ICT.
2. Contribute to innovation and value creation in business, by facilitating the development and use of services based on digital content, promoting a digital culture industry, make public data available for further use, and promoting smart, energy-efficient ICT solutions in transport, energy and construction. The digitisation of business processes and the development of innovative solutions for the healthcare sector will also significantly add value.
3. Digitise public services, by coordinating ICT projects that have an impact across the public sector, promoting the development of self-service solutions, adapting regulations to promote digital solutions, and ensuring that common ICT solutions are established and made available to the rest of management.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

In terms of regulations covering the conduct of Public Administration, there are few regulatory barriers to eGovernment in Norway. The Government has taken an active role in setting up a framework for its implementation by breaking up legal and regulatory barriers in the provision of online services. Legal issues in new policy areas such as public key infrastructure (PKI) for electronic authentication have been addressed through intergovernmental working groups. These initiatives anticipate the needs of the Information Society and provide for legislative simplification aiming to reduce the administrative burden imposed on citizens and businesses. In general, the law now establishes an official equivalence between paper and electronic processes, even though this fact has not been fully exploited yet.

[Public Administration Act](#)

The Public Administration Act states procedure in cases concerning the public administration. The act states that the public sector communicates digitally with citizens by default, unless they choose to opt out.

[Regulation on Electronic Communication with and within the Public Administration](#) (2004)

The Regulation is intended to promote predictability and flexibility, and to facilitate the coordination of secure and appropriate technical solutions.

Freedom of Information Legislation

[Constitution of Norway](#)

According to Article 100, everyone has a right of access to documents of the State and municipal administration, as well as a right to follow the proceedings of the courts and democratically elected bodies. Limitations to this right may be prescribed by law to protect the privacy of the individual or for other such purposes. It is the responsibility of the State authorities to create the conditions that facilitate open and enlightened public discourse.

[Freedom of Information Act](#) (2006)

The [Freedom of Information Act No. 69](#) of 19 June 1970 was repealed by Act No. 16 of 19 May 2006 relating to the right of access to documents held by public authorities and public undertakings. The purpose of this Act is to facilitate an open and transparent public administration, and thereby strengthen freedom of information and expression, democratic participation, legal safeguards for the individual, confidence in public authorities and control by the public. Furthermore, it shall ease the re-use of public information.

Data Protection/Privacy Legislation

[Personal Data Act \(2000\)](#)

The purpose of Act No. 31 of 14 April 2000 relating to the processing of personal data (Personal Data Act) is to protect natural persons from the violation of their right to privacy through the processing of personal data. It ensures that personal data is processed in accordance with the fundamental respect for the right to privacy, including the need to protect personal integrity and private life, and that personal data is of adequate quality. This Act transposes the [Directive 95/46/EC](#) of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data into Norwegian law.

[Personal Data Regulations](#)

The regulations on the processing of personal data (Personal Data Regulations) were laid down by the Royal Decree of 15 December 2000 pursuant to Act No. 31 of 14 April 2000 on the processing of personal data (Personal Data Act), as amended on 23 December 2003.

eSignatures Legislation

[Electronic Signature Act \(2001\)](#)

Act No. 81 of 15 June 2001 relating to electronic signature (Electronic Signature Act) contains detailed provisions for the electronic identification of persons and gives qualified electronic signatures equal status to traditional signatures for administrative purposes. The Act, updated on 17 June 2005, implements the relevant [Directive 1999/93/EC](#).

eCommerce Legislation

[eCommerce Act \(2003\)](#)

The eCommerce Act No. 35 of 23 May 2003 transposes into national law the EU Directive on electronic commerce ([Directive 2000/31/EC](#)). It applies to electronic commerce and other Information Society services and regulation and control of such services by the public authorities. Its purpose is to ensure free movement of information society services within the European Economic Area (EEA).

eCommunications Legislation

[Electronic Communications Act \(2003\)](#)

The Electronic Communications Act No. 83 of 4 July 2003 aims to ensure sound, reasonably priced and future-oriented electronic communications services for Norwegian users through the efficient use of society's resources. This is to be achieved by facilitating sustainable competition, as well as stimulating industrial development and innovation. The Act regulates the transmission of electronic communications in addition to the associated infrastructure, services, equipment and installations.

eProcurement Legislation

[Public Procurement Act \(1999\)](#)

Norway notified the full implementation of Directives [2004/17/EC](#) and [2004/18/EC](#) of the European Parliament and of the Council of 31 March 2004 which state that in view of new developments in information and telecommunications technology and the simplification that these can bring in terms of publicising contracts, and the efficiency and transparency of procurement procedures, electronic means should be put on a par with traditional means of communication and information exchange.

eInvoicing Legislation

B2B eInvoicing is mandatory for central government entities in Norway since 2011. EInvoicing is regulated by the [Digitisation circular H-09/16](#), which replaced circular H-17/2015.

Re-use of Public Sector Information (PSI)

[Freedom of Information Act](#)

Norway has notified the full transposition of the European Directive on the re-use of Public Sector Information ([PSI Directive](#)). The directive is implemented in the Freedom of Information Act.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

[Ministry of Local Government & Modernisation, Department of ICT policy and Public Sector Reform.](#)

The Ministry of Local Government & Modernisation is responsible for the ICT Policy and Public Sector Reform. In particular, it is responsible for the administration and modernisation of the public sector as well as national ICT policy, including the supervision of the Agency for Public Management and eGovernment (Difi). The department of ICT Policy and Public Sector Reform fulfils the Ministry's responsibility for national policies and strategies regarding Information Society in general. This department is responsible for the coordination of the government's efforts to reform and recondition the public sector; formulate the strategy and policy for the use of ICT in society; for the government's administration policy, including, amongst other things, government use of organisational structures and other supervision instruments, and finally providing socio-economic and other fact-based analyses of the public administrative sector and the use of resources in the public sector. It oversees the [Agency for Public Management and eGovernment](#) (Difi).



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Source: <https://www.regjeringen.no/en/id4/>

Coordination

[Ministry of Local Government & Modernisation](#)

The Ministry coordinates all aspects of national ICT policy and the modernisation of the public sector. Through its dedicated department, of ICT Policy and Public Sector Reform, it coordinates eGovernment activities, namely public sector development and ICT policy.

[Agency for Public Management and eGovernment \(Difi\)](#)

One of Difi's main roles is to strengthen coordination in order to help develop and renew the public sector. It seeks to ensure that ICT development becomes more standardised and coordinated, and based on reuse and common solutions.



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Source: <http://www.difi.no/>

Implementation

Ministry of Local Government & Modernisation, the Department of ICT Policy and Public Sector Reform

The Department of ICT Policy and Public Sector Reform is responsible for the work associated with the policy implications concerning the prevalence of ICT in the public sector. It has an active, horizontal presence in the implementation process as it is the main body responsible for initiating and administering policies related to ICT and eGovernment.

Agency for Public Management and eGovernment (Difi)

Difi implements a variety of projects and activities in such areas as: the analysis of various instruments used in public administration management; the development of human resources in state administration and ICT development in the public sector; and communication facilitation for citizens.

Support

Ministry of Local Government & Modernisation, the Department of ICT Policy and Public Sector Reform

The Department of ICT Policy and Public Sector Reform is responsible for promoting public sector development. A key area of activity is to promote government reforms, aiming at a more efficient public sector through the use of ICT.

Government Administration Services (DSS)

DSS is a government agency aimed at providing synergy for the ministries with cost effective and reliable shared services, including the running of computer systems. It reports directly to the Ministry of Local Government & Modernisation, which utilises GAS as a means of improving the way the national government functions.

Norwegian Centre for Information Security (NorSIS)

The objective of NorSIS is to provide advice and guidance on information security in Norway. It seeks to make ICT a natural part of everyday life by raising awareness about threats and vulnerabilities, advising on specific measures and contributing to forming positive attitudes in information.

ICT-Norway

ICT-Norway is an association representing the country's ICT industry. Its overall strategy is to create good business and development opportunities for its members, to promote their interests and to provide effective, value-added services. It also acts as a problem-solver and a network, information, contacts and resource provider.

Abelia

Abelia is dedicated to improving the business environment for its member companies in the knowledge and technology based sector, as well as to promote the industry's contribution to economic growth and social progress. By influencing policy, Abelia improves business opportunities for members and supports initiatives that stimulate demand for members' products and services.

Audit/Assurance

Office of the Auditor General of Norway

The Office of the Auditor General ensures that the community's resources and assets are used and administered in compliance with the decisions of the Parliament. It is responsible for auditing, monitoring and advising all state economic activities, performing financial audits, performance audits and corporate control. The Auditor General has an independent status vis-à-vis government administration, and reports the results of its auditing and monitoring activities to the Parliament.

Data Protection

Data Protection Agency

The Data Protection Agency is an independent administrative body which is entrusted with the application of data protection laws. It verifies organisations' compliance on processing personal data, regulates the processing of sensitive data through licences and advises on matters on the protection of privacy.

Privacy Appeals Board

The Privacy Appeals Board is the appeal body for decisions made by the Data Protection Agency. It considers appeals against decisions made by the Data Protection Agency pursuant to the Personal Data Act and certain other acts.

Regional & Local eGovernment

Policy/Strategy

Regional and Local Authorities

The general approach to eGovernment in Norway is decentralised. Norway is divided into 18 counties and 422 municipalities (2018) with independent decision-making responsibilities in the ICT area.

Implementation

Regional and Local Authorities

Regional and Local Authorities carry out projects within the framework of their competences.

Support

Norwegian Association of Local and Regional Authorities (KS)

KS is an association of municipalities aiming in cooperation with its members, to contribute to ICT development by: protecting the municipal sector's interests with respect to central authorities, suppliers and other interest groups; contributing to the development of standards and requirement specifications for the exchange of information, integration of

solutions and joint tools, ideally in cooperation with central authorities; inspiring and contributing to competence development in the municipal sector through proposals and recommendations, benchmarking, development of guidelines and establishing experience exchange networks.

KS holds regular meetings with the Ministry of Local Government & Modernisation, at political and administrative levels. It also participates in several boards, committees and working committees in other ministries and various government departments that deal with ICT issues.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

['Norge.no'](#) portal

Norge.no is a gateway and guide to digital services from public authorities in Norway. Users can find digital services via the portal's topic menu, search function or eight life situation descriptions.

The portal also has information about digital communication between public authorities and citizens. In particular, Norge.no presents citizens with information about the Norwegian public sector's digital mailbox and Digital Contact Information Register.

All public authorities are obliged to send mail to citizens digitally, using a secure digital mailbox. Citizens who do not wish to receive post digitally, may opt to receive official letters and documents via paper mail. In order to use a secure digital mailbox, citizens must have an electronic ID and keep their digital contact information updated in the national contact register. The contact and reservation registry has been up and running since 2014.

[Altinn](#) portal

The Altinn portal, which has been redesigned to improve user experience, offers seamless services to ease the reporting burden imposed by government agencies. It is a solution to develop and maintain forms and work processes, together with a reporting solution to facilitate the information flow from business to government. Businesses file their reporting information to Altinn either through an Internet portal website, or by using their own internal information systems or software packages. Individuals can also file their personal income tax electronically through Altinn.

As Norway's Point of Single Contact (PSC), Altinn is tasked with the provision of all information needed by any European service provider interested in starting a business in Norway.

[Standardisation](#) portal

The Standardisation portal aims to inform its users about the standards that are mandatory or recommended for use in the Norwegian public sector. The standards treated on this website are mostly related to ICT; however, standards related to areas such as public contracts, semantics and service-oriented architecture can also be found. The main goal regarding its activities with standards within the public sector is to strive towards better coordination among public authorities and services, transparency and efficiency.

['GeoNorge'](#) portal

The 'GeoNorge' portal is the national portal for the 'Norway Digital' geospatial infrastructure. It is the largest open, standards-based eGovernment component in daily use in Norway. It constitutes the umbrella for a large number of geospatial eServices, making basic geographic information and a variety of thematic information readily available. The information provided by the portal enables geospatial information to be used by different communities, including public administration and environmental management bodies. The

infrastructure also includes a gateway for distributing the information to non-partners and the private sector.

Moreover, 'GeoNorge' makes available geographical data in digital format to citizens; the data is collected in a central system ([Norway WEB digital download](#)) which can be accessed by citizens via a user name and password authentication mechanism. By accessing the system, citizens can consult and download files on elevation data, administrative boundaries, transformation formulas, as well as related topics like cultural heritage, herding and many more. The system provides both county and national data.

['Regelhjelp.no'](#) portal

'Regelhjelp.no' is a service to enterprises in need of a guide to the vast body of regulations. The website makes it easier for users to find out about requirements related to health, safety and the environment that government authorities have established for their industry. It gathers requirements set by many different agencies and presents them in a user-friendly manner, facilitating enterprises to easily acquire information on the requirements that apply to them without needing in-depth knowledge of the structure of government administration.

Network

Current infrastructure

Norway has an adequate infrastructure for telecommunications networks, services and eGovernment which allows for system interoperability and data interchange between administrations. In certain areas, the Government has taken the initiative to support the creation of specific infrastructure as exemplified in the National Health Network which links five regional networks and provides a single information exchange platform in the health and social sectors.

eIdentification/eAuthentication

[eID](#)

The [Agency for Public Management and eGovernment](#) (Difi) has the overall responsibility for providing a means of secure identification in allowing citizens to use public services on the Internet. An electronic ID is used to authenticate Norwegian identity on the Internet in the same way a passport, driving licence or bankcard does. Difi provides eID ease of use as the same logon screen is shown regardless of public agency, thus citizens need to remember only one password.

Four eID solutions are available to citizens, depending on their requirements: MinID, Buypass, BankID and Commfides.

[MinID](#)

MinID allows citizens to access public services that require a medium-high level of security. Examples of such services include: applying for a loan from the Norwegian State Educational Loan Fund; applying to an upper secondary school; changing a tax return; changing a family doctor; changing an address in the National Population Register. It is used by 2.6 million Norwegians. MinID makes use of the [ID-Gateway](#), the common platform for eID in the Norwegian public sector.

[Buypass](#), [Commfides](#) and [BankID](#) eID solutions

Buypass, Commfides and BankID enable citizens to access public services that require a medium and high level of security, as well as services that require the highest level of security. This applies to health information and the signing of documents, among other services. BankID is also used by citizens to access their online bank accounts.

[ID-Gateway](#)

ID-Gateway (*ID-porten*) is a common infrastructure for the use of eIDs in the public sector. The first version (1.0) of ID-Gateway was introduced in November 2009 and is currently used with MinID (the common log-in system for accessing online public services). This eID platform facilitates the use of several types of eID and offers more advanced electronic public services. Furthermore, it gives the opportunity to various entities to provide more person-sensitive services, related to health information.

Responsibility lies within the [Agency for Public Management and eGovernment](#) (Difi).

eProcurement

['Anskaffelser.no'](#) portal

The Agency for Public Management and eGovernment (Difi) manages the portal for all actors involved in public procurement. It contains tools and information, and its expertise favours efficient procurement transactions with the public sector. The portal offers advanced, complete eProcurement and eCommerce services guiding all interested parties through eProcurement stages, from planning to competitive conduct, including follow-up and liquidation.

The portal has incorporated '[eHandel.no](#)', which specialises in eCommerce. The website offers extended services and information on eCommerce, the newly-established eCommerce platforms and electronic invoice. These services aim at offering easy access to comprehensive information about eCommerce and guidance on how eCommerce services can be an effective tool for better, easier and safer purchases. The purpose of '[eHandel.no](#)' is to give public sector entities and their suppliers' easy access to a user-friendly and affordable tool for operational eProcurement.

['Doffin'](#): public procurement database

'*Doffin*' aims to facilitate public authorities in complying with Norwegian public procurement regulations by allowing the creation and publication of tender notices. Since all notices are published on this platform, it is also a great resource for suppliers interested in business opportunities in the public sector. Tender publication is mandatory on *Doffin*, while eProcurement services are not. It is administered by the [Agency for Public Management and eGovernment](#) (Difi).

Knowledge Management

[National Data Directory](#)

Norway launched the National Data Directory, a collaborative solution that replaces the previous Electronic Public Records (OEP). The tool aims to promote transparency and democracy within the Public Sector by making data more easily accessible to citizens.

The directory provides an overview of data sets that have been registered and made available by public agencies, making it both easier to search for public sector data and re-use it, for example for analytical purposes.

[eInnsyn](#)

The common solution eInnsyn, based on the previous Electronic Public Records (OEP) solution, is a tool that allows central government agencies to publicise their public records online. The new solution enables more openness and accessibility regarding public information and strengthens the freedom of information. The solution was launched in January 2018.

[KOSTRA](#)

The Municipality-State-Reporting KOSTRA system allows municipalities and county municipalities to report electronically to the State data on the economy, schools, health, culture, the environment, social services, public housing, technical services and transport, and communication. KOSTRA focuses on two main purposes: provide better information about the municipalities at central and local government level; and strive for more efficient reporting.

[National Register](#)

Information on everyone living in Norway is gathered for tax, electoral and population analyses by local tax assessment offices. This information is registered in the National Register (*Folkeregisteret*), and is overseen by the Directorate of Taxes (*Skattedirektoratet*). Information from the National Register (e.g. names, addresses, citizenship, identification numbers, employment and civil status of individuals) is only accessible by authorised public sector offices. However, members of the public may apply for access to information from the National Registry for legal purposes. Applications for information from the National Registry are processed by local tax assessment offices and the Office of the National Registrar.

[National archival services of Norway](#)

The national archival services have provided common standards and specifications for digital archiving, which are now used by most public organisations in the country. It should be noted, however, that compatibility between large public databases remains relatively limited.

Other Infrastructure

['Norway Digital' programme](#)

'Norway digital' is a nation-wide programme for cooperation on establishment, maintenance and distribution of digital geographic data. The aim is to enhance the availability and use of quality geographic information among a broad range of users, primarily in the public sector. All institutions participating in the programme bring their own data into the infrastructure so as to make it available to the other partners.

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: National Police Directorate, Police Districts and Stations

Website: <https://www.politi.no/international/>

Description: Information and printable paper forms to be submitted enabling citizens to start the procedure to obtain a passport.

Money and charges

VAT refunds and excise duties

Responsibility: Tax Directorate, Local tax assessment offices

Website: <http://www.skatteetaten.no/>

Description: The [Tax Directorate](#) supplies online brochures outlining VAT payment and return claims. [Altinn](#), which represents the Ministry of Trade and Industry, also provides business information on taxation. Online services are fully interactive and can also be accessed through the '[Altinn](#)' portal.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Ministry of Labour, Norwegian Labour and Welfare Administration (NAV)

Website: <http://www.nav.no/>; <https://tjenester.nav.no/stillinger/forside>

Description: Fully functional job-search online service. Vacancies are automatically published in the European Employment Services ([EURES](#)) Job Mobility Portal.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Tax Directorate, Local tax assessment offices

Website: <http://www.skatteetaten.no>

Description: The Tax Administration or Tax Directorate supplies online brochures outlining tax payment and tax return procedures in Norway. Citizens' transactions are carried out through the local tax assessment office. Online services can also be accessed through the [Altinn](#) portal.

Unemployment benefits

Responsibility: Ministry of Labour, Norwegian Labour and Welfare Administration (NAV)

Website: <http://www.nav.no/>

Description: Specific information on unemployment benefits and entitlements can be found at the description of the [Norwegian Social Insurance Scheme 2014](#). Full online registration and interaction available.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Norwegian Public Roads Administration (NPRA)

Website: <http://www.vegvesen.no/>

Description: Different rules apply to persons with a driving licence issued in the European Economic Area (EEA) and to those with a driving licence issued outside this area. The NPRA has published a document entitled 'Permission to drive in Norway - how?' which outlines the new regulations concerning driving licences. Online information and forms to download are available, moreover, since September 2014, it is possible to apply for a drivers' licence online – when applying for the first time as well as when the entitlement's extension is needed.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Norwegian Public Roads Administration (NPRA)

Website: <http://www.vegvesen.no/>

Description: The Norwegian on-line service 'Autoreg' provides a range of online services related to new and used cars. NPRA offers an online service for registering a change of ownership/notification of sale.

Notification of sale and transfer of registration

Responsibility: Norwegian Public Roads Authority

Website: <https://www.vegvesen.no/en/vehicles/Buy+and+sell/notification-of-sale-and-transfer-of-registration>

Description: Notification of sale and transfer of registration for vehicles are online services that allow you to complete and submit the necessary information

to public authorities when you are buying or selling a vehicle. The Norwegian Public Roads Authority (Statens Vegvesen) has developed the services.

4. Residence (and other) formalities

Documents and formalities

Housing Allowance

Responsibility: Norwegian State Housing Bank

Website: <https://www.husbanken.no/english/what-is-housing-allowance>

Description: Housing allowance is an online service that makes it easier to apply for financial support to cover housing expenses for households with low incomes. The service has been developed by the Norwegian State Housing Bank (Husbanken)

Announcement of moving (change of address)

Responsibility: Norwegian Tax Administration, National Population Register

Website: <http://www.skatteetaten.no/en/Person/National-Registry/Moving/>,
http://www.norge.no/en/life_situation/moving-home

Description: Registering a change of address with the National Population Registry is mandatory. This is done by completing a form and sending it to the local tax office. Norway Post should also be notified. Relevant digital services can also be accessed via the 'Altinn' portal. Norwegian residents may submit a notification of a change of address within Norway digitally.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, National Register

Website: <http://www.noreg.no/>

Description: The intention to get married requires verification of entitlement in accordance with the [Marriage Act](#). This verification is carried out by the National Register for Population, located in the local tax assessment office in the municipality of residence of either the bride-to-be, or bridegroom-to-be. For non-residents, applications for verification are carried out by the Office of the National Registrar. Relevant forms and all other required documentation should be submitted to the authority responsible for the National Population Registry, either locally or centrally, as stated above.

Criminal Record Certificate

Responsibility: National Police Directorate

Website: <https://www.politi.no/tjenester/politiattest/>

Description: The National Police Directorate's website allows citizens to apply for their criminal record online, which is then received in their [digital mailbox](#).

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

Responsibility: National Police Directorate, Police Districts and Stations

Website: <https://www.politi.no/>

Description: Information and forms to download for manual submission are available online. Certain categories of theft/vandalism are possible to be declared online, namely stolen bikes, mobile telephones, goods stolen from a private person in a public place and vandalism of buildings or cars.

Digital mailbox

Responsibility: Agency for Public Management and eGovernment (Difi)

Website: <http://www.norge.no/en/choose-digital-mailbox>

Description: The digital mailbox is a secure digital archive, where citizens can easily find mail from public agencies whenever they need it. There are two mailbox providers: [e-Boks](#) and [Digipost](#). Both are approved by the Norwegian Government and comply with security standards.

Electronic ID

Responsibility: Agency for Public Management and eGovernment (Difi)

Website: <http://www.norge.no/en/electronic-id>

Description: In order to use digital services from Norwegian public agencies, one must have an electronic ID, eID. An electronic ID confirms people's identities when logging into digital services. There are four different electronic IDs to log into digital services from Norwegian public authorities: [MinID](#), [BankID](#), [Buypass](#) or [Commfides](#).

Housing (building and housing, environment)

Responsibility: Statistics Norway

Website: <http://www.ssb.no/kostra/>

Description: The Municipality-State-Reporting KOSTRA system allows municipalities and county municipalities to report electronically to the State data on the economy, schools, health, culture, the environment, social services, public housing, technical services and transport, and communication. KOSTRA focuses on two main purposes: provide better information about municipalities at central and local government level; and strive for more efficient reporting.

Passport

Responsibility: National Police Directorate, Police Districts and Stations

Website: <https://www.politi.no/>

Description: Information and printable paper forms to be submitted, enabling citizens to start the procedure to obtain a passport.

Waste

Responsibility: Agency for Public Management and eGovernment (Difi)

Website: <https://www.difi.no>

Description: The website above has information on different services related to waste, such as requesting waste permits, Order/change waste containers (available for some municipalities), et cetera.

Elections abroad**Participation in Norwegian elections**

Responsibility: Ministry of Local Government and Modernisation

Website: <https://www.regjeringen.no/no/portal/valg/slik-stemmer-du-ved-kommunestyre--og-fylkestingsvalget/stemme-i-utlandet/id456646/>

Description: The website provides information on the conditions for voting when the Norwegian citizens are abroad, as well as provides addresses to foreign points where votes can be casted.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Universities and Colleges Admission Service (NUCAS)

Website: <http://www.samordnaopptak.no/>

Description: Provides forms which can be submitted online, even though the process involves manual verification of qualifications.

Public libraries (availability of catalogues, search tools)

Responsibility: BIBSYS, Norwegian higher education and research sector

Website: <http://oria.no>

Description: Oria is a search engine that allows for search in the Norwegian academic libraries' resources, books, articles, journals, music, films and electronic resources. In order to request copies from articles or to request a loan, a person needs to be registered as a patron at a library that uses the BIBSYS Library System.

Student grants

Responsibility: Central Government, Ministry of Education and Research, State Educational Loans Fund

Website: <http://www.lanekassen.no/>

Description: The entire process from the initial application to the payment of student loans and grants is supported electronically and is based on the Enterprise Resource Planning (ERP) platform. Application, data control and payment are handled electronically. Electronic signatures through PKI, using the [Altinn](#) system, enables students to sign electronically.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Norway

Website: <http://www.euraxess.no/>

Description: EURAXESS Norway 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: BIBSYS, Norwegian higher education and research sector

Website: <http://oria.no>

Description: Oria is a search engine that allows for search in the Norwegian academic libraries' resources, books, articles, journals, music, films and electronic resources. In order to request copies from articles or to request a loan, the person needs to be registered as a patron at a library that uses the BIBSYS Library System.

Research funding support

Responsibility: Research council of Norway

Website: http://www.forskningsradet.no/en/Apply_for_funding/1138785830985

Description: The Research Council of Norway is responsible for the coordination of the cooperation agreement between Norway and EU on Norway's participation in the EU Seventh Framework Programme for Research and Technological Development (FP7). As a National Focal Point, The Research Council stimulates and provides information and guidance to Norwegian industry, researchers and government authorities on European research cooperation.

6. Health

Planned and unplanned healthcare

Summary Care Record (Kjernejournal)

Responsibility: Norwegian Directorate for eHealth

Website: <https://ehelse.no/english>

Description: Summary Care Record is an online service that contains a collection of persons' health records. Both the citizens and healthcare staff have access to the information in this service. If one gets ill, healthcare professionals have a quick and secure access to the information in the patient's healthcare record. The service has been developed in strict compliance with statutory requirements for security and data privacy by the Norwegian Directorate for eHealth

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

Responsibility: Central Government, Norwegian Ministry of Health and Care Services, Directorate of Health

Website: <http://www.helsedirektoratet.no/>

Description: A patient has the right to choose the hospital or his/her district psychiatric centre of choice for treatment. The Internet 'Free Hospital Choice' service provides relevant information and services. Administrators and patient advisors have access to online administration tools, which provide waiting times, quality indicators and other factors, updated on a daily basis. Patient advisors can also be contacted by phone. Eventual admission is done through patient advisors and their primary physicians.

eHealth portal

Responsibility: The Norwegian Directorate of eHealth

Website: www.helsenorge.no

Description: The portal, which has been operational since June 2015, allows Norwegian citizens to find their prescriptions, patient journals, change their GPs, choose where to get treatment and a range of services from the health sector.

Medical costs (reimbursement or direct settlement)

Responsibility: Norwegian Labour and Welfare Administration (NAV)

Website: <http://www.nav.no/>

Description: NAV serves a broad participatory role in the world of work and society, and contributes to the financial security of the individual. This depends on close interaction with the user, working life and local authorities, and a sharper focus on people with special needs in relation to the labour market and others in a challenging life situation.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, National Register

Website: <http://www.noreg.no/>

Description: Intention to get married requires verification of entitlement in accordance with the [Marriage Act](#). This verification is carried out by the National Register for Population, located in the local tax assessment office in the municipality of residence of either the bride-to-be, or bridegroom-to-be. For non-residents, applications for verification are carried out by the Office of the National Registrar. Relevant forms and all other required documentation should be submitted to the authority responsible for the National Population Registry, either locally or centrally, as stated above.

Child allowances

Responsibility: Ministry of Labour, Norwegian Labour and Welfare Administration (NAV), Norwegian Directorate for Children, Youth and Family Affairs (Bufdir)

Website: <http://www.nav.no/>; https://www.bufdir.no/en/English_start_page/

Description: 'Bufdir' is responsible for providing services for children, young people and families in need of assistance and support. For employment guidelines about maternity and paternity leave, the [Norwegian Labour Inspection Authority](#) can supply information. Online sophistication is limited to information and downloadable forms for manual submission. Specific information on family allowances can be found at the description of the [Norwegian Social Insurance Scheme 2014](#).

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Norwegian Consumer Council

Website: <http://www.forbrukerradet.no/>

Description: The website provides information on consumer rights and advises whether and how to launch a complaint.

Consumer protection (cross-border)

Responsibility: ECC-Net Norway

Website: <http://forbrukereuropa.no/en/>

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

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. **Product requirements**
5. **Finance and funding**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Ministry of Trade and Industry

Website: <http://www.regjeringen.no/>

Description: [The Brønnøysund Register Centre](#) is a government administrative agency responsible for a number of national regulatory and registration schemes for business and industry. Its main objective is to improve economic security and efficiency - both for business and industry, as well as society. It consists of national [computerised registers](#). It provides online [forms](#) to register business enterprises.

Intellectual property rights

Intellectual property

Responsibility: The Norwegian Industrial Property Office

Website: <https://www.patentstyret.no/en/>

Description: Information on the intellectual property related processes in Norway are freely available at the web portal of the Norwegian Industrial Property Office. Furthermore, it offers the online services of search in the IP database, alert services as well as online application process for a patent, design or trademark registration (via [Altinn](#)).

Annual accounts

Submission of data to statistical offices

Responsibility: Statistics Norway

Website: <http://www.ssb.no/>

Description: [Altinn](#), the reporting channel for businesses has been redesigned to improve user experience. It offers seamless services to ease the reporting burden imposed by government agencies. Businesses file their reporting information to Altinn either through an Internet portal, or by using their own internal information systems, or software packages.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Tax Directorate, Local tax assessment offices

Website: <http://www.skatteetaten.no/>

Description: The [Tax Directorate](#) supplies online brochures outlining VAT payment and return claims. [Altinn](#), which represents the Ministry of Trade and Industry, also provides business information on taxation. Online services are fully interactive and can also be accessed through the '[Altinn](#)' portal.

Excise duties

Corporate tax: declaration, notification

Responsibility: Tax Directorate, Local tax assessment offices

Website: <http://www.skatteetaten.no/>

Description: The [Tax Directorate](#) supplies online brochures outlining corporate tax payment and tax return procedures. [Bedin](#), which represents the Ministry of Trade and Industry, also provides business information on taxation. Online services are fully interactive and can also be accessed through the '[Altinn](#)' portal.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Directorate of Customs and Excise

Website: <http://www.toll.no/>

Description: An interactive online service, providing all needed information, along with online services on imports and exports (including eCommerce) for both citizens and businesses.

3. Selling abroad

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

Legislation online

Responsibility: Lovdata

Website: https://lovdata.no/info/information_in_english

Description: The website Lovdata.no provides access to a collection of online legal resources. English translations have been initiated by various Royal Ministries, Governmental Agencies and private institutions. Caution should be applied when using the resource, as the translations are unofficial and may not have been updated since the time of translation.

4. Product requirements

Chemicals (REACH)

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

Responsibility: Norwegian Environmental Agency

Website: <http://www.miljodirektoratet.no/reach/>

Description: The website offers ample information particularly for small and medium-scale enterprises.

5. Finance and funding

Access to funding, EU funding programmes, exchanges for young entrepreneurs

Innovation Norway

Responsibility: Central Government

Website: <http://www.innovasjon Norge.no/en/start-page/>

Description: Innovation Norway is the Norwegian Government's most important instrument for innovation and development of Norwegian enterprises and industry. Information on the Entrepreneur phone service, mentoring services, start-up grants and other services is available on the portal.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Government Administration, Reform and Church Affairs, eProcurement Secretariat

Website: <http://anskaffelser.no/>

Description: The eProcurement portal and marketplace for government eCommerce provides public sector entities and their suppliers with complete online easy access to a user-friendly and affordable tool for operational eProcurement.

7. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Climate and Environment

Website: <http://www.regjeringen.no/>

Description: Information and forms to download.

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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ISA² 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.

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