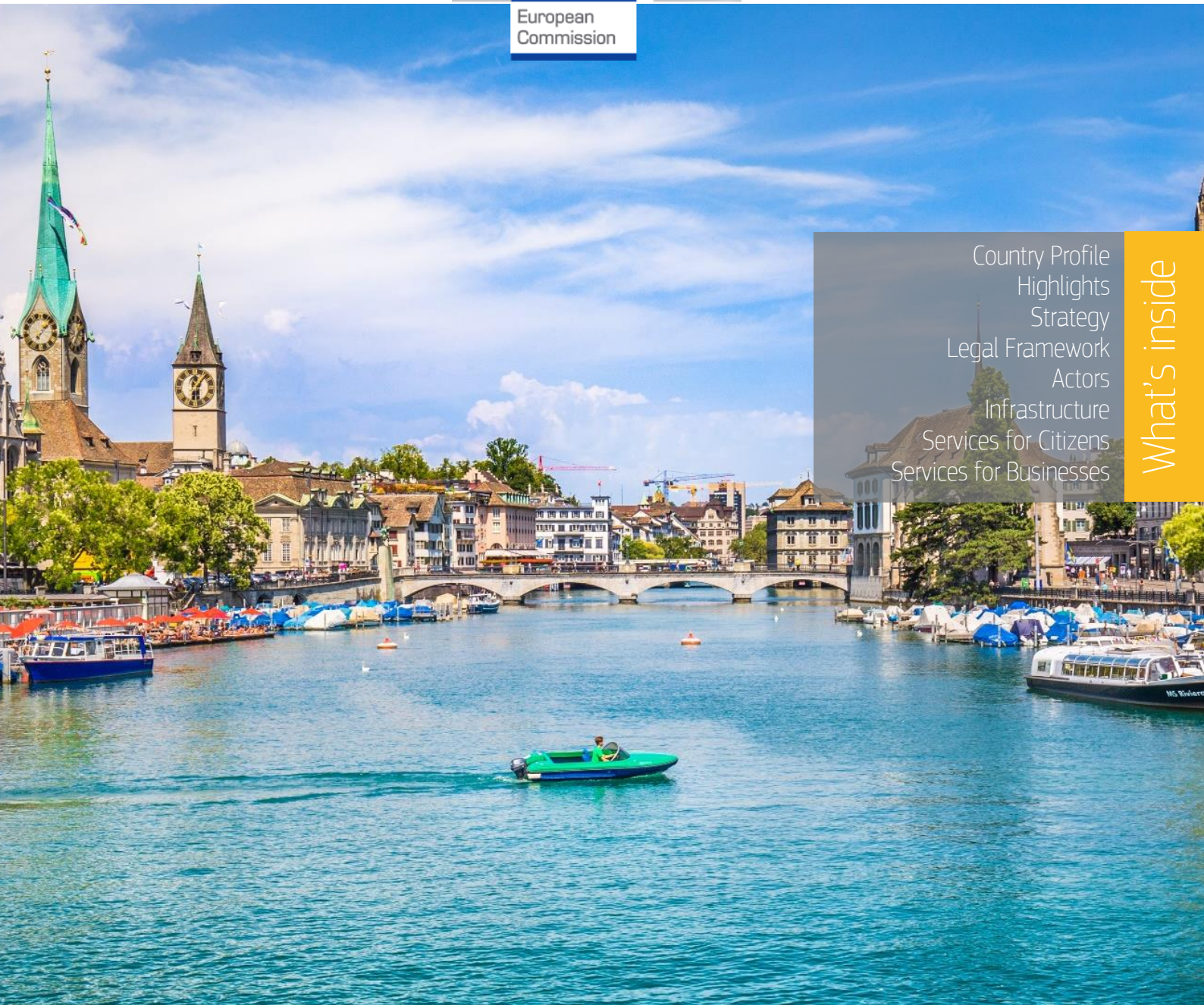




European
Commission



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

What's inside

eGovernment in



Switzerland

ISA²

Visit the e-Government factsheets online on Joinup.eu

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

Basic data and indicators

Basic Data

Population (1 000): 8,417,700 inhabitants (2017)

GDP at market prices: 601,016 million Euros (2017)

GDP per capita in PPS (Purchasing Power Standard EU 28=100): 161 (2016)

GDP growth rate: 1.0% (2017)

Inflation rate: 0.8% (2017) **

Unemployment rate: 3.3% (2017) **

General government gross debt (Percentage of GDP): 29.7% (2017) **

General government deficit/surplus (Percentage of GDP): 0% (2015) **

Area: 41,285 km² *

Capital city: Bern

Official languages: German, French, Italian

Currency: CHF

Source: [Eurostat](#) (last updated 7 February 2018), [Swissworld*](#), [Trading Economics**](#)

Political Structure

Switzerland is a landlocked country and a multi-ethnic, multilingual and multi-confessional nation. Since 1848 it has been a federal republic under a three-level structure: the Confederation, the cantons and the communes.

The Confederation is the name used for the state. Power is exercised via a three-tier system comprising the [Federal Council](#) (executive), the bicameral parliament called the [Federal Assembly](#) (legislative) and the [Federal Supreme Court](#) (judicial). The country consists of 26 states known as the cantons. These originate from the states originally united in 1848 to form the Confederation to which they relinquished each part of their sovereignty. The cantons are further subdivided into communes or municipalities.

The Federal Assembly (Swiss Parliament) consists of two houses: the Council of States which has 46 representatives (two from each canton and one from each half-canton) who are elected under a system determined by each canton, and the National Council, which consists of 200 members who are elected under a system of proportional representation depending on the population of each canton. Members of both houses serve for four years. Through referendums, citizens may challenge any law passed by Parliament and, through initiatives, introduce amendments to the federal constitution, thus exercising a form of direct democracy.

The Federal Council constitutes the federal government, exercises central administration and serves as collective Head of State. It is a collegial body of seven members, elected for a four-year mandate by the Federal Assembly, which also exercises oversight of the Council. The President of the Confederation is elected by the Assembly from among the seven members, traditionally in rotation, for a one-year term, in order to chair the government and assume representative functions. However, the President is a *primus inter pares* (the first among equals) with no additional powers, and remains the head of a department of the administration.

Head of State: [Federal Council](#)

Head of Government: President [Alain Berset](#) (as elected on 6 December 2017)

Information Society Indicators

Generic Indicators

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

Percentage of households with Internet access in Switzerland: 93% (2017)

Percentage of individuals using the internet at least once a week in Switzerland: 91% (2017)

Percentage of households with a broadband connection in Switzerland: 90% (2017)

Percentage of individuals having purchased/ordered online in the last three months in Switzerland: 72% (2017)

Percentage of individuals using the internet for interacting with public authorities in Switzerland: 75% (2017)

Percentage of individuals using the internet for obtaining information from public authorities in Switzerland: 67% (2017)

Percentage of individuals using the internet for downloading official forms from public authorities in Switzerland: 59% (2017)

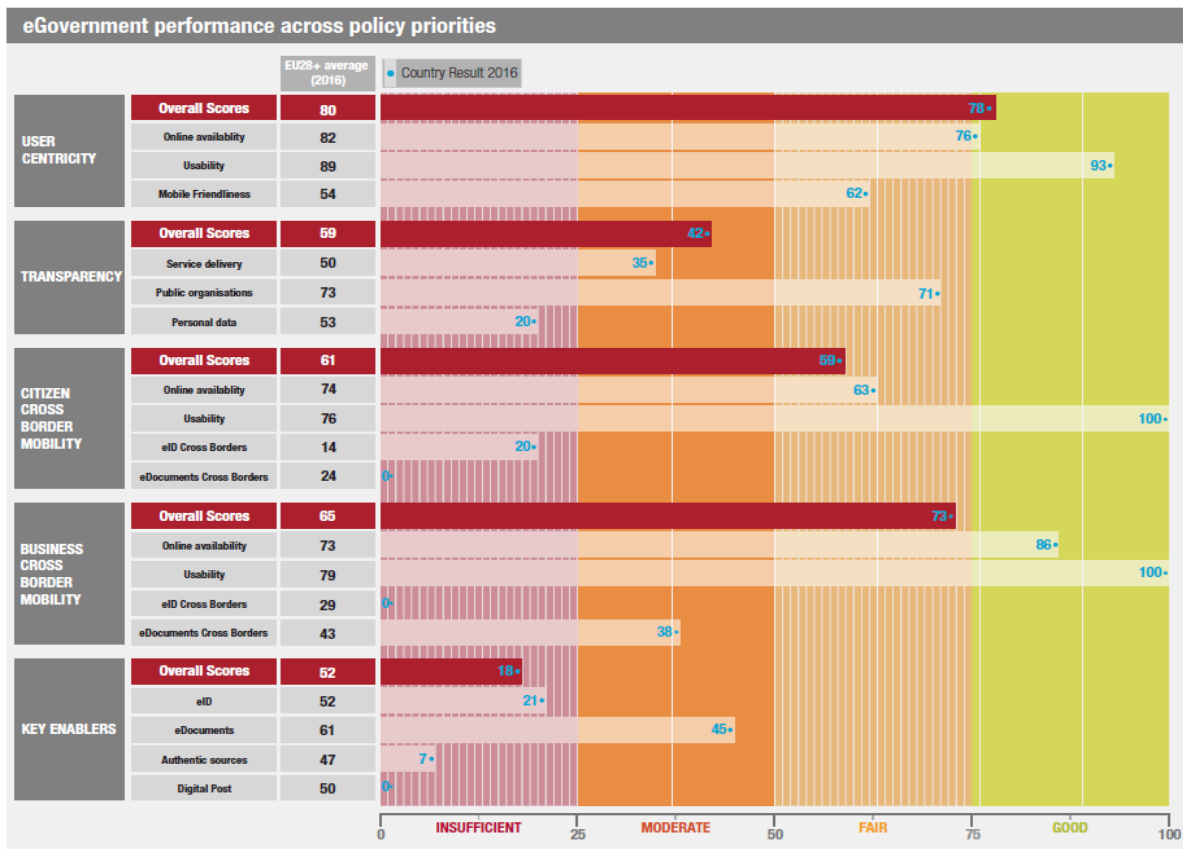
Percentage of individuals using the internet for sending filled forms to public authorities in Switzerland: 43% (2017)

eGovernment State of Play

The graph below is the result of the 2017 [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. 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 Switzerland compared to the EU average score.



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

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

For the latest developments, see: [Joinup news](#).

eGovernment Strategy

Switzerland has implemented several important changes in relation to its eGovernment strategy in 2017:

- ▶ The general [eGovernment Strategy for the period 2016 to 2019](#) has been adapted. The implementation plan (strategic plan) for the eGovernment Strategy Switzerland, sets out the operational objectives pursued to meet the strategic objectives. It has been adapted since 2017.
- ▶ The project for the establishment of a national address service and the coordination service for legal issues concerning eGovernment and various innovation projects were launched (online application for supplementary childcare, electronic processing and archiving of official documents using blockchain, and implementation of linked data technology for the [Termdat database](#)).

eGovernment Infrastructure

In accordance with the Framework Agreement, the Confederation and the cantons will lay the basic foundations for the organisation, financing and operation of interdepartmental services, basic infrastructures and other service offerings. This will be done through the strategic project [eOperations](#). It lays the foundation for a joint organisation supported by the Confederation, the cantons and the communes and acts as an organisational body and competent service provider at all federal levels for implementing IT cooperation in the administration.

eGovernment Services

- ▶ Since August 2017, [eMoving](#) has been available in the cantons of Aargau, Zug and Uri. With eMoving, inhabitants can simply send notification of their house moves electronically. In the meantime, all the communes in the canton of Zurich and the city of St. Gallen are now using the online moving platform. At least 10 other cantons are planning to introduce it in 2018.
- ▶ The Federal Council decided on the steps for the widespread introduction of electronic voting. It intends to submit a revision of the statutory basis to Parliament and, in this way, to establish [eVoting](#) as a third, ordinary voting channel in addition to postal and personal voting. Voters can vote electronically in the cantons of Bern, Lucerne, Fribourg, Basel Stadt, Neuchatel, Geneva, and since 2017, St. Gallen and Aargau.
- ▶ The new [Portal EasyGov](#) was launched. It allows companies to electronically process authorisation, application, and reporting procedures in a single location.
- ▶ The [eJusticeCH](#) Association fulfils the task of a coordination office for legal issues within the eGovernment environment.

- ▶ The consultation on the eID bill took place. The final eID Act will be drafted by summer 2018. Regarding [eID](#), the state will limit itself to defining the legal framework and providing identity data; private providers will provide the technology for and sell the eID.
- ▶ There was a change in the digital public service delivery for businesses in Switzerland. Namely, it is now possible for businesses to report their VAT electronically. Around 20% of companies have already started using this online service through the [FTA SuisseTax](#) portal.

Other highlights

▶ **Switzerland signs European declaration on eGovernment**

On Friday, 6 October 2017, Federal Councillor Ueli Maurer signed a declaration on eGovernment jointly drawn up by the EU and EFTA in the context of the [Ministerial eGovernment Conference](#) in Estonia. Federal Councillor Ueli Maurer's signing of the declaration underlines the importance for Switzerland of eGovernment at home but also outside Switzerland.

▶ **Launch of the National eGovernment Study**

In 2017 the Programme Office of eGovernment Switzerland and the State Secretariat for Economic Affairs SECO launched the first [National eGovernment Study](#). The study, for the first time, simultaneously surveys the Swiss general public, businesses, and public administration on eGovernment. The purpose of the study is to produce a basis for review and updating of the strategy.

▶ **Validator for digital documents**

In order to increase the acceptance of electronically signed documents among recipients, they need a way of checking the authenticity and integrity of the document received. This is where [signature validation](#) comes in. The signature validator has also been in operation in the pilot canton of Zug since the beginning of 2017. This enables the recipients of electronically submitted and digitally signed PDF documents from the canton of Zug to verify their authenticity and integrity.

▶ **DaziT transformation programme**

The [DaziT](#) transformation programme for the period 2018 to 2026 has been launched. The objective is for border formalities to be completed irrespective of time or place and bring the Swiss Customs into the digital age.

2001 – 2017

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

eGovernment Strategy

Main strategic objectives and principles



eGovernment Strategy Switzerland (2016 – 2019)

In 2007, the Federal Council adopted the first national eGovernment strategy. Up to the end of 2015, this strategy was the basis for eGovernment cooperation between the Confederation, the cantons and the communes. It was revised in 2015 and replaced by the [eGovernment Strategy Switzerland \(2016-2019\)](#). The new strategy entered into effect immediately and it is being continuously developed in dialogue with representatives from the economic, scientific, research and civil society.

The key focus of the Strategy is on the development of a basic infrastructure to accelerate the development of eGovernment in Switzerland. In addition to the strategy, the new implementation instruments and the strategic plan were launched. The authorities at three Swiss national authorities are pursuing various projects of national importance within the framework of the strategic plan.

Strategic Plan

As part of the eGovernment Strategy of Switzerland, the following strategic projects and strategic benefits have been introduced:

- ▶ **Developing a transaction portal for businesses** – one-stop shop to enable companies to make their dealings with the Swiss authorities completely electronic;
- ▶ **Electronic identity (eID)** – development of the conditions for the establishment of an electronic identity valid in Switzerland and abroad;
- ▶ **Identity Network Switzerland** – setting up Swiss federation of identities (particularly in coordination with eID Switzerland) through which users can access various online services with single registration procedures;
- ▶ **Validator for digital documents** - multiple use, in cantonal applications, of a signature validation instrument;
- ▶ **Establishment of eOperations** – coordination of the joint financing, development and operation of cross-cutting services, basic infrastructures and other electronic services of the Swiss government;
- ▶ **eMovingCH** – relocation announcement electronically (within Switzerland);
- ▶ **Electronic voting** – the implementation of eVoting;
- ▶ **eVAT** – development of the electronic transmission procedure counts of VAT.
- ▶ **Creation of national address services** – Access to electronic government services will be further developed and facilitated in an optimal manner for the stakeholder groups. This requires a shared understanding on the part of the Confederation, the cantons and the communes regarding how access to electronic government services and portals are to be designed.

Other **permanent items** on the agenda of the strategy are as follows:

- ▶ **Access to electronic government services for the general public:** The Swiss population and those interested abroad must be able to easily find information on the Internet and the authorities' benefits. To this end, the Federal Chancellery operates and develops the portal ch.ch.
- ▶ **Standardisation maintenance:** the eCH partnership (PPP) promotes the development and monitoring of relevant standards.
- ▶ **Technical coordination within public bodies:** the Swiss Conference on Informatics (CSI) encourages the participation of cantonal and municipal authorities in the strategic plan of the eGovernment Switzerland.
- ▶ **Coordination in legal issues concerning eGovernment:** The eJusticeCH Association fulfils the task of a coordination office for legal issues within the eGovernment environment. The dissemination of important legal findings and results among the public bodies is ensured by means of appropriate electronic publication resources, this also includes the findings of the intercantonal legal specialist group and the advisory service provided.

The following innovation projects have been launched under the eGovernment strategy:

- ▶ Data inventory modelling and introduction (Swiss Federal Archives);
- ▶ Online portal for the results of elections and votes (canton of Zug);
- ▶ Joint use of a portal infrastructure (cantons of Jura and Fribourg);
- ▶ Digital vehicle registration document (Bern University of Applied Sciences);
- ▶ Online application for supplementary childcare;
- ▶ Electronic processing and archiving of official documents based on blockchain;
- ▶ Implementing linked data technology for the Termdat database.

The eGovernment strategy Switzerland is a part of the strategy of the Federal Council for the [Information Society in Switzerland Strategy](#) and is based on the 'Recommendation of the Council on Digital Government Strategies' of the [OECD](#). The Steering Committee will have the opportunity to adapt the project's portfolio and strategic direction over the next four years as in regard to the changes in the context and the progress of these eGovernment oriented measures.

DaziT Transformation Programme (2018 – 2026)

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

Federal Administration's ICT strategy (2016 – 2019)

[The Federal Administration's ICT strategy](#) was originally developed in 2006 by the Federal Strategy Unit for IT (FSUIT) that has been renamed in 2011 to [Federal IT Steering Unit \(FITSU\)](#). The Unit is responsible for the implementation of the strategy. The key purpose of the strategy is to demonstrate how ICTs should be used to assist

the Federal Administration's functions. A binding action framework is defined comprising responsible authorities, strategic directions and objectives. The ultimate aim is that the ICT Strategy acts as the implementing instrument of the eGovernment strategy at federal level. The [Federal Office of Communications \(OFCOM\)](#) plays a crucial role in the development of the national ICT policies, namely the Federal Council's [Federal ICT Strategy 2016-2019](#) creates prosperity in Switzerland, guarantees sustainability and improves the country's attractiveness as a business location.

The previous programme has been running from 2007 and was discontinued in 2011. A new federal ICT Strategy was launched in 2012 to last until the end of 2015. The Federal ICT Strategy for 2016 to 2019, was adopted by the Federal Council on 4 December 2015.

Open Government Data Strategy for Switzerland (2014 – 2018)

On 16 April 2014, the Federal Council of Switzerland approved [the Open Data Strategy \(OGD\) Switzerland 2014 – 2018](#) as developed by the Federal IT Steering Unit.. The OGD Strategy has three aims:

- ▶ **Release of official data**
- ▶ **Coordinated publication and provision of official data**
- ▶ **Establishing an open-data culture**

Cloud-computing strategy of the Swiss authorities (2012 – 2020)

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

Swiss eGovernment Architecture project (eGovCH)

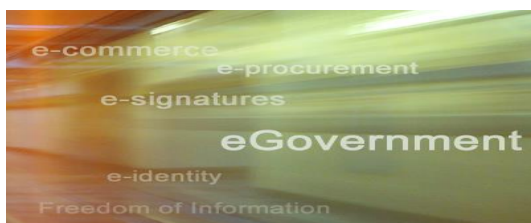
The implementation of '[eGovernment Strategy Switzerland](#)' is supplemented by the [Swiss eGovernment Architecture project](#) (eGovCH), which develops standards and architectures to promote electronic cooperation across administrations in the country at all levels. The project evolves along four **axes**,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

- ▶ **Standardisation instruments**, such as the Swiss eGovernment standards agency [eCH](#), which creates and promotes eGovernment standards throughout Switzerland.
- ▶ **Reference architectures**, which facilitate the work of planners and implementers of eGovernment solutions.
- ▶ **Standardisation for eGovernment** which evolves in two **directions**:
 - [eCH-0014 "SAGA.ch"](#) defining technological standards and basic architectures for applications in Switzerland;
 - [eCH-0018: XML Best Practices](#) which describes how XML schemes can be created for use in Swiss eGovernment.

- ▶ **Instruments for Strategic IT Planning**, such as the [eCH-0015: Inventory of Official Processes](#).

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no overall eGovernment legislation.

Freedom of Information Legislation

[Freedom of Information in the Administration Act \(2004\)](#)

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

Data Protection/Privacy Legislation

[Federal Act on Data Protection \(1992, last amended in 2014\)](#)

The Act, approved on 19 June 1992 and entered into force on 1 July 1993, aims to protect the privacy and the fundamental rights of persons when their data is processed. It applies to the processing of data pertaining to natural persons and legal entities by federal bodies and private persons.

However, the majority of Swiss cantons have introduced similar legislation to govern public sector data collection and processing in their respective localities. The Swiss law was granted adequacy approval by the EU in 2000.

The Federal Council's update of the Ordinance on Data Protection entered into force on 1 November 2016.

[Ordinance of the Federal Department of Finance on Electronic Data and Information \(2009, last amended in 2018\)](#)

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

eSignatures Legislation

[Federal Law on Certification Services in the Area of Electronic Signature \(2003, last amended in 2011\)](#)

The Law came into force on 1 January 2005. It defines the conditions under which providers of certification services can be recognised on a voluntary basis, and regulates their activities in the field of electronic certificates. It also lays down the requirements that must be fulfilled by an electronic signature to achieve the same status as its hand-written alternative. Additionally, it regulates the question of responsibility on the part of the certification service providers, approving bodies and the owners of signature keys. The validator for digital documents allows the increase of acceptance of electronically signed documents among recipients, in order to check the authenticity and integrity of the document received. The signature validator has been in operation in the pilot canton of Zug since beginning 2017.

eCommerce Legislation

Current status

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

Communications Legislation

[Federal Telecommunications Law \(1997, last amended in 2018\)](#)

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

[Ordinance on Telecommunications Services \(2007, last amended 2018\)](#)

The Ordinance, adopted on 9 March 2007 and last amended in January 2018, sets out the general provisions on telecommunications services.

eProcurement Legislation

[Ordinance on Public Procurement \(2007, last amended in 2017\)](#)

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

Re-use of Public Sector Information (PSI)

Current status

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

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

eGovernment Switzerland is a tripartite organisation. The Federal Council, the Conference of the Cantonal Governments of Switzerland, and the Union of Swiss Cities and Association of Swiss Communes delegate members to the management of the organisation.



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Federal IT Council (FITC)

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

Coordination

Programme Office of eGovernment Switzerland

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

Interdepartmental Information Society Committee (IISC)

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

Implementation

Steering committee

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

Confederation, the cantons and the communes. The Federal Council, the Conference of the Cantonal Governments of Switzerland, the Swiss Union of Cities and the Association of Swiss Communes appoint their representatives. The steering committee is chaired by the Head of the Federal Department of Finance (FDF).

Planning committee

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

Programme Office

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

Support

Federal IT Steering Unit (FITSU)

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



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Swiss IT Conference (SIK/CSI)

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

Swiss eGovernment Architecture Community (SEAC)

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

Federal Office of IT, Systems and Telecommunications (FOITT)

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

eCH

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

ICTswitzerland – ePower and Parlidiigi

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

Audit/Assurance

Swiss Federal Audit Office (SFAO)

SFAO is the supreme supervisory body of the Confederation. It supports the Federal Assembly and the Federal Council, is independent and bound only by the Federal Constitution and the law. It scrutinises the financial conduct of the Federal Administration and that of numerous semi-government bodies and international organisations.

Data Protection

The Federal Data Protection and Information Commissioner (FDPIC)

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

Regional & Local eGovernment

Policy/Strategy

eGovernment Switzerland organisation

eGovernment Switzerland is the organisation of the Confederation, the cantons and the communes for the expansion of electronic government services. It steers, plans and coordinates the joint eGovernment activities at the three government levels.

Coordination

Conference of the Cantonal Governments (CCG)

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

Implementation

Cantonal Directors' Conference

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

Support

Swiss IT Conference (SIK/CSI)

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

Audit/Assurance

Cantonal audit offices

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

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Swiss portal](#)

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

The portal contains the following [sites](#):

- ▶ **ch.ch**

The website is the main part of ch.ch. Here you can find information about political rights and what is required of you as a citizen in Switzerland.

- ▶ **ch.ch – publicjobs**

www.publicjobs.ch is the national job portal for the public administration. It is run by the Kantonale Drucksachen- und Materialzentrale Zürich (kdmz) on behalf of the Federal Chancellery and forms part of ch.ch.

- ▶ **ch.ch – Blog**

The blog enables discussion about ch.ch with the users. Needs, expectations and technology are constantly changing - ch.ch wants to keep up with its users.

- ▶ **ch.ch on Facebook, Twitter and YouTube**

ch.ch uses Facebook, Twitter and other social media to communicate with users who also use these services. All information and services provided on ch.ch can however be accessed independently through the

[Swiss federal authorities portal](#)

The portal 'admin.ch' serves as an entry point to all necessary information concerning Switzerland's federal authorities and their functions. It contains direct links to the seven government departments and their affiliated federal offices, to the Federal Chancellery, to the Parliament and to the federal courts.

[SME portal](#)

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

[Debt enforcement portal](#)

The debt enforcement portal enables creditors (with residence in Switzerland) who wish to initiate debt enforcement proceedings to fill out a debt collection request online and

to find the competent cantonal or communal debt collection office. The portal guides users on the procedural steps to be followed in filing their debt collection request.

[Simap.ch](https://simap.ch)

Simap.ch is a platform to facilitate public eProcurement which is shared by the federal government, cantons and communes. It offers a simple procedure for public contract-awarding authorities to post their tenders and, if need be, any relevant tender documents. Bidders and companies interested are given an overview of all existing contracts across Switzerland and can download both the tenders and tender documents. They can ask any questions they may have directly on the question/answer forum on the portal.

opendata.swiss

In February 2016, Swiss authorities launched a new open data portal. The new open data portal is part of the Open Government Data Strategy for Switzerland 2014 - 2018. The portal provides access to data made available by public authorities in machine-readable open format, which can also be freely downloaded and reused.

[EasyGov.swiss](https://easygov.swiss)

EasyGov is a secure and reliable platform which allows companies to electronically process authorisation, application and reporting procedures in a single location. This portal relieves and saves costs – both for companies and the authorities. Version 1.0 of the EasyGov.swiss platform was launched on 6 November 2017. The number of services provided will be extended in the coming years, so that the most sought-after authority services will have been made available by the end of 2019. It currently provides the following authority services:

- ▶ Company foundation;
- ▶ Registration with the OASI, the VAT, and accident insurance;
- ▶ Registration and changes with the Commercial Register;

[VAT transactions](#)

Online deadline extension, request for settlement of accounts according to received fees, statement of subordination, balance tax rate method.

[Online desk for Swiss nationals residing abroad](#)

With the online desk Swiss nationals residing abroad have the possibility to access consular services, such as registering in the Swiss Abroad Register, notifications of changes of civil status, changes of address etc.

Network

[Federal Office of Information Technology, Systems and Telecommunication \(FOITT\)](#)

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

eIdentification/eAuthentication

[ID cards](#)

Until further notice, the Swiss ID card will continue to be issued in the form of a plastic photo-card, that is, without a chip or electronically stored data.

[SuisseID](#)

SuisseID enables people to identify themselves uniquely online and to add a valid electronic signature to contracts. It is therefore a digital passport and signature in one.

The SuisseID comprises the following three elements:

Electronic proof of identity

Facilitates participation to all electronic services requiring a secure identification of users/customers.

Qualified electronic signature

Facilitates the electronic signing of documents. Digital signatures cannot be counterfeited and, by law, they are equivalent to traditional signatures.

Transparency regarding business-relevant personal attributes

Persons listed in professional (or other) registers and directories are able to substantiate unequivocally the correctness of these personal attributes to third parties.

A new generation of digital identity – [SwissID](#) – has been available since spring 2017. The new SwissID is not replacing the SuisseID launched in 2010, which will remain available as a product. Nothing will change for SuisseID users – they can continue using it as before. Both services complement each other's functionality; however, in the medium term, SuisseID will be incorporated into SwissID.

[Public Key Infrastructure \(PKI\)](#)

On 1 January 2005, the legal regulations on the electronic signature (ZertES, VzertED and the corresponding amendments) entered into force. This means that the ZertES-compliant electronic signature is legally equivalent to a handwritten signature and anchors in law the accountability of the owner of the signing key with regard to its careful handling. Recognition of the respective certification service provider is confirmation that the certification service meets the requirements of the law. The [Federal Office of IT, Systems and Telecommunications \(FOITT\)](#) provides its 'admin PKI' solution, a security service basis for the Confederation and cantons. FOITT is now recognised by all cantons and by the Swiss Information Technology Conference (SITC) as the leading provider of digital certificates.

[Personal Civil Status Register](#)

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

eProcurement

[National eProcurement platform 'simap.ch'](#)

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

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 list of all services for citizens available in Switzerland on the cantonal and federal level can be found on the following link <https://online-services.admin.ch/fr/>.

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: 'Passeport Suisse', Federal Office of Police, individual cantons and communes

Website: <http://www.schweizerpass.admin.ch>

Description: Switzerland issues biometric passports ('Pass 10') which feature an electronic chip containing the holder's facial image and two digital fingerprints, in addition to personal data. Responsibility for the entire delivery process lies with the competent commune units in the cantons of residence in Switzerland and the diplomatic and consular representations abroad. Information on documents needed and forms to download are available online for each canton and corresponding commune of residence.

Permanent residence permit

Responsibility: Several cantons of Switzerland

Website: <https://www.ch.ch/en/renewal-overview-swiss-residence-permit>
(information)

Description: Residence permit for EU / EFTA nationals (EC/EFTA) eService.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Federal Department of Economic Affairs, Federal Personal Office

Website: <https://www.job-room.ch/#/home>;
<https://www.stelle.admin.ch/stelle/de/home.html>

Description: Online databases with job offerings and search facilities are available for both the private and public sectors, with multilingual support and connection to the European Mobility Portal (EURES).

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Federal Tax Administration, Federal Department of Finance; Cantonal Government

Website: <https://www.efd.admin.ch/efd/en/home.html>;

Description: The tax declaration is aided by a downloadable software application which facilitates completion and can be submitted by individuals. Federal and local taxes exist.

Tax return

Responsibility: Several cantons

Website: <https://www.ch.ch/en/tax-return/>

Description: Tax return for legal persons and individuals online. This approach allows taxpayers to structure their own data store and retrieve annually again. The high data quality allows tax authorities an efficient editing by means of automated assessment support.

Unemployment benefits

Responsibility: Federal State Secretariat for Economic Affairs SECO and cantonal authorities (partly private assurances)

Website: <http://www.treffpunkt-arbeit.ch/>

Description: Information about unemployment benefits; forms to download and submit manually.

Unemployment insurance (enrolment)

Responsibility: Federal State Secretariat for Economic Affairs SECO and cantonal authorities (partly private assurances)

Website: https://www.seco.admin.ch/seco/en/home/seco/Staatssekretariat_fuer_Wirtschaft_SECO/direktion-fuer-arbeit/Arbeitsmarkt_Arbeitslosenversicherung.html;
<https://www.ahv-iv.ch/en/Social-insurances/Unemployment-insurance-ALV>

Description: Only enrolment service to the unemployment insurance.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Federal Department of the Environment, Transport, Energy and Communications, Road Traffic Offices of cantons (Association of the Road Traffic Cantons www.asa.ch)

Website: <http://fuehrerausweise.ch/>

Description: Forms to download and submit manually to the Road Traffic Offices of the cantons to obtain a licence.

Parking permits

Responsibility: Several cantons

Website: https://www.stadt-zuerich.ch/pd/de/index/dav/parkkarten_bewilligungen.html (Zurich); http://www.polizei.bs.ch/verkehr/strassenverkehr/parkieren/anwohner_parkkarte.html (Basel); etc.

Description: Residents and tradespeople can apply for and pay for parking tickets electronically. This gives customers greater flexibility and cost reduction, the administration benefits from optimised seamless processes from different locations and can reduce process costs overall.

Vehicle and driving licence service

Responsibility: Several cantons

Website: <http://www.vd.ch/themes/mobilite/automobile/expertises-controles-techniques/prendre-rendez-vous/> (Vaud canton); etc.

Description: Individuals and businesses to use in the field of vehicle and driver licensing services of Road Traffic Offices. Appointments for inspections, orders badges, information and other services to be largely carried out electronically. This project reduces the effort for customers and gain flexibility. The Road Traffic Offices benefit from optimised processes and lower processing costs.

Vehicle plates

Responsibility: Several cantons

Website: <http://verkehrszulassung.ch/zulassung/> (information)

Description: Replacement of licence plates is lost or stolen is available as an online service in several Swiss cantons.

Registration

Car registration (new, used, imported cars)

Responsibility: Association of Road Traffic Offices of cantons

Website: <http://verkehrszulassung.ch/>

Description: Information and forms to download and submit to the Road Traffic Offices of the cantons.

4. Residence (and other) formalities

Documents and formalities

Acquisition of land

Responsibility: Several cantons

Website: <https://www.ch.ch/en/real-estate-foreign-national/>

Description: Authorisation for the acquisition of real estate by persons abroad available as an online service.

Announcement of moving (change of address)

Responsibility: Residents' Registration Office at commune

Website: <http://www.ch.ch/private/>

Description: Information and some facilities (according to the commune) to obtain the paper form to officially announce a change of address in a non-electronic way. Notification must be made to both departure and arrival registration offices.

eMoving Platform

Responsibility: Swiss Conference on Informatics

Website: <https://www.egovernment.ch/en/umsetzung/schwerpunktplan/e-umzug-schweiz/>

Description: The objective of the project is to enable the electronic reporting and processing of changes of addresses.

Announcement of moving (signing out of the residential community)

Responsibility: Residents' Registration Office at commune

Website: <https://www.ch.ch/en/notification-departure-registration/>

Description: Residents of Switzerland have the option to announce the authorities moving via the Internet (change of address within the municipality, arrival, departure) and a visit to the expatriation and immigration centre is no longer necessary.

Certificates (birth, marriage): request and delivery

Responsibility: Municipal Registry Offices

Website: <https://www.ch.ch/en/ordering-civil-status-certificates/> (information)
<https://www.ch.ch/en/marriage/> (information on marriage certificates)
<https://www.ch.ch/en/register-birth/> (information on birth registration)

Description: Issue of marriage certificate is available as an online service in one canton in Switzerland.

Criminal record

Responsibility: Federal Office of Justice

Website: https://www.e-service.admin.ch/crex/cms/content/strafregister/strafregister_en/

Description: It's possible to order a criminal records excerpt on the website of Federal Office of Justice. There are two options for ordering: with handwritten signature, on paper by post or electronically with SuisseID.

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

Responsibility: Suisse ePolice (Cooperation of 13 Cantonal Police Offices)

Website: <https://suisse-epolice.ch/epolice/>

Description: Online portal for electronic declaration of minor offences like theft or vandalism.

Delivery of death certificate

Responsibility: Municipal Registry Offices

Website: <https://www.ch.ch/en/checklist-death-until-funeral-part-1/>
(information)

Description: Several cantons of Switzerland offer an online service of request for a delivery of a death certificate.

Dog ownership

Responsibility: Municipal Residents' Registration Office

Website: <https://www.ch.ch/en/dog-tax/> (information)

Description: Enrolment of dog ownership.

Electronic signature

Responsibility: Federal Office of Justice (legal framework) and service providers (certification service)

Website: Legal framework: <https://www.admin.ch/opc/de/classified-compilation/20011277/index.html>
Certification Service Providers:
Swisscom: <http://www.swissdigicert.ch/sdcs/portal/page?lang=en>
Quo Vadis: https://www.quovadisglobal.ch/?sc_lang=en-GB
Swissign: <https://www.swissign.com/en/>
Federal Office of Information Technology, Systems and Telecommunication FOITT: <https://www.bit.admin.ch/adminpki/>

Description: The electronic signature law is called ZertES. The legislation regulates the conditions in which trust service providers may use certification services with electronic signatures. Additionally, ZertES provides a framework that specifies the provider's rights and obligations when providing certification services. There are 4 certification service providers.

Housing (building and housing, environment)

Responsibility: Federal Department of the Environment, Transport, Energy and Communications

Website: <https://www.uvek.admin.ch>

Description: Information and forms to download and submit to local offices of the cantons.

Housing (minor building permit)

Responsibility: Several cantons

Website: <https://www.ch.ch/en/building-permit/>

Description: The applicant can submit the planning application and the necessary documentation to the competent authority electronically. He receives after expiry of the procedure and the authorisation by electronic

means.

Land registry (eGris)

Responsibility: Several cantons

Website: <https://www.bj.admin.ch/bj/fr/home/wirtschaft/grundbuch/egris.html>;
<https://www.egris.admin.ch/egris/fr/home.html>

Description: An electronic information system to the land registry that allows the interaction online in order to request the most essential information. Furthermore, the land registry data by public authorities and industry can also be obtained electronically. Furthermore, the electronic settlement of commerce with the land registry is also possible.

Personal civil status register

Responsibility: Federal Department of Justice and Police

Website: <http://www.bj.admin.ch/content/bj/fr/home/themen/gesellschaft/zivilstand.html>;
<https://www.ch.ch/en/ordering-civil-status-certificates/>

Description: Citizens have to register within their communes in person. To order civil status documents, citizens have to consider their place of birth (in and outside Switzerland) in case the document can only be delivered there.

eVoting

Responsibility: The Swiss Portal

Website: <https://www.egovernment.ch/en/umsetzung/schwerpunktplan/vote-electronique>

Description: Cantons are at different stages of readiness for introducing the electronic system of voting. The aim is for all citizens of Switzerland to be able to participate in elections and referendums from the comfort of their homes.

5. Education and youth

School, university, researchers

Enrolment in higher education/university

Responsibility: State Secretariat for Education and Research, Federal Rectors Conference of the Swiss Universities

Website: <https://www.sbf.admin.ch/>; <http://www.swissuniversities.ch>

Description: Description of application procedures to start the non-electronic submission process for enrolment.

Public libraries (availability of catalogues, search tools)

Responsibility: Federal Department of Home Affairs, Swiss National Library

Website: <https://www.ch.ch>; <http://www.nb.admin.ch/>

Description: Switzerland has many public libraries, ranging from city, communal and cantonal libraries to university and specialised libraries and to the Swiss National Library. Numerous online catalogues can be accessed for book searches. Library associations provide the opportunity to carry out city and university-wide searches. The [BibliOpass](#) network includes the [National Library](#) and the [Swiss Libraries Virtual Information System](#)

which provide similar facilities. Books and other media can for the most part be ordered or reserved online and then checked out at the loan desk.

Student grants

Responsibility: State Secretariat for Education and Research, Federal Department of Home Affairs

Website: <https://www.sbf.admin.ch>;
<https://www.ch.ch/en/grants-and-student-loans/>

Description: Information about procedures on applying for grants (second address); forms to download and submit manually, at cantonal and Federal levels.

6. Health

Planned and unplanned healthcare

Medical costs (reimbursement or direct settlement)

Responsibility: Federal Department of Home Affairs, cantons and communes

Website: <https://www.edi.admin.ch/>; <https://www.ch.ch>

Description: Information about medical costs reimbursement through social security; forms to download and submit manually.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Registry Office of the commune

Website: <https://www.ch.ch/en/marriage/> (information on marriage certificates)
<https://www.ch.ch/en/register-birth> (information on birth registration)

Description: Information is available online at the national portal which leads to pages of the communes where instructions and downloadable forms are available to obtain a birth or marriage certificate in a non-electronic manner.

Family allowances

Responsibility: Several cantons

Website: <https://www.ch.ch/en/family-allowances> (information on family allowances)

Description: Family allowance online available in some cantons of Switzerland.

Kindergarten sign-up / Day care sign-up

Responsibility: Several cantons

Website: <https://www.ch.ch/de/ausserfamiliare-kinderbetreuung>

Description: Kindergarten sign-up online service is available in numerous cantons of Switzerland.

8. Consumers

Shopping (your rights), unfair treatment

VAT registers

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/search?nature=service&page=1&size=100>

Description: Registration as a taxable person available as an online service at several cantons of Switzerland.

Financial products and services

Electronic invoicing and payment processing

Responsibility: Federal Finance Administration

Website: <http://www.e-rechnung.admin.ch/e/index.php> ;
<https://www.e-bill.ch/en/E-bill-Receive-check-and-pay-bills-in-your-e-banking-system-108.html>

Description: For the electronic processing of fee-based public services, an electronic billing and payment processing method is necessary. The Swiss authorities have standardised modular services for electronic invoicing and payment processing - these can be integrated at a low cost in various online processes. It increases efficiency in both the development and the operation of fee-based public services.

eGovernment Services for Business

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 list of all services for business available in Switzerland on the cantonal and federal level can be found on the following link <https://online-services.admin.ch/fr/>.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Staff**
4. **Public contracts**
5. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Swiss Confederation

Website: <https://www.easygov.swiss>

Description: EasyGov is the online portal for businesses: The EasyGov one-stop portal facilitates and centralises administrative procedures for Swiss businesses. As a replacement of the StartBiz platform, this one-stop portal centralises, facilitates, accelerates, and optimises compulsory administrative procedures for companies. Existing businesses can also carry out numerous administrative procedures.

Annual accounts

Submission of data to statistical offices

Responsibility: Swiss Federal Statistical Office

Website: <https://www.bfs.admin.ch/bfs/de/home.html>

Description: Enterprises are able to submit statistical data online.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Federal Tax Administration, Federal Department of Finance

Website: <https://www.estv.admin.ch>
<https://www.estv.admin.ch/estv/de/home/mehrwertsteuer/dienstleistu>

[ngen/mwst-abrechnung-online.html](https://www.suisse.ch/portal/efd/mwst-abrechnung-online.html)

Description: The tax declaration is aided by a downloadable software application which facilitates completion of forms that can be submitted by businesses online. Since the introduction of the electronic VAT declaration in the FTA SuisseTax portal, around 20% of companies subject to VAT in Switzerland have already started to use this online service. The "Specification of VAT declaration data" was completed in the third quarter of 2017. The result is published in eCH-0217 standard form at www.ech.ch. The second measure, "XML upload", is currently being implemented. This extension is expected to further increase the use of the SuisseTax portal.

Excise duties

Corporate tax: declaration, notification

Responsibility: Federal Tax Administration, Federal Department. of Finance; Cantonal Government

Website: <https://www.efd.admin.ch>; <http://www.getax.ch/>

Description: The tax declaration is aided by a downloadable software application which facilitates completion and can be submitted online by businesses. Federal and local taxes exist. At cantonal level, the Geneva site is given above as an example.

Reporting imports/exports

Customs declarations (eCustoms)

Responsibility: Swiss Federal Customs Administration

Website: <http://www.ezv.admin.ch>

Description: The service provider offers the possibility of an electronic intake with an official electronic form to declare customs, under the Swiss Customs' Model 90 System (M90). The Federal Customs Administration has diverse form-based and IT-based solutions for the import, transit, and export of goods.

3. Staff

Terms of employment, social security, equal treatment, redundancies

Accidents insurance

Responsibility: Several cantons

Website: Several services <https://www.ch.ch/en/accident-insurance-who-covered/>

Description: Accident insurance for employees. All businesses are significantly relieved of effort with the possibility of electronic transmission of their payroll data to the competent authorities.

Social contributions for employees

Responsibility: Federal Social Insurance Office

Website: <https://www.bsv.admin.ch/bsv/de/home.html>

Description: The service provides forms which can be downloaded, completed and submitted on paper but not online.

Work permits

- Responsibility: Several cantons
- Website: https://www.sem.admin.ch/sem/en/home/themen/fza_schweiz-eu-efta/eu-efta_buerger_schweiz.html;
https://www.sem.admin.ch/sem/en/home/themen/arbeits/nicht-eu_efta-angehoerige.html;
https://www.sem.admin.ch/sem/en/home/themen/fza_schweiz-eu-efta/meldeverfahren.html
- Description: Companies can request/apply for approval to work in the field (in particular to working time, reduced working time, profession and foreigners) electronically. Status of request, and the decisions itself are provided by the authorities to enterprises electronically.

4. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement

- Responsibility: Federal Department of Finance, Federal Procurement Commission
- Website: <http://www.bbl.admin.ch/>; <https://www.simap.ch/>
- Description: Case handling, decision and delivery of a standard procedure to tender can be treated via the web. No other formal procedure is necessary for the applicant through "paperwork". A Competence Centre is also available for assistance. Furthermore, simap.ch is a platform to facilitate public eProcurement which is shared by the federal government, cantons and communes. It offers a simple procedure for public contract-awarding authorities to post their tenders and, if need be, any relevant tender documents

5. Environment

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

Environment-related permits (incl. reporting)

- Responsibility: Federal Department of the Environment, Transport, Energy and Communications
- Website: <https://www.uvek.admin.ch>
- Description: The site offers the possibility to download the paper form to obtain an environment-related permit in a non-electronic way. Applications are handled locally at canton and municipality levels.

European Commission

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

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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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