



European
Commission

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WHAT'S INSIDE

eGovernment in Finland

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Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



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): 5 471 753 inhabitants (2015)

GDP at market prices: 205, 178 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 110 (2014)

GDP growth rate: - 0.7% (2014)

Inflation rate: - 0.2% (2015)

Unemployment rate: 9.4% (2015)

General government gross debt (Percentage of GDP): 59.3% (2014)

General government deficit/surplus (Percentage of GDP): - 3.3% (2014)

Area: 338,433 km²

Capital city: Helsinki

Official EU language: Finnish

Currency: EUR

Source: [Eurostat](#) (last update: 09 February 2016)

Political Structure

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

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

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

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

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

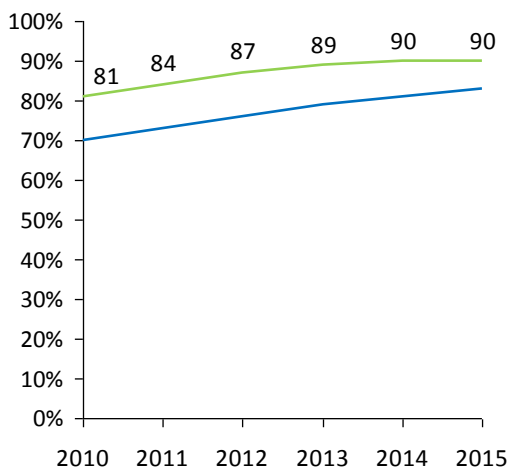
Head of Government: Prime Minister Mr Juha Sipilä (since 29 May 2015)

Information Society Indicators

Generic Indicators

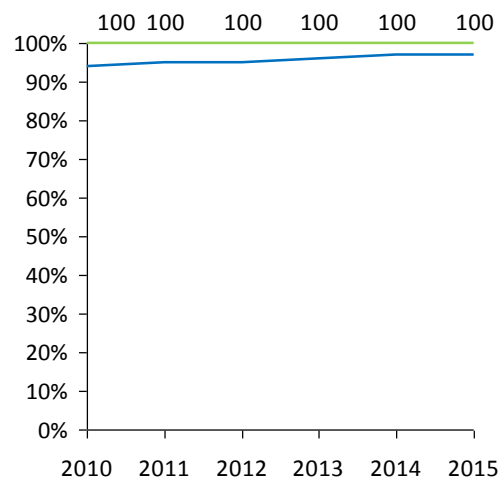
The following graphs present data for the latest Generic Information Society Indicators for Finland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Finland



Source: [Eurostat Information Society Indicators](#)

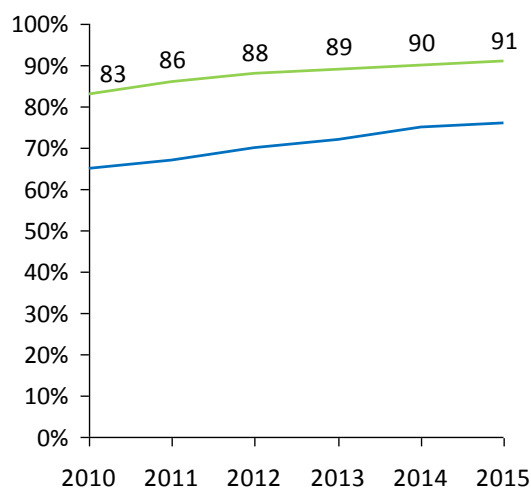
Percentage of enterprises with Internet access in Finland



Source: [Eurostat Information Society Indicators](#)

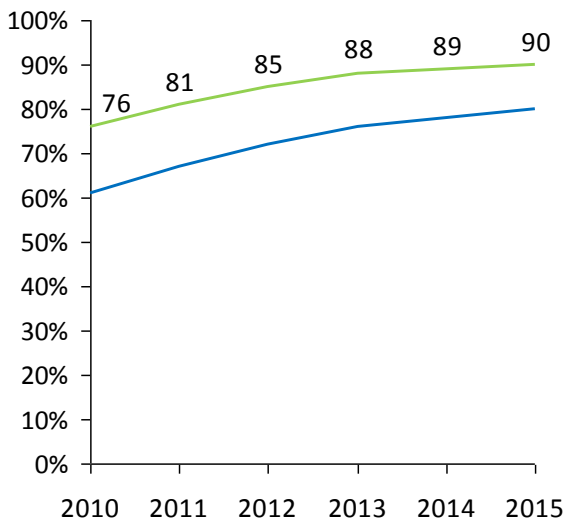
— Finland
— EU

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



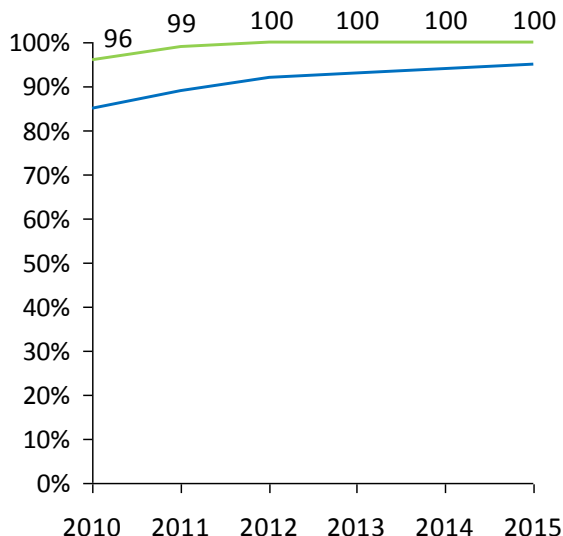
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Finland



Source: [Eurostat Information Society Indicators](#)

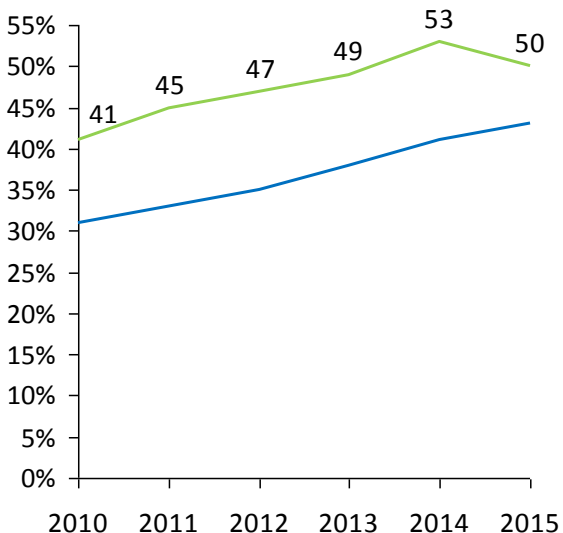
Percentage of enterprises with a broadband connection in Finland



Source: [Eurostat Information Society Indicators](#)

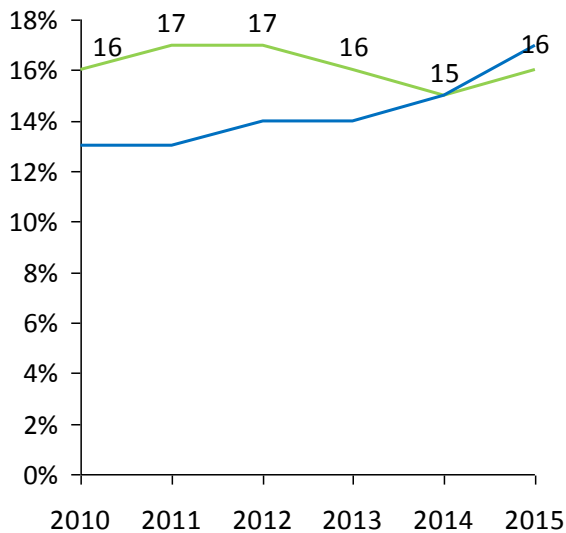
— Finland
— EU

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



Source: [Eurostat Information Society Indicators](#)

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

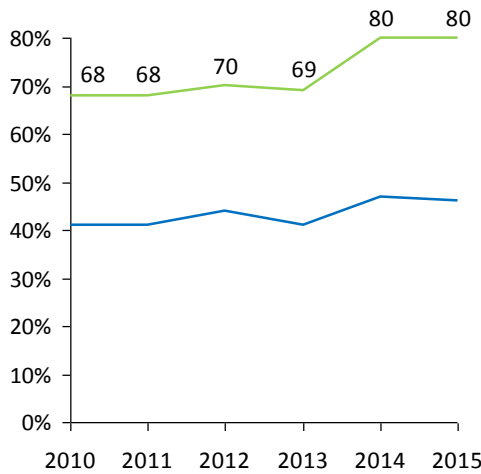


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

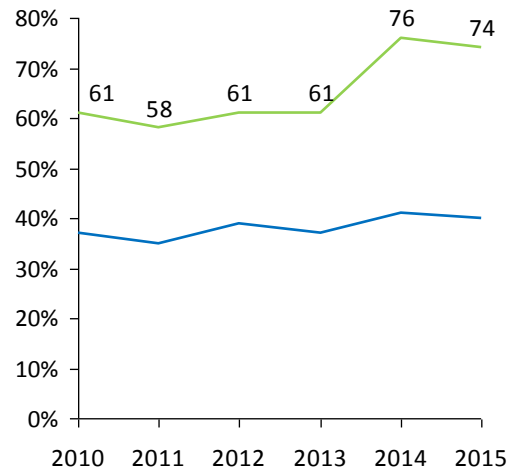
The following graphs present data for the latest eGovernment Indicators for Finland compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



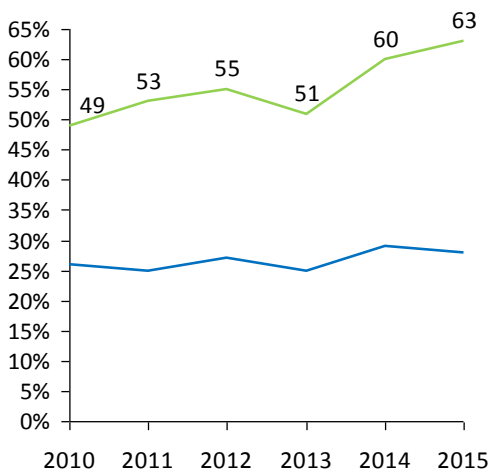
Source: [Eurostat Information Society Indicators](#)

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



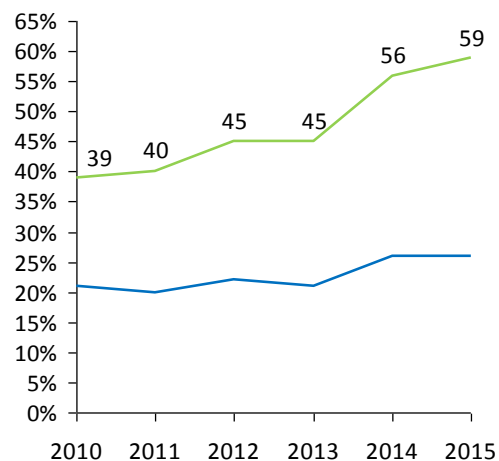
Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

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



Source: [Eurostat Information Society Indicators](#)

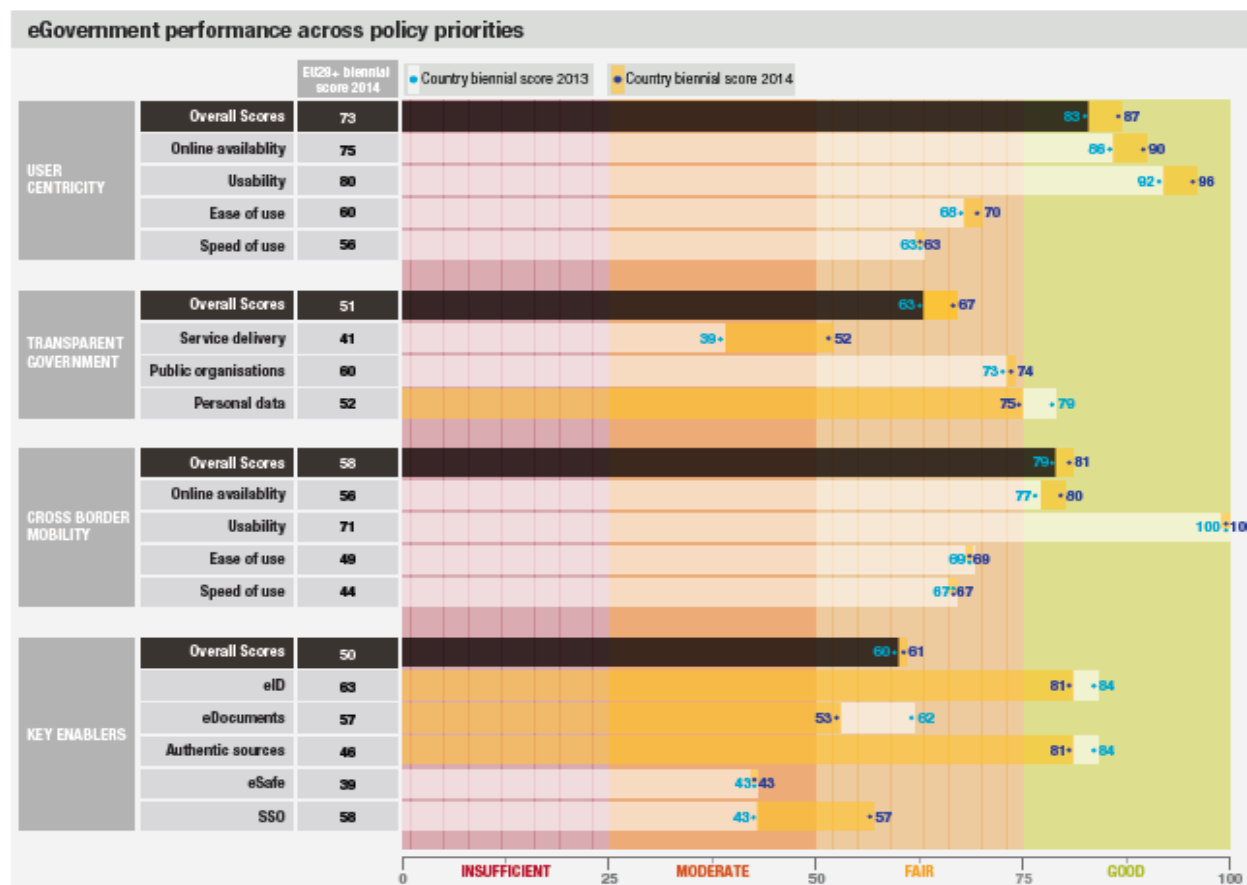
— Finland
— EU

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark¹](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments is transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens 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), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Finland compared to the EU average score.



Source: [eGovernment Benchmark Report 2015² Country Factsheet Finland](#)

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country’s benchmark report was published in June 2015, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

Recent News

November 2015

On 18 November 2015, the Ministry of Finance together with Population Register Center launched the Data Exchange Layer. The Data Exchange Layer, based on Estonian X-Road concept and software, provides a standardised way to exchange information and data between public sector organisations and national datasets. In future it also enables the use of other services developed in the National Architecture for Digital Services –programme.

June 2015

In June 2015, Nordic countries have decided to cooperate on their open government strategy and implementation. As a first thing, Denmark, Finland, Norway and Sweden will share their national OGP work and together promote open data.

The Open Data Programme aimed to promote the opening up of data in government administration ended in June 2015. However the work related to opening up data continues as a part of day-to-day activities in different branches of government.

May 2015

Digitalisation is high on the agenda of the Finnish new as announced by the prime Minister Mr Juha Sipilä's Government Programme at the end of May 2015. According to the programme, public services shall be developed primarily as digital. Digitalisation is also a cross-cutting theme in the Government Programme. See more on page 20.

In May 2015, Finland published its [National Action Plan](#) that is the 100th National Action Plan published under the [Open Government Partnership](#) since its creation in 2011 whilst being the 2nd Action Plan of Finland. The plan commits Finland to make online services more consumer-friendly and focuses on the youth participation in Government and Open Data.

A new visualisation tool OGP Explorer was also introduced that enables users to browse and visualise all of the 2000+ commitments with the option to sort, classify and export the data.

April 2015

On 13 April 2015, the city council of Helsinki (Finland) adopted a new IT strategy that emphasizes its preference towards the open source – particularly in the stage of development or commissioning of the development of software solutions.

The city will also provide training to its procurement officers in order to improve cities procurement of IT solutions. The city of Helsinki has taken key steps to improve its IT systems

and the rest of the country shall follow the same principle as expressed by Helsinki councillor Kivekäs.

January 2015

Public competition Oskari Challenge has been launched to boost the development of Oskari that is a set of easy-to-use tools to create map applications as organised under National Land Survey of Finland. This tool was made available as open source by National Land Survey of Finland and interested software developers were able to submit proposals for applications using Oskari for the improvement of the existing tools until the end of January 2015.

Furthermore, in January 2015, the Act on the Government security network entered into force. The Act was prepared during the Government security network project TUVE (2009-2014) appointed by the Ministry of Finance. The Act aims to ensure that security officials and officials in leadership positions in state administration have a possibility to communicate securely in all situations, even in times of crises. The Act provides a possibility to widen the use of security network within state administration and to local administration.

The Ministry of Finance is responsible for the strategic and financial steering of government security network. The steering is complemented by an Advisory Board nominated by the Government. The members of the Advisory Board represent the users of the network. The decree on the Government security network entered into force in September 2015.

September 2014

The open Data portal (avoindata.fi) was launched in September 2014 as a part of the open data programme launched by the Ministry of Finance. The portal was created and is maintained by the Government ICT Centre Valtori. The service provides a one-stop access to Finland's open data, and promotes the interoperability of tools and guidelines, as well as public administration service information. The Ministry of Finance's [open data programme](#) has created incentives and conditions for the opening up of information and the development of content and services. The data portal constitutes part of the implementation of this programme, and facilitates the finding and exploitation of information resources.

June 2014

The Ministry of Finance launched the programme titled National Architecture for Digital Services in June 2014. The term of the programme is until the end of 2017. However the vision set in the programme reaches further. The importance of the programme is reflected in its budget of 120 M€.

The programme consists of four projects: Data Exchange Layer, Digital Service Views, Digital Identification model and Program Management. Currently the programme is at its launching phase. In 2015 the first concrete services are to be launched.

April 2014

The Ministry of Justice <https://joinup.ec.europa.eu/node/124229> a new portal, demokratia.fi, which gathers together information from various democracy-related sites and news in the field of political decision-making. The site thereby makes it easier for citizens to find the best channels for participation and influence, and increases government transparency and interaction. Demokratia.fi summarises the eDemocracy web services maintained by the

Ministry of Justice, namely otakantaa.fi, kansalaisaloite.fi and kuntalaisaloite.fi. Later in spring 2014, a fourth site was added, lausuntopalvelu.fi, which aims to streamline the consultation procedures and makes it transparent and open to the public. The service digitises the current consultation process. In addition a service nuortenideat.fi has been added to the demokratia.fi site. [Nuortenideat.fi](http://nuortenideat.fi) provides an online tool for young people to state and discuss their ideas.

March 2014

Act on the Organisation of Shared Information and Communication Technology Services in Central Government entered into force in January 2014. The law established a new agency, the government ICT Centre Valtori. Valtori is a government's in-house service centre operating under the administrative purview of the Ministry of Finance. Valtori began its operations in March 2014.

Valtori provides sector-independent ICT services for central government administration. Sector-independent ICT services refer to services that can be organized and produced without any significant sector-specific expertise required. These services are based on commonly available hardware and software solutions and technologies. Valtori produces services in cooperation with other ICT service centres of public administration. All central government agencies and bodies are customers of Valtori. They are obliged to employ shared IT infrastructure and services unless there is a specific reason related to the function of organisation that requires the employment of other solutions or services. By providing central government administration with unified ICT services, Valtori enables agencies and ministries to focus on developing information systems specific to the core functions of their administrative sector. Furthermore the objective is to create savings and functional benefits in state administration. It is estimated that from 2018 on, Valtori would bring annual savings of 47 M€.

September 2013

The Government of Finland [decides](#) to create a data exchange layer of eServices and cooperate with Estonia in the course thereof as much as possible. The X-Road data exchange layer is a technical and organisational environment that allows organising secure web-based data exchange between the information systems of the state. The X-Road allows people, institutions and enterprises to securely exchange data and organise the access of people to the data preserved and processed in state databases. As the first pilot service, the Estonian Tax and Customs Board commenced cooperation with the Finnish Tax Administration to bring the cross-border data exchange to the X-Road channel. The first tests have been conducted.

March 2013

Since the beginning of March 2013, Kela – the national Social Insurance Institution – allows people throughout the country to book their appointments with the institution online. Thanks to the extension of the service throughout the country, everyone is now able to book an appointment with Kela online. The time appointments will become available depending on demand. In the early stages Kela will monitor the extent to which users want to handle their social security matters online and in which type of matters these are.

October 2012

On 17 October 2012, a proposed new [ICT strategy](#) for the public administration was presented to Henna Virkkunen, Minister of Public Administration and Local Government. The strategy called 'A strategy proposal for the use of ICT in the Public Administration 2012-2020' is the first of its kind. The vision of the strategy goes up to 2020, while the policy approaches and measures will run until the end of 2015. Its objective is for the central and local governments to better use technology and bring services and information closer to individual users, enterprises and the public administration. By the time the strategy finishes in 2020, services and data will be safely and easily accessible and available in various ways.

February 2012

Since 8 February 2012, the web-based payroll computing and reporting service 'Palkka.fi' has been connected to the Citizens' account -a secure environment for electronic communications between citizens and the Finnish government authorities. This will enable employees to receive and keep a digital record of their salary slips directly in their Citizen's account. Palkka.fi is a free Internet application maintained by the Finnish Tax Administration and pension insurance corporations for employees.

September 2011

The new [Act on Information Management Governance in Public Administration](#) is enacted on *1 September 2011*. With the new law the Ministry of Finance acquires the legal power to oversee the interoperability development of public sector and to give recommendations and directives on promoting the use of open interfaces and common services.

The '[Suomi.fi](#)' portal, the one-stop service of public administration for citizens, undergoes changes to improve its usability. The layout of the portal's feedback forms has been streamlined. The updated forms are now found at the following pages: '[Feedback](#)'; '[Feedback about this page](#)'; and '[Contribute your ideas!](#)'. The search results filtering have been modified to provide more accurate results. Search results now present all relevant results as default; however, filtering can be used to narrow down the results to national, regional or municipal information. These modifications have been initiated based on user feedback.

July 2011

On *6 July 2011*, it is announced that the Finnish [Food Safety Authority Evira](#) (*Elintarviketurvallisuusvirasto Evira*, in Finnish) introduces a mobile and internet [service](#) which provides information on food additives. The service is available from a mobile phone or PC, it can be accessed on most mobile phones on the market and it is designed for new mobile phones and laptops that have an Internet connection. Telecom operators charge a data transfer fee according to their current price list. The service is also available through non-Finnish operators.

June 2011

The President of Finland confirms that the [Act on Electronic Auctions and Dynamic Purchasing Systems](#) of 17 June 2011 enters into force as of *1 October 2011*. As a result of this legislative package, which amends Finland's [Act on Public Procurement](#) of 2007, the competitive procurement of public contracts for the provision of goods, services and works will be handled increasingly by electronic means. The purpose of the legal reform is to introduce new

procurement procedures to the national legislation, where documents relating to the purchase would be sent and received exclusively online. This, including the use of eAuctions, will reduce bureaucracy while speeding up public procurement procedures.

May 2011

'[Vetuma](#)', the Finnish public administration's joint service for electronic citizen identification and payment, has grown significantly during its 5 years of service, and will be updated during summer 2011, as announced at a conference on 25 May 2011. Tapani Puisto, Service Manager at the State Treasury's Government IT Shared Service Centre (Valtion IT-palvelukeskus - VIP, in Finnish), said: "The service was the first major project which had been launched by the Government IT Shared Service Centre. Since those first days of the service, user numbers have increased 50-fold. Whereas at the beginning there were only a few [participating] municipalities, now there are over a hundred and more are coming all the time."

March 2011

On 24 March 2011, the Government [endorses](#) a Ministry of Finance decree amendment whereby the Ministry's role in the steering of functions related to ICT has been strengthened. As a result, three units (Government IT Management Unit, Municipal IT Unit and Security Network Unit) were merged from the Public Management Department into a new operational unit called Public Sector ICT, which operates under the direct supervision of the Permanent Secretary.

January 2011

In January 2011, the service called Citizen's Account was launched. It is a special service, which provides a secure channel for electronic communications, notifications and messages between government authorities and the public. All service providers in central and local government organisations can register and use the Citizen's Account. Initially, there are three service providers on board: the Ministry of Employment and the Economy, the Vantaa Municipality and Local Register Offices. The Vantaa Municipality delivers the decision made on the day care applications to the citizen account if the applicant has opened his/her own citizen account. The ministry of Employment and Economy delivers the official statement of the person's unemployment status through the service and the Local Register Offices are dealing with the people who want to change their name. In the next years 20 to 30 different service providers are expected to join the services and the popularity of the service among citizens is expected to steadily grow.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

eGovernment Strategy

Main strategic objectives and principles

Digitalisation of Public Services in the Government Programme

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

As a part of the implementation of the Programme, Prime Minister Mr Juha Sipilä and Minister of Local Government and Public Reforms Ms Anu Vehviläinen issued an open letter requesting proposals on how to contribute to digitalisation. By early August over 260 proposals from public administration, businesses, NGOs and citizens were submitted as a response to the letter. A working group nominated by the Ministry of Finance reviews the proposals during autumn 2015. Some of the proposals will receive funding.

In addition to and as a part of the implementation of the Programme, principles for digitalisation are to be drafted during autumn 2015. The principles are aimed to be used in government administration and by municipalities in their work related to renewing their processes with the help of ICT. The principles are drafted in wide collaboration with stakeholders. The principles draw on good practices developed in Finland and abroad.

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

Open Government Action Plan 2015 - 2017

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

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

The goal is to get open government enhancement to be part of each and every development project and programme. Ministries, agencies and municipalities are not asked to set up individual open government projects, instead enhancing open government should be part of all work.

ICT 2015 Strategy

In 2012 the Ministry of Employment and the Economy assigned the ICT 2015 work group. The report drafted by the group titled "21 paths to Frictionless Finland" was published in January 2013. The report is aimed to enhance growth and further accelerate innovation and

the growth of companies. The concept of “Frictionless Finland” describes a state of affair where best preconditions for the creation of competitive business generating well-being are enabled. More than 250 experts participated in the process.

The report established a roadmap for long-term efforts to make Finland a leader in information technology applications over the next ten years. There are three crucial measures identified in the report that shall be implemented in the initial phase of the process, one of them being the building of common national service architecture. A steering group coordinating the implementation of measures has been set by the Government in January 2013.

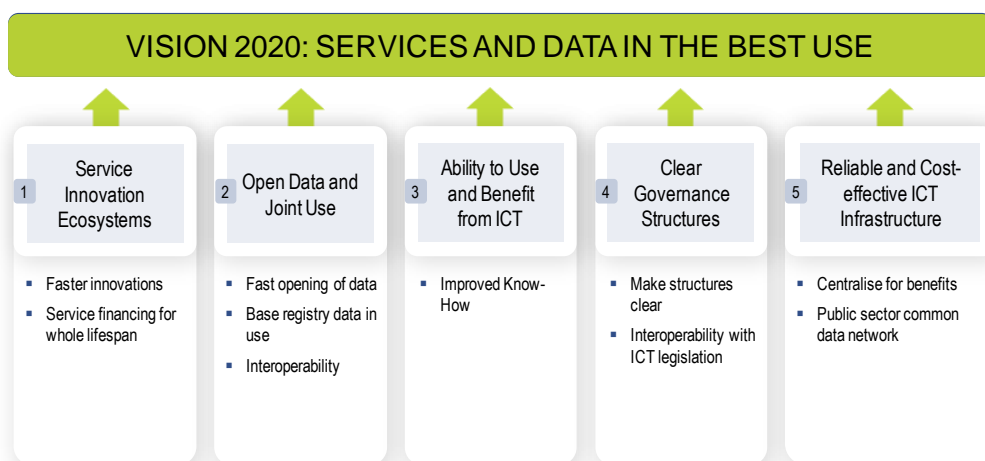
Public Sector ICT strategy 2013

The Ministry of Finance drafted in wide collaboration with other central government authorities and local authorities a new public sector ICT strategy. The Public Sector ICT Strategy is the first ICT strategy for both central government and local government administrations.

The strategy was published in 2013, although it was never formally adopted. Despite the lack of Government's formal decision a number of government's actions and measures have been taken align with the strategy.

Public Sector ICT Strategy

- Services and information required by users are available and usable easily and securely
- Cooperation of public sector organisations, businesses and users at the leading edge of development



Cyber Security Strategy (2013)

The Finnish Government published the first national Cyber Security Strategy as a Government Resolution in January 2013. The strategy was drafted by the Defence and Security Committee, currently the Security Committee of Finland that is a permanent co-operation body for proactive preparedness. Its task is to assist the Government and ministries. The ten strategic guidelines of the strategy are:

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

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

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

The Action Programme on eServices and eDemocracy, SADe (2009 - 2015)

In 2009, to further accelerate information society development and the spread of electronic public services, the Government launched developments and laid down new short- and medium-term goals, primarily re-arranging public information systems in line with the strategy document '[The Action Programme on eServices and eDemocracy \(SADe\) programme](#)' (2009-2015).

The purpose of the SADe programme is to promote good service and effective governance. Furthermore, SADe aims to develop the interoperability of public administration information systems.

A core aim for 2015 is to create high quality and interoperable public services nationwide. The services increase cost-efficiency creating savings for citizens, companies, the third sector and public administration. Creating savings for the municipal level is deemed especially important.

The SADe-programme has developed 42 eServices in seven areas, which are citizen's advice service, health and welfare services, eParticipation services, services for enterprises, remote services, learner's services and eServices for housing and building. Some of the services are in use nationally and have established themselves well, while some are locally established, or have just recently been launched, hence requiring further marketing in order to gain a better foothold. Some of the most popular services have been studyinfo.fi customer service (information on education institutions and joint applications for vocational and general upper secondary education), building permit service in the local governments and citizens' initiative service (a service for collecting support for citizens' legislative initiatives to be submitted to the parliament – with a 50.000 supporters threshold).

National Knowledge Society Strategy (2007 - 2015)

Finland's long term strategic priorities for eGovernment are set forth in the 'National Knowledge Society Strategy 2007-2015' which was adopted in September 2006. This strategy document was drawn up in cooperation with decision-makers and actors from various sectors of society. Around 400 specialists from the Government, local authorities, higher education institutions, businesses and organisations participated in the draft process.

It aims to support the emergence of a 'Finland phenomenon': to transform Finland into an internationally attractive, humane and competitive service society by 2015. In order to achieve this overall vision, the strategy focuses on four priority-specific strategic intents and aims, and proposes 72 related measures. Particular importance is given to measures aimed at promoting the reform of the service sector, citizens' well-being and country as well as business competitiveness.

Strategic intents and measures

Making Finland a human-centric and competitive service society:

- Create public services as processes across organisational lines within Public Administration and in cooperation with other parties by 2015.
- Develop electronic services in a manner that forecast the needs of citizens and organisations and use existing information.
- Achieve multi-channel, proactive and interactive eServices above and beyond those that citizens and businesses are currently using.
- Gather digital content produced by public authorities into a digital library to serve citizens, enterprises and research organisations free-of-charge.
- Establish a comprehensive network of joint services points, high quality eServices and phone service centres to allow citizens to view services as seamless concepts.
- Actively use online services to transform Finland into a working online democracy with increased transparency, where citizens can initiate an issue and follow up its progress electronically.

Turning ideas into products, a reformed innovation system:

- Develop rules and pricing models that increase joint activity, innovativeness and competitiveness in order to benefit from the information produced by the public sector.
- Provide a first-rate foundation for proactive service production and research by national databases, registers and statistics materials.

Innovative know-how and lifelong learning for individuals and work communities:

- Renew and continuously develop knowledge and learning by individuals and work communities so as to constitute the foundation of Finland's competitiveness and well-being by 2015, thus becoming a facilitator of innovations.
- Provide diverse educational opportunities with regard to computer literacy through adult and employee education.

An interoperable information society infrastructure, the foundation of an information society:

- Offer an information and communications infrastructure that functions on a 24/7 basis by 2015.
- Develop new and innovative businesses, take up teleworking and produce digital services close to the customer - regardless of physical distance - which are made possible through reliable, high-speed connections with comprehensive regional coverage.
- Increase noticeably the importance of practices and services related to information security, as they are a key part of information society infrastructure.
- Develop solutions for electronic identification in order to enable movement between different information networks and the flexible use of various electronic services by means of a single sign on.
- Use the embedded systems of Public Administration in logistics, micropayment, remote and access monitoring, automation of functions, as well as provide customers with proactive services.
- Employ and make easily accessible the design of ICT equipment, software and electronic barrier-free services.
- Pay special attention to the availability and compatibility of data infrastructure, leading to even greater consistency between services, equipment, networks and systems.
- Base data transfer between IT systems on open standards and interfaces and develop national level solutions for the electronic service interface.
- Produce public sector information that is user-friendly within the public sector itself.
- Access a national electronic archive service for archiving patient information in the public sector and for distributing information.

Previous eGovernment Strategies**Government Resolution on the Objectives of the National Information Society Policy (2007 - 2011)**

Based on the 'National Knowledge Society Strategy 2007-2015', the '[Government Resolution on the Objectives of the National Information Society Policy for 2007-2011](#)' comprised the key aims and priorities for accelerating information society development during the period 2007-2011.

The Strategy had set five broad **priorities**:

1. Development of communications infrastructure to provide public sector organisations high-speed data transfer connections, which enable versatile use and provision of content and of high-quality electronic public services.
2. Improvement of IT activities and services in Public Administration: promote the use of open interfaces in information and communications systems; create optimal conditions

for providing customer-oriented eServices; harmonise processes and systems in financial and personnel administration etc.

3. Introduction of national information system architecture in social and healthcare services and service development.
4. Development of electronic purchasing, invoicing and payment processes.
5. Promotion of electronic identification (eID).

Ubiquitous Information Society Action Programme (2008-2011)

The Government Resolution was complemented by the '[Ubiquitous Information Society Action Programme 2008-2011](#)' which focused on the practical implementation of the national Information Society Strategy (2007-2011). It included the most important individual measures and projects arising from the aims of the Resolution. The following eGovernment-related **projects** were launched during its term:

- Use of electronic invoicing and electronic purchasing processes in the public sector.
- Introduction of a new, IT-based multi-channel model of shared services.
- Introduction of electronic voting beyond polling stations.
- Promotion of the development and introduction of new electronic identification methods.

Government Policy Decision on the Development of IT Management in State Administration (2006 - 2011)

In June 2006, the Government made a policy decision on the development of IT management in state administration. The development of state IT management would create the preconditions for the provision of customer-centric and flexible services and strengthen the openness of the administration. It also aimed at promoting the productivity of state administration inter alia by better utilising common data resources, by combining state procurements and by constructing common solutions.

The policy decision supported consolidated IT management of state administration. The introduction of common structures and common IT services and the enhancement of the interoperability of IT systems would enable agencies to focus their resources on the development of their core processes.

The policy decision contains the long-term target for the IT management of state administration, the strategic guidelines for developing IT management, the common steering model for IT management and the following development programmes, scheduled for the years 2006-2011:

- **customer-centric online services;**
- **interoperability (architectures and methods of state administration);**
- **shared IT systems;**
- **harmonised basic IT services;**
- **information security and contingency planning.**

Government Information Society Programme (2003 - 2007)

Prime Minister Vanhanen's first Cabinet wanted to add momentum to the information society development in Finland and launched the intersectoral '[Government Information Society Programme 2003-2007](#)' which focused on Public Administration (reforming operating models

and increasing efficiency through ICT). The objectives of the Programme were to boost competitiveness and productivity, and promote social and regional equality through effective utilisation of information and communications technologies throughout the society. The Programme also aimed at maintaining Finland's status as one of the leading ICT producers and users.

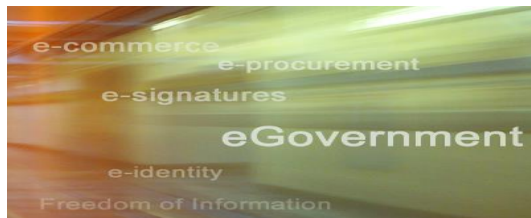
Among the main targets of the 'Information Society Programme' was to increase cooperation and reform the structures of public information management to ensure the availability and quality of public services. As a result, with the completion of the Programme, there was a noticeable increase in the level and readiness to cooperate between and within public and private sectors.

Public Services in the New Millennium Programme (2002 - 2003)

This strategy, also known as 'Programme of Action to Promote Online Government 2002 – 2003', was prepared by a special Task Group on Online Government established by the Information Society Advisory Board (ISAB), which was active from June to December 2001. The Programme recognised the needs to re-allocate resources in public services provision e.g. due to the ageing of population and it noted that ICT provides plenty of opportunities to improve public services, to rationalise administrative procedures and to re-organise the public sector. The 'Programme of Action' consisted of 16 proposals covering eGovernment services directed to citizens, businesses and other government bodies.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

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

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

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

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

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

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

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

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

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

The Act applies to the Government Security Network, the use of its services, and other security network activities. The security network is a state-owned and state-controlled public authority network referred to in the Information Society Code (917/2014) that fulfills the requirements for high preparedness and security stipulated by legislative provisions or regulations implemented pursuant to legislation. The security network comprises the communications network and directly related IT areas, hardware and other infrastructure, as well as the security network's shared services.

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

Freedom of Information Legislation

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

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

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

Data Protection/Privacy Legislation

[Personal Data Act](#) (1999)

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

The basic rights and freedoms of individuals are even more strongly emphasised in the processing of personal data. The Act was lastly amended in 2000. It is overseen and enforced by the [Data Protection Ombudsman](#).

Other legal documents contain special provisions regarding the processing of personal data. The [Act on the Openness of Government Activities](#) (1999) controls access to public registers. The protection of privacy is also regulated by the [Act on the Protection of Privacy in Electronic Communications](#) (2004).

eSignatures Legislation

[Act on Strong Electronic Identification and Electronic Signatures](#) (2009)

The Act on Strong Electronic Identification and Electronic Signatures entered into force on 1 September 2009, replacing the [Act on Electronic Signatures](#) issued in 2003. It is founded on the principle that users must be able to trust information security and protection of privacy when using electronic identification services. The Act's objective is to create common rules for the provision of sound electronic identification services, and to promote the provision of identification services and the use of electronic signatures.

eCommerce Legislation

[Act on the Provision of Information Society Services](#) (2011)

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

eCommunications Legislation

[Communications Market Act](#) (2003)

Finland transposed most of the EU Regulatory Framework for Electronic Communications ([2002/21/EC](#)) through the Communications Market Act (adopted on 23 May 2003 with amendments up to 363/2011 included).

[Act on the Protection of Privacy in Electronic Communications](#) (2004)

The Act on the Protection of Privacy in Electronic Communications (with amendments up to 365/2011 included) was adopted on 1 June 2004 and entered into force on 1 September 2004. It transposes the ePrivacy Directive ([2002/58/EC](#)) into Finnish Law.

eProcurement Legislation

[Act on Public Procurement](#) (2007)

The Act on Public Procurement, which came into force on 1 June 2007, replaced the Public Procurement Act of 1992 and its related decrees. The Act, which was lastly [amended](#) in 2010, covers the procurement procedures of public authorities and those of other public contracting entities. The Act transposes into Finnish Law the Directive [2004/18/EC](#) on the award of public work, public supply and public services contracts, including its provisions relating to electronic procurement.

According to the Act, contracting authorities cannot publish calls for tenders without public notices if the national thresholds have been exceeded. National notices are to be published in the electronic HILMA-system maintained by the Ministry of Trade and Industry.

[Act on Public Procurement in Special Sectors](#) (2007)

The Act on Public Procurement in Special Sectors (349/2007) came into force on the same day as the Act on Public Procurement (1 June 2007). This Act transposes into Finnish Law the Directive [2004/17/EC](#) coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors.

[Government Decree on Public Contracts](#) (2007)

Applicable since June 2007 and complementing the two public procurement acts of 2007 (Act on Public Procurement; Act on Public Procurement in Special Sectors), the Decree on Public Contracts (614/2007) regulates the use of electronic processes, such as dynamic purchasing systems and electronic auctions.

[Act on Electronic Auctions and Dynamic Purchasing System](#) (2011)

The purpose of this Act is to promote the use of electronic procedures in public procurement. It implements public works contracts, public supply and service contracts procedures according to the European Parliament and Council [Directive 2004/18/EC](#), and the water, energy, transport and postal services sectors according to the procurement procedures of the European Parliament and of the Council [Directive 2004/17/EC](#) on electronic auctions and dynamic purchasing system rules.

Re-use of Public Sector Information (PSI)

Current status

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

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Finance / Public Sector ICT

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

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

Ministry of Transport and Communications

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

Coordination

Advisory Committee on Information Management in Public Administration (JUHTA)

JUHTA, an advisory board appointed by the Ministry of Finance, is responsible for promoting cooperation in information management between the State and the municipalities. The Committee coordinates the development of information technology, information management and electronic services in central and local Government, and draws up relevant recommendations for the public administration.

Advisory Committee on Government Security Network

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

The Development and Coordination Committee of Information Management (TIETOKEKO)

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

The Government Information and Cyber Security Management Board (VAHTI)

VAHTI provides a forum for cooperation and coordination among government organizations in charge of the development and steering of information security and data protection. Different administrative branches and levels of administrations are represented in VAHTI. VAHTI issues information security instructions, policy guidelines, that are important reference materials for the public authorities. VAHTI instructions are also utilized and referenced outside the government organizations in e.g. municipalities and private sector.

Implementation

Government ministries and agencies

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

Government ICT Centre Valtori

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

Support

Public Sector ICT

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

Government ICT Centre Valtori

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

Audit/Assurance

National Audit Office (NAO)

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

Data Protection

Office of the Data Protection Ombudsman

The Office of the Data Protection Ombudsman guides and controls the processing of personal data and provides related consultation. It exerts power on issues related to the implementation of the right of verification and the correction of personal data. Furthermore,

the Ombudsman follows the general development in the processing of personal data, launching initiatives where necessary.

Regional & Local eGovernment

Policy/Strategy

Regional Councils

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

Coordination

Advisory Committee on Information Management in Public Administration (JUHTA)

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

Implementation

Regional Councils

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

Support

Association of Finnish Local and Regional Authorities (AFLRA)

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

Government ICT Centre Valtori

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

eGovernment Who's Who

Main eGovernment decision-makers and executives

Head of eGovernment



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

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

'Suomi.fi' serves as a single access point to public information, administrative forms and online services. It is a repository for information that is vital to the daily lives of citizens or those who need to transact with the Public Administration, regardless of whether they reside in Finland or abroad.

The portal offers the following content:

'eServices and forms' contains electronic services and forms provided by authorities, complete with instructions on use.

'Services by topic' comprises 14 subject headings, from families and social services to taxation and financing.

'State and municipalities' gives full details on Public Administration and provides access to municipality websites.

'Newsroom' contains public sector news and 'Suomi.fi' bulletins, and lists Public Administration and 'Suomi.fi' RSS feeds and public service eJournals.

'Citizen's account' is a secure channel for electronic communications, decisions and messages between authorities and citizens. It enables citizens to view the status of personal affairs that are being processed, to electronically receive decisions and notifications concerning such matters, to submit electronic documents to authorities and to manage contact information.

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

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

[Beta.suomi.fi](#): Service portal for the identified citizen

The next generation's Suomi.fi portal is under development. After the identification citizens can view and verify own data in the public register like population, real estate and vehicle. In the future, citizens can do business with various authorities in this single point of contact.

[YritysSuomi.fi](#): Enterprise Finland portal

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

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

[Demokratia.fi](#): eParticipation portal

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

[Paikkatietoikkuna.fi](#): Geodata portal

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

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

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

Network

'Senaattori': Government intranet

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

eIdentification/eAuthentication

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

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

[FINeID](#)

FINeID is the Population Register Centre's certificate system, which is based on Public Key Infrastructure and provides PRC's certificate products and services. The system enables the realisation of privacy protection and information security, which is a basic right of citizens

and an absolute requirement for online service providers. FINeID offers an array of Certification Authority Services:

Citizen Certificate

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

Organisation Certificate

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

Server Certificate

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

Civil Servant Identity Card

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

Vetuma and Tunnistus.fi: Citizen Identification Services

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

eProcurement

Current status

eProcurement is decentralised and the process sub phases are not provided on a single national platform. Privately-owned specialised platforms exist for the eInvoicing post-award phase. The visibility on the authorities' websites is well above the EU27+ average³.

³ Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement, European Commission, Directorate General for Information Society and Media, Brussels, December 2010.

[Central Procurement Unit](#)

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

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

[HILMA notification service](#)

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

[TILHA public procurement solution](#)

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

Knowledge Management

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

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

Other Infrastructure

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

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

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

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

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

The groups of services for citizens are as follows:

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

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Finnish Police

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

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

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

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

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

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

Taxcard Online

Responsibility: Tax Administration

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

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

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Tax Administration

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

Description: Individual taxpayers receive pre-filled tax return forms which can be cleared or amended online.

Unemployment benefits

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

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

Description: Fully transactional service.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Transport Safety Agency

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

Description: Information purposes only. Driving licence applications are handled by a private service provider.

Insurance

Unpaid vehicle tax

Responsibility: Finnish Transport Safety Agency

Website: <https://asiointi.trafi.fi/en/web/asiointi/henkiloasiakkaat/tieliikenne/maksa-mattomat-ajoneuvoverot>

Description: The eService allows to check the data for one's vehicle if person has lost the vehicle tax certificate or are considering buying a used car. You may check vehicle tax payments past due or falling due on a vehicle by entering its registration number. This service is free of charge and available daily between 06.00 and 23.00.

Registration

Car registration (new, used, imported cars)

Responsibility: Finnish Transport Safety Agency (Trafi)

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

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

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Population Register Centre, Finnish Post

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

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

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

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

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

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

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

Responsibility: Tax administration

Website: <http://lomake.fi/forms/xml/VH/RA/en>

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

Passport

Responsibility: Central Government, Finnish Police

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

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

5. Education and youth

School, university

Enrolment in higher education/university

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

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

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

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

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

Website: <https://opintopolku.fi/wp2/en/>

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

Public libraries (availability of catalogues, search tools)

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

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

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

Student grants

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

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

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

Researchers**Information and assistance to researchers**

Responsibility: EURAXESS Finland

Website: <http://www2.aka.fi/en-gb/Mobility/>

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

Public libraries (availability of catalogues, search tools)

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

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

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

Research funding support

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

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

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

6. Health

Planned and unplanned healthcare

Electronic prescription

Responsibility: The National Archive of Health Information (Kanta)

Website: <https://tunnistus.suomi.fi/VETUMASSO/app>

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

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

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

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

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

Patient Data Repository

Responsibility: The National Archive of Health Information (Kanta)

Website: <https://kansalainen.kanta.fi/>

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

Medical costs (reimbursement or direct settlement)

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

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

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

7. Family

Children, couples

Child allowances I

Responsibility: Social Insurance Institution of Finland (KELA)

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

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

Child allowances II

Responsibility: Social Insurance Institution of Finland (KELA)

Website: http://www.suomi.fi/suomifi/english/eservices/forms/kela_lu1129705/index.html;
http://www.suomi.fi/suomifi/english/eservices/forms/kela_wh12/index.html

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

Child allowances III

Responsibility: Social Insurance Institution of Finland (KELA)

Website: http://www.suomi.fi/suomifi/english/eservices/forms/kela_sv29a/index.html

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

8. Consumers

Shopping (your rights), unfair treatment

Complaint to the Ombudsman

Responsibility: Parliamentary Ombudsman of Finland

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

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

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

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

The groups of services for businesses are as follows:

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

1. Start and grow

Start-ups, European Company

Enterprise Finland

Responsibility: Ministry of Employment and the Economy

Website: <http://www.yrityssuomi.fi/en/home>

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

Registration of a new company

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

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

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

Intellectual property rights

Business Information System (BIS)

Responsibility: Patent and Registration Office, Tax Administration

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

Description: Business Information System (BIS) is a service jointly provided by the National Board of Patents and Registration and the Tax Administration which allows users to submit information simultaneously to both organisations. Businesses and other organisations can lodge their details using a single notification form to both authorities, thus avoiding

duplication. It includes businesses and other organisations entered in the Trade Register, Register for Foundations, VAT Register, Pre-payment Register, Employer Register or the Tax Administration Client Register, as well as all businesses and organisations which have filed a start-up notification but have not yet been entered in the above-mentioned registers.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Statistics Finland

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

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

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Central Government, Tax Administration

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

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

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Tax Administration

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

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

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, National Board of Customs

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

Description: Customs declarations can be fully performed online.

3. Selling abroad

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

Finnish law (Finlex)

Responsibility: Ministry of Justice

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

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

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Tax Administration

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

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

Health and safety

Web portal of Finnish Institute of Occupational Health

Responsibility: Finnish Institute of Occupational Health

Website: <http://www.ttl.fi/en/safety/Pages/default.aspx>

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

5. Product requirements

Chemicals (REACH)

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

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

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

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

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Hansel Ltd.

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

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

7. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment

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

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

European Commission

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

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