eGovernment in

Sweden

Sverige

eGovernment
eGovernment
eGovernment
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What's Inside

Country Profile
History
Strategy
Legal Framework
Actors
Who's Who
Infrastructure
Services for Citizens
Services for Businesses

European Commission

Contents:

Country Profile

Basic Data Indicators

Basic data..

Population (1.000): 9.047,8 inhabitants (2006)

GDP at market prices: 287.970,3 million Euro (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 114,5 (2005)

GDP growth rate: 2,7% (2005)

Inflation rate: 0,8% (2005)

Unemployment rate: 7,8% (2005)

Government debt/GDP: 50,4% (2005)

Public balance (government deficit or surplus/GDP): +3,0% (2005)

Source: Eurostat

Area: 450.000 km^2

Capital: Stockholm

EU Official Languages: Swedish

Currency: Swedish Crown

Source: Europa Website

Political Structure................................

Sweden is a constitutional monarchy, but the King has no political power. The political system is that of a parliamentary democracy.

Legislative power is held by a unicameral parliament (Riksdagen). The Parliament has 349 members, elected for a four-year term on the basis of universal direct suffrage. 310 of the seats in the Parliament are allocated to the 29 constituencies and 39 are adjustment seats distributed at a national level in order to obtain a nationally proportional result. A party must gain 4% of the national vote or 12% of a constituency vote to enter parliament. Minority governments and coalitions are the norm.

Executive Power is held by the Government, headed by the Prime Minister and responsible to the Riksdag.

The Swedish Constitution was adopted on 6 June 1974 and amended in 2003.

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

Current Head of State: King Carl XVI Gustav (since 1973)

Current Head of Government: Prime Minister Fredrik Reinfeldt (since 5 October 2006)

Information Society indicators...

Percentage of households with Internet access: 77% (2006)

Percentage of enterprises with Internet access: 96% (2004)

Percentage of individuals using the Internet at least once a week: 80% (2006)

Percentage of households with a broadband connection: 51% (2006)

Percentage of enterprises with a broadband connection: 89% (2006)

Percentage of individuals having purchased/ordered online in the last three months: 39% (2006)

Percentage of enterprises having received orders online within the previous year: 24% (2006)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information 48,7%, downloading forms 30,7% (2005), returning filled forms 21,4% (2005)

Percentage of enterprises using the Internet for interacting with public authorities:

obtaining information 78% (2006), downloading forms 78% (2006), returning filled forms 53% (2006)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: eGovernment News - Sweden

December 2006...............................

The Swedish Government launches new initiatives to increase the pace in the development of eGovernment. The Government expects to save nearly four billion SEK during the first five years by making eInvoicing in public administration mandatory by 2008. Later on, the savings are expected to amount up to one billion SEK per year. Verva, the Swedish Administrative Development Agency, has also been commissioned to coordinate public administrations regarding the development of secure exchange of information and electronic documents.

November 2006...............................

▸ Verva, the Swedish Administrative Development Agency releases an updated version of the **National Guidelines for 24/7 Agencies**. The aim of these guidelines is to support public administrations in the development and design of their websites and to provide a basis for the achievement of the "24-hour eGovernment". The updated guidelines successively cover the following issues: service efficiency, development process, web site standards, web site content and services, keeping the website updated, mobile terminals, content management systems and assistive technologies for web browsing. The formerly released version of these guidelines dates from June 2004. These guidelines have made a strong impact and are much appreciated in the public sector in Sweden.

▸ The government of the United States orders millions of 'Infineon' **RFID-chips** from Swedish company Smarticware. Such chip can be found in the identification documents of citizens of over 20 countries, including Sweden, Germany, the Netherlands, Finland, Italy, Australia and Hong Kong. In the US, diplomats and members of the congress have been issued with ePasses containing RFID-chips and it is hoped that by the end of 2006, all US passports issued will contain the Infineon RFID-chips.

October 2006....................................

Verva, the Swedish Administrative Development Agency, presents a **report on More Efficient Case Management**, a process analysis of five agencies. The study shows that considerable savings can be made in all these processes by modernising the processes, up to an annual amount of 6 million euro in the high volume case from the Swedish Social Insurance Administration.

September 2006...............................

A new government is formed in Sweden, led by Prime Minister Fredrik Reinfeldt. Besides the Prime Minister, the Government consists of 21 ministers. Mats Odell is the new Minister for Local Government and Financial Markets (including eGovernment).

Spring 2006.......................................

The Ministry of Health and Social Affairs and the healthcare organisations in Sweden launch a **National Strategy for eHealth** . The main areas that the strategy pinpoints are the following: harmonised legislation to increase the ICT use; creation of a common technical infrastructure; eased information flow between organisations; creation of easily accessible information and services to the citizens.

May 2006...

Five major Swedish banks, members of the Swedish Bankers' Association, have agreed upon a common framework for **electronic invoicing**. The banks, namely Danske Bank in Sweden, Handelsbanken, Nordea, SEB and Swedbank, have also decided to focus on joint work on electronic documents and business message standards produced by the global standardisation body UN/CEFACT. The agreement enables companies to send and receive invoices regardless of the banks involved. By promoting the use of global standards, banks in Sweden help users and providers of eInvoicing services to develop their business. UN/CEFACT is developing the **Cross Industry Invoice** as well as other business messages that will be delivered in a near future. These messages are all based on XML techniques and standardised business terms called Core Components. The decision to use global standards is well in line with the work undertaken by European banks through the establishment of the Single Euro Payment Area (SEPA).

March 2006.......................................

Sweden's democratic credentials rate amongst the highest in the European Union. So do development and use of the latest information technology. The two go hand-in-hand to deepen and strengthen democracy in the Nordic country. By now, it is clear that the use of information communications technology (ICT) can support not just businesses and industry but also the business of governing nations – so-called eGovernment. The Swedish government is keen to

transform its public administration into what it calls "joined-up and effective administration which creates optimal benefit to citizens and businesses". To achieve this, the authorities know they must – like a business – deliver cost-effective, transparent, high-quality services so that citizens trust and, ultimately, use them. Information communications technology is, according to the Swedish Government Offices' website, "both a precondition for, and key part of this process but the great challenge is to revitalise the way of working". This is the job of the Ministry of Finance, which is responsible for eGovernment in Sweden. It sets and subsequently monitors performance targets. The Ministry of Finance also assesses new ways of organising public administration and ensures that the common infrastructure, such as eIdentification and eSignatures, is in place, in order for the eGovernment services to be rolled out effectively. The Ministry is backed up by public administration experts working with the newly-created Swedish Administrative Development Agency (**Verva**).

January 2006...................................

▶ Establishment of the **Swedish Administrative Development Agency – Verva** whose remit is to drive and promote eGovernment development in the country. VERVA is one of the Government's central advisory agencies and is responsible for coordinating the development of central government in Sweden. As the expert in the field of public administration development, the agency is a vital part in the ambition to modernise the Swedish public administration. It notably intervenes in several key areas, including strategies to connect citizens and authorities as well as public procurement coordination in the area of information and communication technology (ICT). The agency is also tasked with supporting human resource development and strategic human resource management, as well as enhancing coordination between government administrations.

▶ Apoteket, Sweden's state-owned pharmacy monopoly announces that around 1.35 million **ePrescriptions** were registered in November 2005. 47% of first-time prescriptions in Sweden are sent electronically for medical practitioners to

pharmacists, making Sweden the word leader in this field. Swedish authorities announced the objective to have 80% of first-time prescriptions to be electronic by 2010.

November 2005.................................

▸ Nine of Sweden's largest public agencies select Pointsec, the Nordic market leader for Digital Identity solution and Entrust IdentityGuard to provide secured authentication to over 500.000 users. Entrust IdentityGuard is an authentication platform for consumer and enterprise applications designed for combating identity theft belongs to Entrust Inc, a world leader in securing digital identities. The government contract has been negotiated by a joint working group with representatives from the nine involved authorities, which include the National Labour Market Board (AMS), the Swedish Social Insurance Agency, the Swedish Enforcement Agency, the Västra Götaland Region, the Östergötland County Council, the Stockholm County Council, and the cities of Göteborg, Malmö and Stockholm.

October 2005....................................

Sweden becomes the second European country to start issuing **biometric passports** compliant with the standard recommended by the International Civil Aviation Organization (ICAO). In addition, Sweden also introduces **biometric ID cards** valid as travel documents across the Schengen area. The new passport has an RFID (Radio Frequency Identification) microchip embedded in its polycarbonate data page, containing a digital photo and personal information of the holder. The new national ID card also complies with ICAO standards for biometric travel documents. In addition to a contactless chip containing a digital picture of the holder, it also has a traditional chip that may be used to securely access eGovernment services in the future.

June 2005..

The Swedish Government presents a **new ICT policy**, aimed at enabling the country to reclaim its position as a global Information Society leader. The proposed new ICT policy is contained in a Government bill entitled "**From an IT policy for society to a policy for an information society**". The bill is aimed at succeeding the 1999 bill 'An Information Society for All', which formed the basis of the Swedish ICT policy to date.

May 2005...

The Swedish Agency for Public Management presents **a new model for measuring the progress and performance of eGovernment in public authorities**, aimed at accelerating the pace of eGovernment development in the country as well as at improving the governance of this development. The purpose of the new model is to make it easier for the government to follow-up and control eGovernment developments in public authorities. The assessment model captures not only on the effects and results obtained, but also on how these results and effects are achieved. The focus is less on technical issues and more on service provision, openness and efficiency for the citizens, emphasising that the focus should be on customer satisfaction when it comes to eServices.

February 2005...................................

▸ The Swedish Government presents an **'Action Plan to reduce administrative burden for enterprises'**. The Action Plan contains 291 actions to be carried out by 8 ministries and 46 agencies. Some actions are general and affect most enterprises, while others are more specific and only affect certain industries. eGovernment is a key enabler of this 'better regulation' plan.

▸ Release of a status report on the 24/7 Agency Delegation's work relating to the use of **eIdentification to secure eServices**. The document recommends eIdentification as a common security solution for eServices in the public sector.

October 2004.....................................

▸ The Swedish Agency for Public Management issues a **guide for cost-benefit analysis of ICT projects**, developed in co-operation with the National Financial Management Authority. The guide recommends a standard cost-benefit analysis adapted to government conditions regarding the handling of social – citizens' and business' – costs and benefits versus government budget costs and benefits and the special financial arrangements of the Swedish government agencies.

▸ The Swedish Government launches its **new eGovernment portal, Sverige.se**. The new portal replaces the previous SverigeDirekt.se site. While SverigeDirekt was merely a directory of public agencies, the new portal is intentions-based. However, it is still not intended to become a single entry point to the public sector but to serve as an orientation portal, a starting point for people looking for public sector information and services.

April 2004.......................................

The Swedish Government launches a **framework agreement on infrastructure services** (or 'Infra Services'), the objective of which is to provide government agencies with a set of standard eInfrastructure services. Instead of investing in developing their own systems, government agencies – which enjoy a high degree of managerial autonomy – can use key infrastructure solutions and functions from a service provider on a pay-per-use or subscription basis. The Infra Services framework agreement provides agencies with third-party operator functions, meeting a demand for enhanced eServices by the development of standards and interoperable solutions. The framework consists of 3 building blocks: basic services (eIdentification and secure messaging); additional services (identity and access management, case management and customer support); and support services (design and implementation, connection and operations, integration with business processes, feasibility studies, project management, and support for operations and development).

January 2004.....................................

The **Government Interoperability Board** (now Verva - Swedish Administrative Development Agency) is established with the mandate to issue common standards and guidelines for electronic information exchange within government. The Board consists of directors general and deputy directors general of the main government agencies. The GIB can issue regulations that are mandatory for all agencies, as well as non-mandatory guidelines.

September 2003................................

A new **24/7 Agency website** (now Verva - Swedish Administrative Development Agency) is set up to provide increased visibility for the Swedish eGovernment drive.

June 2003..

▸ A **24/7 Agency Delegation** is appointed by the Government. The task of the Delegation is to stimulate the development and use of electronic services in the public sector. It is to focus particularly on eServices capable of generating major benefits for the public and businesses, and of making the public sector more efficient. The Delegation will report continuously to the Government on the progress of its work.

▸ The Government appoints an **IT Policy Strategy Group**. The group will advise the Government on issues concerning IT Policy, but is also to play a proactive role to achieve the policy goal of an Information Society for all.

December 2002................................

The **Patent and Registration Office** is the first public agency to receive cases on-line, by means of the new electronic signatures.

May 2002..

The **Swedish Agency for Public Management** (*Statskontoret*) signs a framework agreement with suppliers who will offer **citizens certificates for eSignatures**. The eSignature is a prerequisite for using electronic services. The certificates will be supplied by six of the largest banks in Sweden, with a total of 2,5 million customers, as well as by the Swedish Post and telecommunications company Telia.

January 2002....................................

The Government initiates a review of laws and regulations to remove unnecessary obstacles to eCommunication and electronic handling of documents and cases. The wording is changed in a couple of thousand paragraphs to enshrine the validity of electronic documents. The revision shall be completed by December 2002.

2001..

About 20 Agency offices in different counties participate in a project to make their eServices more visible. Information about the services available, the expected time frame for handling cases submitted on-line, and invitations to citizens to give their opinion are published on the Agencies web sites and in brochures. The project will run for two years.

2000 and before................................

▸ The organisation **Carelink** is established in December 2000, with the purpose of developing the use of IT in healthcare. It is founded by the Federation of County Councils, the Swedish Association of Local Authorities, the state-owned pharmacy chain Apoteket, and the Association of Private Care Providers. Its role is to facilitate cooperation between the relatively independent counties concerning the use of IT in healthcare, and to initiate development in the field.

▸ The "**Public eForum**" (now Verva - Swedish Administrative Development Agency), a cooperation

council for government agencies, is created in September of the same year. It consists of board members from the different agencies, and is to be a forum for discussion about strategies and the development of eGovernment.

▸ In July 2000, the government presents an action programme entitled '**A public administration in the service of democracy**', stating that services to citizens and businesses should be provided through the Internet. The programme promotes the concept of the **24/7 Agency**, implying round-the-clock accessibility to public services independent of time and geographical location. A person or company should, as far as possible, have a single point of entry to receive and submit all information relevant to a certain situation irrespective of how the responsibility for the information is divided between government agencies or other public organisations.

▸ In May 2000, the report '**The 24/7 Agency - Criteria for 24/7 Agencies in the Networked Public Administration**', is published. The report proposes a four-stage approach towards fulfilling the aim of enhancing accessibility and providing service round the clock, seven days a week.

▸ Earlier in the year, in March, the initiative '**An Information Society for all**', was adopted. This initiative was designed to consolidate Sweden as an Information Society leader and to use ICT potential in order to stimulate growth, employment, regional development, democracy, fair treatment, quality of life, equality, and efficient public administration.

▸ In 1998, '**Central Government Administration in the Citizens' Service**' is presented, a strategy for the modernisation of public administration and management. This strategy outlines the need for a more citizens-oriented administration and identifies ICT as the most important tool for improving public services.

▸ The Swedish Government launches the **Government eLink (GeL)** project in 1997. Government eLink (SHS in Swedish) is a concept and standard for the secure exchange of information between Government agencies and between them and their customers. It consists in a set of specifications defining a number of generic

services, which can be used to build interoperable "information exchange servers" on the basis of bilateral agreements. When widely installed, these servers constitute a "distributed middleware infrastructure" enabling seamless and secure interoperation between public sector bodies while

leaving them full autonomy regarding their own deployment. The GeL platforms can be used for information exchange within a public agency, between different agencies and between enterprises and public agencies.

eGovernment Strategy

Main strategic objectives and principles

24-hour access to public information and services

Public information and services should, as far as possible, be available electronically 24 hours a day seven days a week. This is the goal of the Swedish Government Policy for developing a 24-hour Public Administration - the Swedish model for eGovernment. This model is laid down in the action programme '**A public administration in the service of Democracy**'.

The notion of a 24-hour Public administration encompasses much more than offering better services to citizens and enterprises by new electronic channels for information and service delivery.

An important aim is also to strengthen democracy by enhanced transparency and citizen participation in the policy-making and decision-making processes.

Different needs and conditions must be taken into account so that no citizens are excluded from the new opportunities offered by eGovernment. A multi-channel approach should be offered, so that citizens can choose between different service channels - Internet, face to face and telephone. Websites must have a design and a language that facilitate access for everyone.

A citizen-focused public administration must build on a close co-operation between the different government authorities and levels of government.

High penetration of personal computers and Internet

Internationally, Sweden is one of the leading countries in the use of personal computers and the Internet.

More than two thirds of the population between 18 and 64 years have a computer at home. More than 80 per cent have access to the Internet from home, at work or at school.

An important driving force has been the PC tax reform which was initiated 1998 by the Government.

Amendments were made to the Swedish tax legislation, removing the tax charge on the benefit of the use of an employer's computer equipment for private purposes. This means that employees can lend a computer for private purposes from their employers without having to pay tax for the benefit; and neither does the employer have to pay social security contributions.

The high penetration means good opportunities for a rapid development of eGovernment in Sweden.

Visitors to public websites increasing dramatically

Today, almost all public agencies have websites and all public officials can be reached by email. The number of visitors on the public websites has more than doubled in the last three years. In April 2005, nearly half of all Internet users visited a public website. The most popular agency websites are the National Labour Market Board for job-seekers and the National Tax Board for tax-payers. Surveys show that almost half a million Swedes used the Internet to deliver their income tax return forms electronically.

Implementing the 24-hour Public Administration

The strategy for delivery is based on the Swedish decentralised model for public administration. Sweden has small policy ministries and a large number of

relatively autonomous agencies which are responsible for implementing government policies. The agencies are managed by a system of performance management, where the Government sets targets, allocates resources, appoints managers and follows up and evaluates the results. Public agencies have thus been given substantial freedom in deciding how to use their resources in order to produce the desired services and results.

In line with this 'light touch' strategy the Government has when it comes to eGovernment limited its role to set the overriding goals, remove obstacles in the form of, for example, legal barriers and support the agencies by providing guidelines and methods; and ensuring that the necessary common infrastructure for eGovernment comes into place.

Measures taken

As an initial step the Government had commissioned the Agency for Public Management to stimulate and support the development of the 24-hour Public Administration. The work is carried out in close co-operation with all agencies concerned and includes the development of methods, guidelines and agreements as well as the implementation of projects of common interest.

To ensure high security in the electronic communication the Government has also commissioned the National Tax Board to co-ordinate the administration of certificates for electronic identification and electronic signatures. A framework agreement has been reached with several banks and other actors offering services for electronic signatures. The strategy is to establish an open solution in co-operation with the private market. The final aim is to offer the citizen a single electronic identity for all kinds of eServices.

To remove unnecessary obstacles for electronic communication the Government has also decided on a review of all legislation prescribing written procedures with the aim of promoting the use of electronic documents and electronic signatures.

The way ahead and the Administrative Development Agency – Verva

The main responsibility for the development of the 24-hour Public Administration must rest on the agencies themselves as they have the best knowledge of their customers needs.

However, more co-ordinated efforts are needed to establish the common rules, infrastructure and basic functions necessary for the joined-up services based on net-worked agencies, which is the final goal for a citizens-focused and efficient administration.

The Government will therefore take further measures to step up the development of the 24-hour Public Administration in the years ahead. Some of these measures are:

- to set more explicit targets for the agencies eService development;

- to stimulate the development of eServices of great benefit for citizens and enterprises, but not cost-efficient for the separate agencies;

- to decide on a minimum of binding rules and standards necessary for a well functioning electronic communication within the public administration and with its customers;

- to provide a supporting set of basic functions as a common infrastructure for the communication and co-operation between the different public agencies;

- to deepen the co-operation between state, regional and local government in the development of public eServices;

- to provide a common entrance and guide - based on life events and business situations - to all electronic information and services offered by the different parts of the Public Administration.

The Swedish eGovernment efforts were consolidated with the **establishment of an 'Administrative Development Agency - VERVA' on 1 January 2006**. The new Agency is a vital part in the ambition to modernise the Swedish public administration, and contributes to the development of public administration in several key areas:

- eGovernment, including responsibility for the Swedish National Guidelines for 24/7 Agencies (in

place of Statskontoret, the Agency for Public Management);

▶ organisational development and quality management;

▶ collecting examples and creating knowledge about best practices;

▶ training and education;

▶ coordinating public procurement in the area of information and communication technology (ICT).

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation.......................

There is currently no overall eGovernment legislation in Sweden. eGovernment activities are regulated by general laws and ordinances on public administration, public registers and data security.

Freedom of Information legislation......

Freedom of the Press Act (1949)

Sweden was the first country in the world to introduce a Freedom of Information legislation (Freedom of the Press Act) in 1766, which was reviewed in 1949 and last amended in 1998. Chapter 2 on the Public Nature of Official Documents decrees that "every Swedish subject shall have free access to official documents". Public authorities must respond immediately to requests for official documents. Requests can be in any form and can be anonymous. Each authority is required to keep a register of all official documents and most indices are publicly available.There is currently an effort to make the registers available electronically. Decisions by public authorities to deny access to official documents may be appealed internally. They can then be appealed to general administrative courts and ultimately to the Supreme Administrative Court. Complaints can also be made to the Parliamentary Ombudsman, who can investigate and issue non-binding decisions.

Data Protection/Privacy legislation......

Personal Data Act (1998)

The Personal Data Act (1998:204) came into force on 24 October 1998, replacing the Swedish Data Act from 1973. The Personal Data Act is based on Directive 95/46/EC which aims to prevent the violation of personal integrity in the processing of personal data. The Personal Data Act lists certain fundamental requirements concerning the processing of personal data. These demands include, inter alia, that personal data may only be processed for specific, explicitly stated and justified purposes. Once these requirements are satisfied, personal data may only be processed if the person registered gives his/her consent with exemptions (e.g, exercise of official powers or fulfilment of a legal obligation by the controller of personal data.

eCommerce legislation..........................

Act on Electronic Commerce and Other Information Society Services (2002)

This Act transposes Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce. It lays down the obligations of service providers to their customers, and the treatment of information submitted online.

eCommunications legislation.................

Act on Electronic Communication (2003)

Electronic communications in Sweden must be as easily accessible and efficient as possible. Thus, the purpose of the legislation is to give citizens and public

authorities access to safe and efficient eCommunications, by promoting competition. These electronic communications should be the most worthwhile possible in terms of choice of transmission services, price and quality. In these respects Sweden should be at the forefront of international developments. Electronic communications should be sustainable and useable and should accommodate the needs of the future. It also aims to ensure that eCommunication services are available to citizens in all regions. The Act is based on the EU regulatory framework for electronic communications.

eSignatures legislation.......................

Act on Qualified Electronic Signature (2000)

This Act, which implements the EU Directive on Electronic Signatures (1999/93/EC), was voted by the Swedish Parliament in November 2000 and entered into force on 1 January 2001. The Act defines a "qualified electronic signature as an advanced electronic signature based on a qualified certificate and created by a secure signature creation device. This means that there are only certain certification authorities ("CAs") that may provide such qualified electronic signatures. Moreover, the Act states that a law or a regulation contains requirements for a hand-written signature and if such signature may be satisfied by electronic means, a qualified signature shall be deemed to fulfil this requirement. Lastly, where the communication is with or between government authorities, the use of 'normal' electronic

signatures may be subject to additional requirements according to the Act.

eProcurement legislation........................

Act on Public Procurement (1992)

The Act on Public Procurement, adopted in 1992 and amended since then, already regulates some aspects of the use of electronic means in the public procurement process: rules applicable to electronic communication, storage of data and use regarding security (such as electronic signatures). A committee of experts has been appointed to prepare a new public procurement legislation implementing the new EU public procurement directives (2004/17/EC and 2004/18/EC).

Re-use of Public Sector Information......

Sweden has notified full transposition of the EU Directive on the re-use of public sector information (2003/98/CE) by means of legislation amendment to several acts, including: Freedom of the Press Order, Secrecy Act, Administrative Procedures Act, Government Agencies and Institutes Order, etc. No new legislation has been adopted.

eGovernment Actors

Main roles and responsibilities

National eGovernment........................

Policy/Strategy

Ministry of Finance

The Ministry of Finance holds political responsibility for eGovernment in Sweden.

Coordination

1. **Verva - Swedish Administrative Development Agency**

Verva, established in January 2006, is responsible for coordinating the development of central government in Sweden and is one of the Government's central advisory agencies. As the expert in the field of public administration development, the agency intervenes in several key areas, including: eGovernment; strategies to connect citizens and authorities; public procurement coordination in the area of information and communication technology (ICT). The agency is also tasked with supporting human resource development and strategic human resource management, as well as enhancing coordination between government administrations. In the area of ICT Verva has also been

commissioned to issue mandatory instructions for central agencies and voluntary guidelines for all agencies.

2. **Swedish Agency for Public Management (Statskontoret)**

The Swedish Agency for Public Management provides support to the Government and to government bodies. Its task is to conduct studies and evaluations at the request of the government and to modernise public administration through the use of IT.

Implementation

1. **Swedish Agency for Public Management (Statskontoret)** for national infrastructure projects

2. **Individual Government departments and bodies** for departmental projects

Support

National Post and Telecom Agency

The Mission of the National Post and Telecom Agency (PTS) is to ensure that everyone in Sweden has access to efficient, affordable and secure communication services. PTS is a public authority reporting to the Ministry of Industry, Employment and Communications, and is managed by a board appointed by the Government.

Audit/Assurance

Swedish National Audit Office

The two main tasks of the Swedish National Audit Office are to carry out annual audits of government agencies' accounts and administration – financial audit – and to audit the effectiveness and efficiency of government operations – performance audit.

Data Protection

Swedish Data Inspection Board

The Data Inspection Board is tasked with protecting individuals' privacy in the information society without unnecessarily preventing or complicating the use of new technology.

Regional & Local eGovernment............

Strategy

County Councils and Municipalities

Coordination

The Platform for Co-operative Use

The platform for Co-operative Use is a cooperation platform for local authorities. Its purpose is to exchange best practices and speed up the development of eGovernment in the municipalities. Today there are 30 municipalities collaborating, and 5 pilot projects underway to identify, design and introduce common systems architecture, technical platform and basic functions for eServices in the municipalities.

Implementation

County Councils and Municipalities

Support

Swedish Association of Local Authorities and Regions (SALAR)

From 1 January 2005, the Swedish Association of Local Authorities (SALA) and the Federation of Swedish County Councils (FCC) have formed a new headquarter entity, with joint administrative units - The Swedish Association of Local Authorities and Regions (SALAR). In 2007 the two organisations (SALA and FCC) will merge and form a new, joint federation. The Swedish Association of Local Authorities and the Federation of Swedish County Councils represent the governmental, professional and employer-related interests of Sweden's 290 local authorities, 18 county councils and two regions. The Association and Federation strive to promote and strengthen local self-government and to create the best possible conditions for the work of their members.

Audit/Assurance

Swedish counties and local councils elect political auditors that are in charge of contracting external professional auditors to carry out audit activities.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment...

Name: M. Mats Odell

Job title: Minister for Local Government and Financial Markets, Ministry of Finance

Picture:

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103 33 Stockholm

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Source: Ministry of Finance

Name: Dan Ericsson

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Picture: No picture available

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103 33 Stockholm

Sweden

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E-mail: registrator@finance.ministry.se

Source: Government Offices of Sweden

Head of eGovernment...

Name: Lena Jönsson

Job title: Director General of the Swedish Administrative Development Agency (Verva)

Picture:

Contact details:

Verva

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101 24 Stockholm

Sweden

Tel.: +46 (0) 8-55 05 57 00

E–mail: verva@verva.se

Source: Swedish Administrative Development Agency - Verva

Head of eGovernment...

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal...

Sverige.se

Launched in October 2004, eGovernment portal '**Sverige.se**' replaces the previous SverigeDirekt.se site. While SverigeDirekt was merely a directory of public agencies, the new portal is intentions-based. However, it is still not intended to become a single entry point to the public sector but to serve as an orientation portal, a starting point for people looking for public sector information and services. Sverige.se now provides links to: services that are provided online (e.g. national registration certificates, comparing telephony prices or sending in income tax return); information and services in specific areas (e.g. work, family planning and pension planning); address details of municipalities, county councils, the Swedish parliament, the Government, authorities, social insurance offices, universities, the EU and other public sector organisations; a search engine to all websites in the Swedish public sector.

Network...

There is currently no government-wide network in Sweden, but the Swedish Agency for Public Management (Statskontoret) has carried out a feasibility study and is expected to propose the creation of a Government Secure Intranet.

eIdentification infrastructure.................

On 01 October 2005 the Swedish government introduced an **'official' electronic ID card** containing biometric data. The new 'national identity card' (nationellt identitetskort) is not compulsory and does not replace previous paper ID cards. It can be used as a proof of identity and citizenship and as a valid travel document within the Schengen area. It complies with ICAO standards for biometric travel documents, is issued by the passport offices and manufactured by the same supplier as the **ePassport** (also introduced on 01 October 2005). In addition to the contactless chip containing a digital picture of the holder, it also has a traditional chip that may be used to securely access eGovernment services in the future. So far Swedish citizens can use non-official electronic ID Cards issued by the post and software-based electronic IDs like the BankID (developed by the largest Swedish banks) to access certain eGovernment services.

eProcurement infrastructure.................

The Swedish government has not implemented a central electronic public procurement portal as this is deliberately left up to private operators. Several privately owned and operated portals exist instead, some of which concentrate on public procurement (e.g. Opic and Ajour). However, a Public Procurement information portal is maintained by the Swedish Agency for Public Management and provides information on general framework agreements for suppliers and authorities (government agencies, regions and municipalities). In addition, there is a workgroup led by the Swedish Administrative Development Agency - Verva that works in improving the use of eProcurement in public sector. The group shall inform about the new EU-directives for procurement, develop demands and requirements for technical and security solutions for the electronic procurements and evaluate the consequences the improved use of eProcurement will have for the public sector.

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Sweden.

eGovernment Services for Citizens

Availability and sophistication of e-Services for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: *General Secretariat of Commerce*).

The 12 services for citizens are as follows:

1. Income Tax Declaration

2. Job Searches by labour Offices

3. Social Security Contributions

4. Personal Documents

5. Car Registration

6. Application for Building Permission

7. Declaration to the Police

8. Public Libraries

9. Certificates (birth, marriage) Request and Delivery

10. Enrolment in Higher Education

11. Announcement of moving (change of address)

12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

▶ Stage 1 - Information: online information about public services

▶ Stage 2 - Interaction: downloading of forms

▶ Stage 3 - Two-way interaction: processing of forms, including authentication

▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility:	Central Government, Swedish National Tax Board
Website:	http://www.skatteverket.se/
Sophistication stage:	4/4
Description:	Fully functional online submission, assessment and payment system. Most Swedish taxpayers receive a pre-filled and pre-calculated version of their tax return, that they can file online using a 'soft electronic ID' (PIN and password provided by the Tax Board) or simply confirm by using the Tax Board's telephone service or via SMS. Citizens with more complex income declarations can also file their returns electronically if they have an electronic ID (provided by the Swedish Post or one of the major Swedish banks). Over 2,1 million taxpayers filed or cleared their income tax declarations electronically in 2005, vs. 1m in 2004.

2. Job search services by labour offices

Responsibility:	Central Government, Swedish National Labour Market Administration
Website:	http://www.ams.se/
Sophistication stage:	3/3
Description:	Fully functional job search facility. Job seekers can browse offers and post their CVs, employers can post offers and browse applicants' CVs.

3. Social security benefits

a. Unemployment Benefits

Responsibility:	Central Government, Unemployment Insurance Funds
Website:	http://www.samorg.org/
Sophistication stage:	4/4
Description:	The Swedish unemployment insurance scheme has two components: a fixed basic benefit for all workers, administered by the ALFA fund, and a voluntary income-related benefit administered by non-governmental, non-profit Unemployment Insurance Funds. There are 37 funds in Sweden, sometimes linked to workers' unions, which have 3,8 million members (both employees and self-employed workers). Most funds have online application and benefits cards systems.

b. Family allowances

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for Sweden. After a child is born and registered in the national population registration books, the Social Insurance Agency pays the child allowances to the parents automatically.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for Sweden. All Swedish citizens are automatically covered by the national health insurances, including coverage of medical costs. Patients do not pay the full cost of healthcare treatment but only a non-refundable patient charge. The Social Insurance Agency compensates healthcare professionals directly for the remaining costs.

d. Student grants

Responsibility:	Central Government, Swedish National Board of Student Aid
Website:	http://www.csn.se/
Sophistication stage:	2/4
Description:	The Swedish National Board of Student Aid (CSN) is the national authority that handles financial aid for students – grants and loans – in Sweden. Its website provides information and application forms to download, as well as access to personal account (payments, debt etc.). An online application system is currently being implemented.

4. Personal documents (passport and driving licence)

a. Passport

Responsibility:	Central Government, National Police Board
Website:	http://www.polisen.se/
Sophistication stage:	1/3
Description:	Information only. Applications are handled by local police branches.

b. Driving license

Responsibility:	Central Government, Swedish Road Administration
Website:	http://www.vv.se/
Sophistication stage:	2/3
Description:	Information and forms to download.

5. Car registration (new, used and imported cars)

Responsibility:	Central Government, Swedish Road Administration
Website:	http://www.vv.se/
Sophistication stage:	4/4
Description:	The eServices offered are: vehicle registration, information about vehicles (owner), order of registration plate and certificate, damage report.

6. Application for building/planning permission

Responsibility:	Local Government
Website:	http://www.skl.se/lopsedelbanner.asp?C=24
Sophistication stage:	2-3/4
Description:	Most municipalities offer information and forms for download.

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

Responsibility:	Central Government, National Police Board
Website:	http://www.polisen.se/
Sophistication stage:	2/3
Description:	A system allowing for crime reporting online in case of theft has been introduced on the national police portal. Declaration forms can be filled in online as regards pick-pocketing, burglaries, swindling or lost items.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Local Government

Website: http://www.bibliotek.se/

Sophistication stage: 4/4

Description: The website Bibliotek.se offers search tools for all public libraries in Sweden. It is based on LIBRIS, a national library system providing bibliographic services, such as search facilities, cataloguing and interlibrary lending.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Swedish National Tax Board

Website: http://www.skatteverket.se/

Sophistication stage: 3/3

Description: The National Tax Board is in charge of managing the National Population Register. Birth certificates can be ordered online. They are either downloaded directly from the Internet for users equipped with an eID, or sent by mail to the user's registered address. Forms for ordering marriage and registered partnership certificates are available online, but have to be sent by mail.

10. Enrolment in higher Education/University

Responsibility: Central Government, National Agency for Services to Universities and University Colleges

Website: http://www.vhs.se/

Sophistication stage: 4/4

Description: The Agency is commissioned to conduct coordinated admissions to educational programmes at universities and university colleges.

11. Announcement of moving (change of address)

Responsibility:	Posten (Swedish Postal Agency)
Website:	http://www.adressandring.se/
Sophistication stage:	3/3
Description:	Change of address and forwarding of mail can be ordered and paid for on-line through the service Adressändring, provided by the Swedish Post.

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

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for Sweden. However, an online service has been developed by the Government and the County Councils (which are responsible for healthcare services) to provide information about waiting times for treatments in different hospitals. Most regional authorities offer patients the opportunity to ask for health advice by e-mail. Some health centres in the regions also accept appointments and cancellations online.

Source: With the exception of Service no. 11, the online sophistication ratings are in agreement with the report *'Online Availability of Public Services: How is Europe Progressing?'*, carried out for the European Commission in June 2006.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises *(see: eGovernment indicators for benchmarking eEurope)*.

The 8 services for businesses are as follows:

1. Social security contributions for employees

2. Corporation Tax: declaration, notification

3. VAT: declaration, notification

4. Registration of a new company

5. Submission of data to statistical offices

6. Customs declaration

7. Environment-related permits

8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

▶ Stage 1 - Information: online information about public services

▶ Stage 2 - Interaction: downloading of forms

▶ Stage 3 - Two-way interaction: processing of forms, including authentication

▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility:	Central Government, Swedish National Tax Board
Website:	http://www.skatteverket.se/
Sophistication stage:	4/4
Description:	Online submission application and online payment system for tax and social security contributions.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Swedish National Tax Board
Website:	http://www.skatteverket.se/
Sophistication stage:	4/4
Description:	Online submission application and online payment system for corporate tax.

3. VAT: declaration, notification

Responsibility:	Central Government, Swedish National Tax Board
Website:	http://www.skatteverket.se/
Sophistication stage:	4/4
Description:	Online submission application and online payment system for VAT.

4. Registration of a new company

Responsibility:	Central Government, Swedish Companies Registration Office
Website:	https://www.foretagsregistrering.se/
Sophistication stage:	4/4
Description:	Joint online service from the Swedish Companies Registration Office and the National Tax Board. Registration forms can be filled in and sent electronically, with eIdentification.

5. Submission of data to statistical offices

Responsibility:	Central Government, Statistics Sweden
Website:	http://www.scb.se/
Sophistication stage:	3/3
Description:	Information and forms related to inquiries are available online. Data for some inquiries can be submitted online.

6. Customs declarations

Responsibility:	Central Government, Swedish Customs
Website:	http://www.tullverket.se/
Sophistication stage:	4/4
Description:	The "Virtual Customs Office" offers a wide range of eServices, among others electronic application for export subsidies, eServices for small businesses who want to export or import, web forms for clearance and other authorisations.

7. Environment-related permits (incl. reporting)

Responsibility:	Local Government
Websites:	http://www.skl.se/lopsedelbanner.asp?C=24
Sophistication stage:	2/4
Description:	Most municipalities offer forms for environment-related permits online, but they have to be handed in as paper copies. The Environmental Protection Agency also provides relevant information.

8. Public procurement

Responsibility:	Central Government, Swedish Agency for Public Management and Public Procurement Board
Website:	http://www.avropa.nu/
Sophistication stage:	4/4
Description:	Portal maintained by the Swedish Agency for Public Management and providing information on tenders and tender procedure for suppliers and authorities (government agencies, regions and municipalities). Documents and forms are available for download. The Swedish government has not implemented a central electronic public procurement transactional platform as this is deliberately left up to private operators. Several privately owned and operated portals exist instead, some of which concentrate on public procurement (e.g. Opic and Ajour).

Source: The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?', carried out for the European Commission in June 2006.

European Commission - IDABC eGovernment Observatory

The eGovernment Observatory is an information tool on eGovernment developments across Europe. It provides decision-makers and professionals with information resources and insight into strategies, initiatives and projects in Europe and beyond.

The eGovernment Observatory is an IDABC project. IDABC is the European Commission programme that promotes the delivery of e-government services in the EU

The eGovernment factsheets are one of the observatory services. They present an overview of the eGovernment situation and progress in European countries. The factsheets are updated every six months.

http://ec.europa.eu/idabc/egovo

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