

[eGovernment in]

Sweden

Sverige



Country Profile

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Sweden. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 9 415.6 inhabitants (2011)

GDP at market prices: 387 059.1 million Euros (2011)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100): 123.0 (2010)

GDP growth rate: 3.9 % (2011)

Inflation rate: 1.4 % (2011)

Unemployment rate: 7.5 % (2011)

Government debt/GDP: 39.7 % (2010)

Public balance (government deficit or surplus/GDP): 0.2 % (2010)

Source: [Eurostat](#)

Area: 449 964 km²

Capital city: Stockholm

Official EU language: Swedish

Currency: Swedish Crown

Source: [Europa website](#)

Political Structure

Sweden is a **constitutional monarchy** with a representative democracy based on a parliamentary system of government. The Monarch has no political power.

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 Government determines its policies and sets its priorities.

In total, there are three levels of Public Administration in Sweden: approx. 400 Central Government agencies, 21 Regional Government authorities (county councils) and 290 Local Government authorities (municipalities). Regional and local authorities are independent of the Government. Furthermore, there are 21 county administrative boards in Sweden, one in each county. The work of a county administrative board is based on its role as Central Government representative in the region and coordinator for issues passed on to it by the Central Government.

The Constitution of Sweden consists of four [fundamental laws](#): the Act of Succession (1810); the Freedom of the Press Act (1949); the Instrument of Government (1974); and the Fundamental Law on Freedom of Expression (1991).

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

Head of State: King [Carl XVI Gustaf](#) (since 1973).

Head of Government: Prime Minister [Fredrik Reinfeldt](#) (since 5 October 2006).

Information Society Indicators

Percentage of households with Internet access: 91 % (2011)

Percentage of enterprises with Internet access: 96 % (2011)

Percentage of individuals using the Internet at least once a week: 91 % (2011)

Percentage of households with a broadband connection: 86 % (2011)

Percentage of enterprises with a broadband connection: 95 % (2011)

Percentage of individuals having purchased/ordered online in the last three months: 53 % (2011)

Percentage of enterprises having received orders online within the previous year: 21 % (2009)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 56.9 %, downloading forms 35.6 %, returning filled forms 31.7 % (2010)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 84 %, downloading forms 83 %, returning filled forms 61 % (2009)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

January 2012

Cutting IT budgets of public administrations will push them to use more open source software and cloud computing services, expects Daniel Melin, a procurement specialist at National Procurement Services, the Swedish Central Procurement Agency, in his intervention during the Free Society and Nordic Summit Conference 2011 (FSCONS 2011) in November 2011.

Mr Melin was closely involved in the development of a Framework Agreement that makes it easier for Sweden's public administrations to purchase IT services based on open source software from any of the five pre-selected IT companies and their subcontractors. The Framework Agreement has made it easier for public administrations to procure IT services based on open source solutions, says Melin and cites recent numbers derived from the [eGovernment Delegation](#).

The contract terms provided by [National Procurement Services](#) contains only a few clauses that are radically different from those in standard IT contracts but those are the ones that creates the comfort for the customer, something that has been lacking earlier.

November 2011

The Swedish employment agency [Arbetsformedlingen launches](#) a free-of-charge application enabling smartphone holders to look for a job via their phones. The job ads app is the mobile version of the same agency's online employment database [Platsbanken](#), already proving popular. It makes it possible for smartphone holders to: search for a job by keyword, work location and profession; save their searches and ads; email and share job ads; find the employer's address on a map; and find all employment agencies in Sweden and their geographical location on a map.

Non-Swedish speakers will find the app useful as the text of the ads - apart from the work locations and the job titles - can be translated into Arabic, English, French, Russian and Spanish.

October 2011

The Swedish Minister for Information Technology and Energy, Ms Anna-Karin Hatt, [presents](#) her country's IT strategy entitled '[IT in the service of mankind - a digital agenda for Sweden](#)', on 6 October 2011. It is an integrated strategy for the coordination of IT initiatives which aims to make the country the world leader in the use of digitisation opportunities. With 143 measures, the digital agenda for Sweden identifies four strategic areas of actions:

- ▶ Ease and security of use of the Internet in everyday public and private life.
- ▶ Services that provide added value/benefits originating from the need of a more varied range of attractive and easy-to-use services by public and private actors.
- ▶ Infrastructure needed through investment in communication networks.
- ▶ The role of IT for social development - Increased digitisation affects all parts of society.

The digital agenda for Sweden sets goals and challenges for the government in all policy fields. The resources to achieve the strategy goals are partly located at the Department of Industry, but they are also distributed over other government departments.

A Commission for Digitisation will be established with the remit of following up the strategy's implementation.

August 2011

A test bed is [launched](#) on 18 August 2011 to provide a means to publicly test and develop the technological infrastructure for electronic identification (eID) and signing services in Sweden. The test bed, [Eid 2.0](#), was developed by the [eIdentification Board](#) (*E-legitimationsnämnden*) in collaboration with the [Swedish University Computer Network](#) (SUNET). It will enable interested parties (both public and private sector entities) to test their eServices and technology solutions for eID. Only after successful testing takes place, will it be possible to implement a functional infrastructure for eID.

June 2011

Sweden's public administrations, municipalities and health care are [turning](#) to free and **open source software** solutions, following legal clarifications made to a public procurement framework contract. As from April 2011, a new framework agreement makes providers of services based on this type of software legally responsible for issues pertaining to copyright, licences and distribution. This agreement has made public administrations less hesitant about using open source.

April 2011

- ▶ On 26 April 2011, a government [study](#) in Sweden [concludes](#) that there should be a **national database** under state management for advertising the calls for tenders of public authorities. The study also concluded that there is no need for a national platform on which contracting authorities and bidders would conduct the procurement process. In 2009, the [Legal, Financial and Administrative Services Agency](#) (*Kammarkollegiet*) was assigned the task of analysing the need for state initiatives to build and maintain the infrastructure needed for effective eProcurement in Sweden. The Agency concluded that the current procurement system, in which the contracting authority selects tenders on private-market procurement systems, is functioning well. Thus, there is no reason to establish a national procurement platform.
- ▶ On 4 April 2011, it was announced that the portal [openaid.se](#) is launched to provide information on the aid Sweden has given to other countries. The portal, which was created by the Ministry for Foreign Affairs in collaboration with the Swedish International Development Cooperation Agency, will enable organisations, journalists and the public to trace the entire process of giving aid from the preparation of aid efforts through decisions and reports to the evaluation of the tasks undertaken. The immediate goal is to increase transparency on aid, as a way of boosting the fight against poverty.
- ▶ In April 2011, the Swedish Association of Local Authorities and Regions (*Sveriges Kommuner och Landsting* - [SKL](#)), [publishes](#) a [strategy for eSociety](#) with the aim to support the development of eGovernment in the municipal sector. With a national consensus on certain common ground rules for eGovernment, costs can be limited, the purchasing role strengthened and the thresholds for development of eGovernment and eServices reduced. This means a better service for individuals and businesses.

A national steering committee with representatives from local authorities and regions has led efforts in developing the strategy. Consultations have taken place with representatives from the SALAR membership, a regional cooperation forum, the Ministry of Enterprise, Energy and Communications, the eGovernment Delegation '[E-delegationen](#)', the Centre for eHealth in Sweden ([CeHis](#)), the publicly-owned software company Inera AB and the Swedish Association of Municipalities for Joint Development of eServices - [Sambruk](#), among other consultations.

March 2011

- ▶ On 1 March 2011, the 'Pan-European Public Procurement OnLine' project ([PEPPOL](#)) [reaches](#) an important milestone when the **first invoice** was successfully transferred via PEPPOL solutions. The central administrative agency Swedish National Financial Management Authority (ESV) received the invoice, which was issued by a Danish subcontractor. The transaction was done using the PEPPOL transport infrastructure for message transfer, and the PEPPOL Business Interoperability Specifications (BIS) for process descriptions and document content.
- ▶ On 14 March 2011, Sweden's IT and Regional Affairs Minister Anna-Karin Hatt [meets](#) the newly created **Digitisation Council** (*Digitaliseringsrådet*) for the first time, to discuss the strategies to be adopted concerning the Digital Agenda for Sweden (*digital agenda för Sverige*).

February 2011

Since 3 February 2011, IT and Regional Affairs Minister Anna-Karin Hatt has been [inviting](#) organisations, **agencies** and **businesses** to participate in a series of seven thematic round tables, in order to give concrete content to the Digital Agenda for Sweden. The Digital Agenda for Sweden aims to be a coherent strategy to better utilise its existing resources, and to benefit from and contribute to the [Digital Agenda for Europe](#). Its objective is to maintain Sweden as "the world's most successful digital society".

News 2010-2001

2010

- ▶ The Swedish Migration Board ([Migrationsverket](#)) [launches](#) in *December 2010* electronic services enabling visiting students to apply for entry **visas** and residence **permits** online. The service will be initially introduced on a small scale, but gradually electronic services will be set up in Swedish embassies and consulates in 2011.
- ▶ During *September 2010*, the [Social Insurance Agency](#) of Sweden (*Försäkringskassan*) [runs](#) a new information campaign to raise citizens' awareness of the 'My Pages' service on its website. The information campaign aims to make the service known by even more users, to thus make as many citizens as possible aware of the possibility to manage their own cases. In the frame of the new campaign, the Agency has been communicating in particular on the possibility for the users of 'My Pages' to see the documents they received, to know when their benefits will be deposited and what their amount will be.
- ▶ Since *13 April 2010*, an [online service](#) for all those interested in applying for the Swedish citizenship is provided by the website of the [Migration Board](#). The applicants only need to have access to a computer and a printer in order to electronically complete, pay and submit the application via the Migration Board's website. Upon receipt of the application, an automated check is performed directly by external authorities and the application is registered. The cost for applying for the Swedish citizenship is 1 500 Swedish Krona (approx. € 157).
- ▶ The [National Patient Summary](#) programme (*Nationell Patientöversikt - NPÖ*) launched across Sweden will have been completed by spring 2012, according to one of the project leaders. The NPÖ provides an electronic summary of **patients' records** including information on identity, alerts, diagnosis, care services and medications. It gives authorised care, staff access to critical patient information, irrespective of the organisation they belong to, at any time and place. NPÖ will be fully implemented in ten county councils within 2010 and a further ten during 2011.

2009

- ▶ According to '[Smarter, Faster, Better eGovernment - 8th Benchmark Measurement](#)', a report prepared for the European Commission and published in *November 2009*, Sweden is a **mature information society** and a **leader** in most **eGovernment benchmarks**. The report moreover notes that eGovernment use by businesses has stalled and that the user-friendliness is at EU average.

On *12 November 2009*, the Swedish Government [decides](#) to grant 800 000 SEK (approx. € 78 000) to the Swedish Association of Local Authorities and Regions (SKL) in the aim to allow it to continue developing methods and ICT tools to facilitate citizen participation in political decision-making. Examples of the tools developed under this project include the 'electronic citizen proposal'; SMS query tools; and instant messaging devices.

- ▶ On *19 October 2009*, the eGovernment Delegation (*E-Delegationen*) [releases](#) the [report](#) 'Strategy on the work of the Public Agencies in the field of eGovernment' which proposes ways of increasing the efficiency of the Swedish Public Agencies and the potential innovation of society in general through eGovernment. It thus outlines the actions that the eDelegation intends to carry out by the end of 2014. The document will therefore be referred to for consideration by agencies and other organisations.
- ▶ In *March 2009*, the Government [decides](#) to set up an [eGovernment Delegation](#) whose remit will be to **lead** and **coordinate** the development of eGovernment, thus replacing the Swedish Administrative Development Agency (Verva) which ceased to exist on 31 December 2008. The eDelegation will contribute to the implementation of the [Action Plan for eGovernment](#) while aiming to enlarge the prospects for developing more user-friendly interfaces for eServices to citizens and businesses, especially for those services that integrate the processes of several public agencies.

2008

- ▶ Sweden [approves](#) the **OpenDocument format (ODF)** as a national standard in *September 2008*.

On the same month, the Minister for Local Government and Financial Markets [announces](#) a **wide-ranging reform** of the management structure of eGovernment, as part of a move to enhance and streamline the Public Administration.

- ▶ During *June 2008*, the Swedish Administrative Development Agency (Verva – no longer in operation) publishes a series of proposals regarding **eIdentity Management** in the long-term. The Agency proposes that the Government guarantees that there is a regulated system for eIDs which provides support for both qualified and advanced electronic signatures, provided that the terms 'Swedish eID' and 'Swedish official eID' are defined in a suitable manner in order to be given an adequate legal basis, and that a certification system is formulated for the proposed eIDs. Furthermore Verva issues a **Draft Interoperability Framework** on *10 June 2008*. The final version of this framework was expected to be published by the end of 2008 following consultations with and hearings of stakeholders from both the business and management levels.
- ▶ The English version of the '**National Guidelines for Public Sector Websites**' is published in *April 2008* on the website of the Swedish Administrative Development Agency (Verva – no longer in operation). The purpose of these guidelines is to support Public Administrations in the procurement, development and maintenance of their websites so that all citizens benefit from equal opportunities of use.
- ▶ The portal '[sverige.se](#)' terminates its operation in *March 2008*.
- ▶ The Minister for Local Government and Financial Markets, Mats Odell, [unveils](#) the new [Action Plan for eGovernment](#) on *24 January 2008*. The document highlights the prioritised policy areas until 2010, indicates the responsible Government departments and defines the necessary coordination with municipalities and regions (county councils).

Since *1 January 2008*, the Swedish Administrative Development Agency (Verva – no longer in operation) has stopped administering the eGovernment portal 'sverige.se'.

On the same month, Sweden tops the eGovernment Readiness Index in the UN's [2008 eGovernment Survey](#) as the Government has best invested in moving from eGovernment applications per se to a more **integrated connected governance** stage.

Lastly, a regulation on the secure exchange of information for Government agencies comes into force. It is intended to provide a cohesive understanding among Government Agencies for applying adequate and similar security measures in the development and operation of public eServices. The regulation, which was issued by Verva, is based on the ISO 27001:2006 and the 27002:2005 standards.

2007

- ▶ Regulations containing specifications for coordinating the processing of **Government agencies' electronic invoices** comes into force on *1 March 2007*.

On another note, Stockholm's mayor [announces](#) plans to invest some 650 million SEK (over € 70 million) in the **development of eGovernment services** in order to make Stockholm's public services (information services and online transactions) more easily accessible online.

- ▶ In *February 2007*, the National Post and Telecom Agency (PTS) presents a proposal of **Broadband Strategy** for Sweden.

Sweden furthermore [announces](#) plans to establish its first embassy in cyberspace in 3-D online virtual world 'Second Life'. The Swedish Government sees this as a good opportunity to promote Sweden by providing a portal to online information on the country.

- ▶ The Northern European Subset ([NES](#)), an initiative from a group of countries including Denmark, Finland, Iceland, Norway and Sweden with the collaboration of the United Kingdom, agreed in *January 2007* on a **common implementation** of the eProcurement standard UBL 2.0 to facilitate the establishment of a common eProcurement platform among its members (and all other EU countries wishing to join this initiative).

2006

- ▶ In *November 2006*, the Swedish Administrative Development Agency (Verva – no longer in operation) releases an updated version of the National Guidelines for **Public Sector Websites**.

- ▶ The IT Policy Strategy Group issues its [Recommendations on the Policy for the IT Society](#) in *October 2006*. These intend to: promote a robust and future-proof IT infrastructure providing the best conditions for public eServices; guarantee that Swedish citizens access the services they need, whenever and in any way they want, everywhere in the world and under conditions of high-level security; close the digital gap and fully implement eDemocracy; actively implement IT in the healthcare and social services; and establish clear goals for the [National Strategy for eHealth](#).

- ▶ In the newly formed Swedish Government of *September 2006*, the Minister for Local Government and Financial Markets, Mats Odell, becomes **responsible for eGovernment**.

- ▶ In *May 2006*, five major Swedish banks [agree](#) upon a common framework for **electronic invoicing** while deciding to focus on joint work on electronic documents and business message standards produced by the global standardisation body UN/CEFACT. Such decision is well in line with the work undertaken by European banks through the establishment of the Single Euro Payment Area ([SEPA](#)).

- ▶ The **Swedish Administrative Development Agency** (Verva – no longer in operation) is established in *January 2006* as one of the Government's central advisory agencies. Verva's remit is to coordinate the development of Central Government in Sweden, while driving and promoting the country's eGovernment development.

2005

- ▶ In *October 2005*, Sweden [becomes](#) the second European country to start issuing **biometric passports** compliant with the standard recommended by the International Civil Aviation Organisation (ICAO). At the same time, the country also introduces **biometric ID cards** which are valid as travel documents across the Schengen area.
- ▶ In *June 2005*, the Swedish Government [unveils](#) a [new ICT policy](#) aimed at enabling the country to reclaim its position as a global information society leader. Entitled 'From an IT policy for society to a policy for an Information Society', the new bill is intended to succeed the 1999 bill, 'An Information Society for All', which formed the basis of the Swedish ICT policy to date.
- ▶ In *May 2005*, the Swedish Agency for Public Management (*Statskontoret*) [introduces](#) a new model for assessing the progress and performance of eGovernment to enable the Government to more easily follow up and control eGovernment developments within public bodies.
- ▶ The Swedish Government [presents](#) an '[Action Plan to reduce administrative burden for enterprises](#)' in *February 2005*. The document contains 291 actions to be carried out by 8 ministries and 46 agencies. eGovernment stands as a key enabler of this 'better regulation' plan.

In addition, a status report on the 24/7 Agency Delegation's work recommends eidentification as a common security solution for eServices in the public sector.

2004

- ▶ In *October 2004*, the Swedish Agency for Public Management (*Statskontoret*) issues a guide recommending a standard **cost-benefit analysis** of ICT projects.
- ▶ On *2 November 2004*, the Swedish Government [launches](#) a **new eGovernment portal** '[sverige.se](#)', which replaces the previous '[SverigeDirekt.se](#)' site. While the latter was merely a directory of public agencies, the new portal is intended to serve as an orientation portal, i.e. a starting point for people looking for public sector information and services.
- ▶ The first 'National Guidelines for **Public Sector Websites**' are released in *June 2004*. The aim 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'.
- ▶ In *April 2004*, the Swedish Government [sets](#) a **framework agreement on infrastructure services** (known as '[Infra Services](#)'). The objective is to provide Government agencies with a set of standard infrastructure services and interoperable solutions in order to enhance public eServices.
- ▶ The Government Interoperability Board (GIB) is established in *January 2004* with the mandate to issue common standards and guidelines for **electronic information exchange** within the Government.

2003

- ▶ The 24/7 Agency website is set up in *September 2003* in the aim to provide increased visibility to the Swedish eGovernment drive.
- ▶ A 24/7 Agency Delegation is [appointed](#) in *June 2003*. Its task is to stimulate the development and use of **electronic services** in the public sector, in particular eServices capable of generating major benefits for citizens and businesses while making the public sector more efficient.
- ▶ The Government appoints an **IT Policy Strategy** Group tasked with advising the Government on issues related to IT Policy while playing a proactive role to achieving the policy goal of an 'Information Society for All'.

2002

- ▶ In *December 2002*, the [Patent and Registration Office](#) becomes the first public agency to receive cases online, by means of the new **electronic signatures**.
- ▶ In *May 2002*, the Swedish Agency for Public Management (*Statskontoret*) signs a framework agreement with suppliers who will provide **citizen certificates for eSignatures**.

In *January 2002*, the Government initiates a review of laws and regulations, so as to remove unnecessary obstacles to electronic communications and to the electronic handling of documents and cases.

News 2000 and before

- ▶ The **'Public eForum'**, a cooperation council for Government agencies, is created in *September 2000*. Composed of board members from the different agencies, it is to be a forum on the development of eGovernment.

In *July 2000*, the Government presents an action programme [entitled](#) 'A Public Administration in the service of Democracy'. It promotes the concept of the 24/7 Agency; the provision of services through the Internet round the clock, seven days a week, irrespective of the division of responsibilities between Government agencies or other public organisations.

In *May 2000*, the [report](#) 'The 24/7 Agency - Criteria for 24/7 Agencies in the Networked Administration' proposes a four-stage approach towards fulfilling the aim of enhancing accessibility and providing service 24 hours a day, 7 days a week.

The bill ['An Information Society for All'](#) is presented in *March 2000*. It aims to consolidate Sweden as an information society leader and use the ICT potential in order to stimulate growth, employment, regional development, democracy, fair treatment, quality of life, equality and efficient Public Administration.

- ▶ In *1998*, the Government [presents](#) 'Central Government Administration in the Citizen's Service', a bill designed to modernise Public Administration and management. It outlines the need for a more citizen-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*. It is a concept and standard for the secure exchange of information among Government agencies and between these and their customers. It consists of 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.

eGovernment Strategy

Main strategic objectives and principles



Recent developments

The report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' (December 2010) conducted for the European Commission, underlines that Sweden has **five top strategic eGovernment priorities** for the year ahead.

More precisely, those priorities are:

- ▶ getting more and better integrated eServices in place;
- ▶ implementing an updated system for eID;
- ▶ financing of inter-agency projects;
- ▶ continued service orientation of public agencies and organisations;
- ▶ putting a new governance structure for eGovernment in place.

To put these priorities forward, the [Ministry of Enterprise, Energy and Communications](#) has prepared a [Digital Agenda for Sweden](#). The Digital Agenda, is complementary to ongoing eGovernment efforts (please view below). According to the Ministry, the Agenda coordinate activities in the IT field in areas such as security, infrastructure, skills, trust, accessibility, usability, standards, entrepreneurship and innovation.

The [eGovernment Delegation](#) published two strategic reports, '[As simple as possible for as many as possible: Under construction - future eGovernment](#)' (SOU 2010:62) and '[As simple as possible for as many as possible - Making progress](#)' (SOU 2011: 27) to further lead eGovernment strategy in the country. The overarching **aims** of the broader [Swedish eGovernment programme](#), as presented through these documents, are to:

- ▶ make it as simple as possible for as many people as possible to exercise their rights, fulfil their obligations and access public administration services;
- ▶ strengthen the overall development capacity and innovative power of society; and
- ▶ achieve flexible eGovernment that is based on users' needs.

Strategy on the work of the Public Agencies in the field of eGovernment (2009-2014)

The '[eGovernment Delegation](#)' (*E-delegationen*) was established in March 2009 with the view to lead and coordinate the development of eGovernment in the country. On 19 October 2009, the eGovernment Delegation released a report entitled '[Strategy on the work of the Public Agencies in the field of eGovernment](#)'. It will thereafter coordinate the strategic eGovernment projects until the end of 2014. The document proposes ways of **increasing the efficiency** of the Swedish Public Agencies and the innovation potential of society in general through eGovernment. Several of the proposals require the adoption of a Government decision to become applicable. The strategy document is being referred to for consideration by agencies and other organisations.

The eDelegation's suggestions, in order to facilitate the realisation of the Strategy's goals, cover the following **aspects**:

- ▶ eIdentification: the creation of a single and **unified eID solution** to access government services; this solution could be used within the framework of private sector services eventually. The Tax Board (*Skatteverket*), through a newly established committee, would coordinate the management of eIdentification, and issue regulations on eID cards and the electronic data exchange between the public authorities.
- ▶ Launch of an **Internet forum** where citizens and businesses would be given the opportunity to take part in the shaping of future eGovernment.
- ▶ Several of the existing Public Agencies would be mandated to quickly and effectively develop specific eGovernment services. The public authorities should interact among them and with the private stakeholders in the aim to **jointly develop common** eServices.
- ▶ **Better technical/legal rules and regulations** to promote the use of eIdentification and eServices.
- ▶ The Public Agencies should select open standards first and always consider open source software.
- ▶ Some Public Agencies would be in charge of systematically monitoring the development and the testing of IT, so as to create the conditions for **informed technological choices** across the public administration.
- ▶ **Clearer management and funding mechanisms** for eGovernment projects. Specific funding should be earmarked for those strategic projects which could prove beneficial to third parties.
- ▶ **Effective support service and shared service centres**: the Tax Board and the National Police are currently participating in a pilot scheme aimed at developing the known as 'administrative support activities' applied to financial and human resources.

Previous eGovernment Strategies

Action Plan for eGovernment (2008-2010)

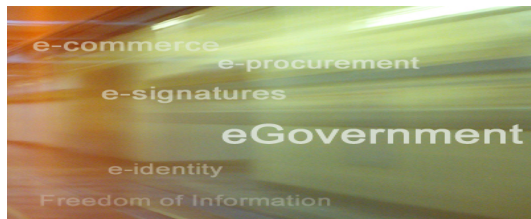
In January 2008, the Minister for Local Government and Financial Markets, Mats Odell, unveiled the [Action Plan for eGovernment](#), with the subtitle 'New grounds for IT-based business in Public Administration'. The document highlighted the **prioritised policy areas** until 2010, indicated the responsible Government departments and defined the necessary coordination with municipalities and regions (county councils). The **primary objective** of the Action Plan was for Sweden to regain a leading position in the eGovernment area by 2010, by having '**the world's simplest Administration**': to be as simple as possible for as many as possible; to exercise their rights; and fulfil their obligations while becoming involved in the delivery of public services.

The 24-hour Public Administration Strategy

In 2000, Sweden set the policy goal to become the first country to be an '**Information Society for All**'. Since then, the Swedish Government's priority tasks have been to **enhance** public confidence in IT, help to **improve** user skills and **foster access** to IT services. According to the 24-hour Public Administration Strategy, public information and services should, to the maximum degree, be electronically available 24 hours a day, seven days a week. Another major **aim** of the strategy was to strengthen democracy by **enhancing** transparency and citizen participation in the policy and decision-making processes. The strategy for delivery was based on the Swedish **decentralised model** for Public Administration. Next to small policy ministries, a large number of agencies is responsible for implementing Government policies. The agencies are managed by a system of performance management, where the Government sets targets, allocates resources and appoints managers while following up and evaluating the results.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

[Government Bill 2009/10:175: Public administration for democracy, participation and growth \(2009\)](#)

eGovernment activities used to be regulated by general laws and ordinances on Public Administration. This Bill, which was passed by the Parliament on 2 July 2010, is not an eGovernment legislative document per se. However, it contains a long chapter specifically on eGovernment, while most initiatives concerning restructuring of public administration are related to electronic means. It describes, in fact, steps for working with eGovernment in the state administration.

Freedom of Information Legislation

[Freedom of the Press Act \(2011\)](#)

In 1766, Sweden was the first country in the world to introduce legislation on Freedom of Information with the 'Freedom of the Press Act'. This Act was reviewed in 1949 and was last amended on 1 January 2011. 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 anonymous. Each authority is required to keep a register of all official documents and most indices should be 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. Complaints can also be lodged to the [Parliamentary Ombudsman](#), who can investigate and issue non-binding decisions.

[Public Access to Information and Secrecy Act \(2009:400\)](#)

The Public Access to Information and Secrecy Act (2009:400) contains provisions on confidentiality and non disclosure of public documents. Information can be given protection in various areas, among different agencies, or in various cases.

Data Protection/Privacy Legislation

[Personal Data Act \(1998\)](#)

The Personal Data Act came into force on 24 October 1998. The Personal Data Act was adopted to bring Swedish law into compliance with the requirements of the EU Data Protection Directive [95/46/EC](#), which aims to prevent the violation of personal integrity in the processing of personal data. The 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 and if the person registered gives his/her consent. Exemptions to this rule include the exercise of official powers, or the fulfilment of a legal obligation by the controller of personal data. In many areas of the administration there are special registry laws to supplement or replace the provision in the Personal Data Act.

eSignatures Legislation

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

This Act, which implements the EU Directive on a Community framework for electronic signatures (1999/93/EC), entered into force on 1 January 2001. The Swedish electronic signature includes **authentication** and **integrity** requirements. According to the Act's definition of qualified electronic signatures, there are only certain certification authorities ("CAs") that may provide such signatures. The Act states that when a law or regulation contains requirements for a hand-written signature and if such signature is satisfied by electronic means, a qualified signature shall then fulfil this requirement.

eCommerce Legislation

[Act on Electronic Commerce and other Information Society Services \(2002\)](#)

Adopted in 2002, this act transposed the EU Directive [2000/31/EC](#) on certain legal aspects of information society services, in particular electronic commerce ('Directive on electronic commerce'). It lays down the obligations of service providers and regulates the treatment of information submitted online.

eCommunications Legislation

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

Based on the EU regulatory framework for electronic communications, the Electronic Communications Act entered into force on 25 July 2003. Its purpose is to provide citizens and public authorities with access to **safe** and **efficient** eCommunications while promoting competition. Electronic communications should be **sustainable**, **useable** and accommodate future needs. Another purpose of the Act is to ensure that eCommunication services are available to citizens **in all regions** of Sweden.

eProcurement Legislation

[Act on Public Procurement \(LOU\) \(2008\)](#)

The new Act on Public Procurement entered into force on 1 January 2008. Together with the Law on procurement in the water, energy, transport and postal services, it implements the two EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)) into Swedish law, in particular their eProcurement provisions pertaining to **eAuctions** and the **Dynamic Purchasing system**.

Since 1 September 2007, the [Swedish Competition Authority](#) has been in charge of providing information on and supervising the Act. The Authority has taken over these tasks which previously rested with the [Public Procurement Board](#) (NOU).

Re-use of Public Sector Information (PSI)

[Law on the Re-use of Public Administration Documents \(2010\)](#)

On 1 July 2010, Sweden adopted new legislation transposing Directive [2003/98/EC](#) on the re-use of Public Sector Information in the form of Law No 2010:566 of 3 June 2010 on the re-use of public administration documents. The new Swedish law specifically purports to promote the development of an information market by facilitating re-use by individuals of documents supplied by the authorities on conditions that cannot be used to restrict competition.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Enterprise, Energy and Communications

Operational responsibility for eGovernment lies with the Minister for Information Technology and Energy, Anna-Karin Hatt, residing in the Ministry of Enterprise, Energy and Communications.

The eGovernment Delegation

The remit of the eGovernment Delegation is to lead the development of eGovernment. The first task of the Delegation is to produce strategic documents and reports that present the needed actions and guidelines to be followed by the government and its agencies in order to promote eGovernment. The Delegation is the central policy making authority for eGovernment in Sweden. *'E-Delegationen'* consists of the directors of the country's major public agencies whose activity intensively relies on IT. The creation of the eGovernment Delegation is intended to streamline several activities within the Public Administration.

Coordination

The eGovernment Delegation

The Delegation is required to coordinate the IT-based development projects of government agencies and to follow up their impact on citizens, business operators and public management employees. A further task of the Delegation is to coordinate specific IT standardisation issues and assist the Government in the international work in this area.

The mission of the eDelegation with specific reference to coordination can be summarised, as follows:

- ▶ coordinate eGovernment projects and monitor their cost efficiency as well as their impact on citizens, entrepreneurs and employees;
- ▶ coordinate the Public Administration IT standardisation while assisting the Government's work at international level in this area;
- ▶ promote and coordinate the interaction between the Government, public bodies, counties, municipalities and businesses;
- ▶ promote and coordinate the agencies' efforts to improve the conditions for the use of documents; and
- ▶ draft guidelines.

Legal, Financial and Administrative Services Agency and National Procurement Services (Kammarkollegiet)

National Procurement Services manage and coordinate public procurement aspects in the area of information and communication technology (ICT). The Legal, Financial and Administrative Services Agency has furthermore been mandated by the Government to explore and develop ways of improving the use of electronic procurement in the public sector.

Implementation

[The eGovernment Delegation](#)

The Delegation contributes to the implementation of any given eGovernment strategy, in this occasion, the [Action Plan for eGovernment](#) and Digital Agenda for Sweden. It will moreover manage the implementation of the strategy for the public agencies' work in the field of eGovernment.

[Digitisation Council](#)

This new authority was funded in March 2011 and consists of 27 members. Among other responsibilities, the Council is responsible of providing advice to the Ministry of Enterprise, Energy and Communication concerning the implementation and realisation of the domestic IT strategy.

Individual Government departments and bodies

Central Government departments (small policy ministries) and bodies (i.e. Government agencies) are responsible for implementing departmental eGovernment projects falling within their respective areas of competence.

Support

[Swedish Agency for Public Management \(*Statskontoret*\)](#)

Statskontoret is tasked with providing support to the Government and to Government bodies in the IT field in order to help modernise Public Administration through the use of ICT. In this regard, *Statskontoret* conducts studies and evaluations, upon request of the Government.

[Swedish Post and Telecom Agency \(PTS\)](#)

The mission of 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 Enterprise, Energy and Communications, and is managed by a board appointed by the Government. PTS is also the Swedish supervisory authority for issuers of qualified certificates to the public. There are currently no qualified certificates issued in Sweden and no issuers of such certificates have been registered with PTS.

[Digitisation Council](#)

The Council will serve as advisory in matters of digitisation in Sweden. In addition to its advisory function, it also provides a forum for strategic discussion between the government and private and public representatives of various sectors of society.

[IT Incident Centre \(Sitic\)](#)

The role of the Incident Centre is to support public efforts to provide protection from IT incidents. This centre is responsible for:

- ▶ setting up an information exchange system for IT incidents between the centre and public organisations;
- ▶ quickly being able to disseminate information in society about new issues which may disrupt IT systems;
- ▶ providing information and advice about preventive measures;
- ▶ compiling and publishing statistics as supporting documentation to facilitate continuous improvements to preventive measures.

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

Policy/Strategy

[County councils](#) and [municipalities](#)

In line with the local self-government principle, Regional and Local eGovernment initiatives are led by the respective regional and local county councils and municipalities.

Coordination

[County councils](#) and [municipalities](#)

Regional and Local eGovernment initiatives are coordinated by the respective regional and local county councils and municipalities.

[The eGovernment Delegation](#)

As part of its coordination mission, the eGovernment Delegation promotes the interaction between the Central Government, counties and municipalities in the field of eGovernment for the benefit of the entire Swedish Administration.

Implementation

[County councils](#) and [municipalities](#)

Regional and local county-councils and municipalities are responsible for the implementation of all governmental initiatives concerning eGovernment locally.

Support

[Swedish Association of Local Authorities and Regions \(SKL\)](#)

As of 27 March 2007, the Swedish Association of Local Authorities (SALA) and the Federation of Swedish County Councils (FCC) have formed a joint federation - the Swedish Association of Local Authorities and Regions (SKL). SKL represents the interests of Sweden's 290 local authorities, 18 county councils and two regions. The Association strives to promote and strengthen local self-government, and to create the best possible work conditions for their members.

Audit/Assurance

Professional auditors

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

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment



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Ministry of Enterprise, Energy and Communications

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Head of eGovernment



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

'sweden.gov.se' portal

This portal serves as the English-language website of the Swedish Government and the Government Offices. It is designed to provide documents and records, information about current government bills, initiatives and ministerial activities, and accounts of how the decision-making process works in Sweden.

The website has three main sections:

- ▶ The Government and the Government Offices: The section offers up-to-date information listed according to each ministry, minister and subject area.
- ▶ Publications: This section contains all information material and other publications issued in English or other foreign languages (along with an ordering facility).
- ▶ How Sweden is governed: This section places the work of the Government and the Government Offices in context. Decision-making processes, the EU and other matters are described and exemplified.

'verksamt.se' portal: the Swedish Business Link to Government

The 'verksamt.se' portal provides a comprehensive **single-point** for entrepreneurs and enterprises to access relevant and official eServices and information from three public authorities: the [Swedish Companies Registration Office](#) (*Bolagsverket*); the [Swedish Tax Agency](#) (*Skatteverket*); and the [Swedish Agency for Economic and Regional Growth](#) (*Tillväxtverket*).

This initiative **develops, improves, joins and replaces** two existing eServices; the online guidance for those willing to start and/or run a business (*Företagarguiden*) and the company registration service (*Foretagsregistrering*). '[Verksamt.se](http://verksamt.se)' joins up the guidance and information parts with both the **company registration** and **company tax filing eServices**. It furthermore introduces a **new tool** to create a business plan, where information can be transferred and re-used in other eServices.

'sweden.se' portal

This is the official gateway to Sweden. Through this portal all interested parties can gather information on [working](#) and [starting a business](#) in Sweden. The service also provides the ability to download forms and applications.

'openaid.se' portal

The portal 'openaid.se' has been created by the Ministry of Foreign Affairs to provide information on the aid Sweden gives to other countries. The portal will enable organisations, journalists and the public to trace the entire process of giving aid from the preparation of aid efforts through decisions and reports to the evaluation of the tasks undertaken. The immediate goal is to increase transparency on aid, as a way of boosting the fight against poverty. Information from as far back as 1975 is available, even though it becomes more detailed and complete in more recent years.

Networks

Swedish Government Secure Intranet (SGSI)

SGSI is an intranet service for secure communication within the country between Swedish Government agencies and among EU Member States and EU bodies via TESTA, the European Community's own private IP-based network for secure information exchange among the European Public Administrations. SGSI is an IP service, a **virtual private network** which has no direct connection with the open Internet.

According to the **security target** in force, the SGSI may be used by Government agencies which have been accredited. Accreditation implies that **case sensitive information**, which has been classified according to the EU Council's security regulations as '*Restreint UE*', can be transferred to TESTA and to connected agencies. SGSI has a wider function than that of TESTA-traffic channel, as it allows for communication between the police and judicial agencies. The network is also expected to become increasingly important for national crisis communication among Swedish Government agencies.

Public Telecom Network

Telecom terminals are a type of telecommunication equipment that is connected to the public telecom network. This equipment includes telephones, mobile phones, answering machines, number display units, fax machines and modems. Thanks to all this equipment, the public telecom network becomes faster, more efficient and much more secure for both citizens and public services. The use of those terminals is promoted in compliance with the European Community Directive, the Radio and Teleterminal Equipment Directive ([R&TTE-directive-1999/5/EC](#)), which is implemented in Sweden by national regulations.

eIdentification/eAuthentication

'Official' electronic ID card

On 1 October 2005, the Swedish Government introduced the '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; it is issued by the passport offices and manufactured by the same supplier as the biometric passport. In addition to the **contactless chip** containing a digital picture of the holder, it also has a traditional chip which may be used to securely access eGovernment services in the future.

eLegitimation-Non-official eID cards and software-based eIDs

Swedish citizens have been using non-official electronic ID cards issued by the Swedish Post and software-based electronic IDs like the [BankID](#) (developed by the largest Swedish banks) and [Steria eID](#) to access certain **eGovernment services**. Any physical person with a Swedish **personal identity number** (a unique identification number for Swedish citizens) can obtain an eID. This number appears on the eID and its microchip.

Legal entities can also use an eID. In this case, two types of certificates come into question, namely the **server** and **stamping certificates**, for authentication and signing respectively. The certificates contain the name of the organisation and the organisational number and may also contain a URL. The contact person ordering organisational certificates must have an authorisation for this purpose from a person authorised to sign on behalf of his/her organisation.

Furthermore, 'Steria' has introduced a new type of eIDs in Sweden; the **organisational certificates for personal use**. This type of certificate contains the organisational number, the name of the organisation, as well as the name and the role of the person. It is worth noting that none of the organisational eIDs contain the personal identity number which is considered to be sensitive information.

As the eIDs are issued by different suppliers, the authority which provides eServices must be able to authenticate users, verify eSignatures and apply for revocation checks in different ways and towards different eID-suppliers.

[Biometric passports](#)

In October 2005, Sweden became the second European country to start issuing biometric passports compliant with the standards recommended by the [International Civil Aviation Organization](#) (ICAO).

The ePassport has an **RFID** (Radio Frequency Identification) microchip embedded in its polycarbonate data page containing a digital photo and personal information of the holder.

eProcurement

eProcurement Virtual System

According to the report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)', produced for the European Commission in December 2010, Sweden set an eProcurement virtual system with a non mandatory platform where eProcurement services are provided by subcontractors, specialised in the different steps of the electronic procurement process. The central eProcurement authorities' role consists on monitoring the supplied services and complying with standards. In general, 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 [Visma](#)).

[Public Procurement information portal](#)

This portal maintained by the National Procurement Services, serves as an **information database** on the different framework agreements which were procured centrally by National Procurement Services. The portal is available to national authorities, Government agencies, regions and municipalities.

An authority can thus use the information portal to locate the necessary information on a **framework agreement**, whereas the procurement process is further handled by the authority itself, either by electronic, or traditional means.

eInvoicing Standard

The Swedish National Financial Management Authority leads the work on the procurement of an **eInvoicing infrastructure**, and develops support for agencies.

The Swedish Government announced in December 2006 that as from July 2008, all public agencies shall process all incoming and outgoing invoices electronically.

A standard for electronic invoicing in the public sector has been suggested and, on 12 January 2007, regulations were issued, requiring Swedish Government agencies to comply with the **Single Face to Industry (SFTI)** basic invoice specification in their processing of electronic invoices. These regulations also state that agencies shall choose a method of transport for transferring electronic invoices in an appropriate manner.

Knowledge Management

[The Platform for Co-operative Use](#)

There is currently no central knowledge management infrastructure in Sweden.

However, **local authorities** have their own '[Platform for Co-operative Use](#)' whose purpose is to exchange best practice and speed up the development of eGovernment in the municipalities. 30 municipalities have been collaborating on 5 pilot projects developed to identify, design and introduce common systems architecture, technical platforms and basic functions for eServices in the municipalities.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Swedish Tax Agency

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

Description: Fully functional online submission, assessment and payment system. Most Swedish taxpayers receive a pre-filled and pre-calculated version of their tax return, which they can file online using a 'soft electronic ID' (PIN and password provided by the Tax Agency), or simply confirm by using the Tax Agency's telephone service, or via SMS.

2. Job search services by labour offices

Responsibility: Central Government, Swedish Employment Agency

Website: <http://www.arbetsformedlingen.se/>

Description: Fully functional job search facility. Job seekers can browse offers and post their CVs, while 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/>

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 and most of them have online application and benefits cards systems.

b. Child allowances

Responsibility: Swedish Social Insurance Agency

Website: <http://www.forsakringskassan.se/privatpers/>

Description: In Sweden, child allowances are a good example of an automated social security service. After a child is born and registered in the national population registration books, the Social Insurance Agency pays allowances to the parents automatically.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Swedish Social Insurance Agency

Website: <http://www.forsakringskassan.se/privatpers/>

Description: A person who is insured in Sweden is also 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/>

Description: The Swedish National Board of Student Aid (CSN) is the authority which 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 accounts (payments, debt etc.). An online application system is being implemented.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, National Police Board

Website: <http://www.polisen.se/>

Description: Applications are handled by local police branches. It is to be noted that the Swedish National Tax Board has an eService that makes it easy, using an eID, to obtain the personal register certificate one needs in order to receive a passport.

b. Driver's licence

Responsibility: Central Government, Swedish Road Administration

Website: <http://www.vv.se/>

Description: Information and forms to download.

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

Responsibility: Central Government, Swedish Transport Agency

Website: <http://www.transportstyrelsen.se/en/road/Vehicles/Number-plates-and-certificates/Registration-certificates-/>

Description: The eServices offered are: vehicle registration, information on vehicles (owner), order of registration plate and certificate, and damage report.

6. Application for building permission

Responsibility: Local Government

Website: <http://www.skl.se/>

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/>

Description: A system allowing for crime reporting online in case of theft has been introduced on the national police portal through the appropriate declaration forms.

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

Responsibility: Central Government/Local Government

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

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 Tax Agency
Website:	http://www.skatteverket.se/
Description:	The Tax Agency is in charge of managing the National Population Register. Birth certificates can be ordered online and 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, Swedish Agency for Higher Education Agencies (VHS)
Website:	http://www.vhs.se/
Description:	The Swedish Agency for Higher Education Agencies (VHS) has been commissioned to conduct coordinated admissions to educational programmes at universities and university colleges. It is possible to completely treat the enrolment of students in a university or another institution of higher education via the website.

11. Announcement of moving (change of address)

Responsibility:	Posten (Swedish Postal Agency)
Website:	http://www.adressandring.se/
Description:	Change of address and forwarding of mail can be ordered and paid for online through the service <i>Adressändring</i> , provided by the Swedish Post.

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

Responsibility:	Local Government
Website:	http://www.vantetider.se/
Description:	This online service has been developed by the Government and the county councils (which are responsible for healthcare services) in order to provide information on waiting times for treatments in various hospitals. Most regional authorities offer patients the opportunity to ask for health advice by email. Some health centres also accept appointments and cancellations online. Stockholm's County Council offers the Health Care Guide Service which provides a wide array of services to those patients with an eID, or a security code.

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

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 contained in the annual report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)' prepared for the European Commission, Directorate General for Information Society and Media, December 2010.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility: Central Government, Swedish Tax Agency

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

Description: Online application submission and online payment system for tax and social security contributions.

2. Corporate tax: declaration, notification

Responsibility: Central Government, Swedish Tax Agency

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

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

3. VAT: declaration, notification

Responsibility: Central Government, Swedish Tax Agency

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

Description: Online application submission and online payment system for VAT.

4. Registration of a new company

Responsibility:	Central Government, Swedish Companies Registration Office
Website:	https://www.verksamt.se
Description:	Joint online service from the Swedish Companies Registration Office and the Swedish Tax Agency. 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/
Description:	Data concerning company revenues already declared to the Tax administration do not need to be resubmitted separately to statistical offices. Likewise, data related to employees already submitted to Social security and Employment administrations are automatically submitted for statistical purposes.

6. Customs declarations

Responsibility:	Central Government, Swedish Customs
Website:	http://www.tullverket.se/
Description:	A wide range of online web services are offered, among which: customs declaration, applications, i.e. application for export subsidies, and status information of declared goods.

7. Environment-related permits (incl. reporting)

Responsibility:	Local Government
Website:	http://www.skl.se
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 National Financial Management Authority and Public Procurement Board
Website:	http://www.avropa.nu/
Description:	Portal maintained by the Public Procurement Board 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 Visma).

Further information on the services and on the latest official online sophistication ratings is available in the ['Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement'](#) report, prepared for the European Commission, Directorate General for Information Society and Media, December 2010.



European Commission - eGovernment Practice

eGovernment practice (epractice.eu) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the epractice.eu services. The factsheets present an overview of the eGovernment status and progress in the European countries.

The eGovernment factsheets are produced and updated twice a year.

eGovernment practice is a joint initiative by the Directorate General Informatics and the Directorate General for the Information Society and Media.

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