

[ eGovernment in ]

# Switzerland

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eGovernment  
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- 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 Switzerland. 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):** 7 866.5 inhabitants (2011)\*

**GDP at market prices:** 398 864.6 million Euro (2010)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-27 = 100) :** 147.0 (2010)\*

**GDP growth rate:** 2.7 % (2010)

**Inflation rate:** 0.6 % (2010)

**Unemployment rate:** 4.5 % (2010)\*\*

**Government debt/GDP:** N/A

**Public balance (government deficit or surplus/GDP):** 1.0 % (2009)\*\*

*Provisional value\**

*Source: [Swiss Federal Statistical Office](#)\*\**

*Source: [Eurostat](#)*

**Area:** 41 290 km<sup>2</sup>

**Capital city:** Bern(e)

**Official EU language:** German, French, Italian, Rhaeto-Rumantsch\*

**Currency:** Swiss franc

*Source: [Swissworld](#)\**

*Source: [Europa website](#)*

#### Political Structure

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

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

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

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

**Head of State:** President [Eveline Widmer-Schlumpf](#) (since 2012).

**Head of Government:** President [Eveline Widmer-Schlumpf](#) (since 2012).

## Information Society Indicators

Percentage of households with Internet access: N/A

Percentage of enterprises with Internet access: N/A

Percentage of individuals using the Internet at least once a week: N/A

Percentage of households with a broadband connection: N/A

Percentage of enterprises with a broadband connection: N/A

Percentage of individuals having purchased/ordered online in the last three months: N/A

Percentage of enterprises having received orders online within the previous year: N/A

Percentage of individuals using the Internet for interacting with public authorities: obtaining information N/A, downloading forms N/A, returning filled forms N/A

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information N/A, downloading forms N/A, returning filled forms N/A

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

#### November 2011

On 16 November 2011, the Federal Council [approves](#) a new framework agreement between the Confederation and the cantons on eGovernment cooperation for the period 2012-2015. The action plan aims at encouraging targeted projects and a series of measures to strengthen collaboration and coordination at federal level. It is scheduled to enter into force on 1 January 2012.

#### October 2011

Four cantons successfully [conduct](#) eVoting trials during the National Council elections held on 23 October 2011, marking the first time that pilots are carried out in a Swiss federal election. The trials involved Swiss expatriates registered in the cantons of Basel-City, St. Gallen, Graubünden and Aargau. Approximately 22 000 people were eligible to vote by electronic means, which constituted 0.4 % of the 5.09 million qualified voters. Up to 53.1 % of expatriate voters registered in the cantons to participate in the trials made use of eVoting. Only expatriates residing in an EU Member State or a Participating State of the Wassenaar Arrangement can cast their vote electronically, which makes up about 90 % of this voter group.

The positive eVoting experience of the 2011 elections strengthens the Confederation's resolve to allow the majority of qualified expatriates to vote electronically in the National Council elections of 2015.

#### August 2011

The creation and the constituent meeting of the electronic voting (eVoting) Steering Committee [takes place](#) on 19 August 2011 in Bern(e) under the direction of Federal Chancellor Corina Casanova. This new coordinating body is tasked with supporting the ongoing implementation of the eVoting project and studying future strategic proposals.

#### June 2011

Six additional eGovernment projects are [launched](#) in Switzerland. Moreover, the renewal of the '[Framework Agreement on eGovernment Cooperation](#)' between the Confederation and the cantons is expected to be submitted for approval to the Conference of the Cantonal Governments and the Federal Council by the end of 2011. At its session of 20 June 2011, the Steering Committee eGovernment Switzerland is informed of the progress in the implementation of the Swiss eGovernment strategy. On this occasion, it approves the completion of six eGovernment projects, two of which concern services: the platform for company creation and 'ASA 2011', eGovernment in agriculture. The remaining four cover infrastructure elements and the standards defining organisational and legal framework conditions. Their realisation expected to greatly facilitate the current and future delivery of eGovernment services.

## March 2011

On 7 March 2011, the Steering Committee for eGovernment in Switzerland [identifies](#) a few strategic areas intended to give fresh impetus to eGovernment. It calls on all levels of government to further strengthen management, to focus on selected projects and to achieve better collaboration. These strategic areas will constitute the basis for the renewal of the '[Framework Agreement on eGovernment Cooperation in Switzerland](#)'.

## News 2010-2001

### 2010

- ▶ In *November 2010*, the Swiss State Secretariat for Economic Affairs (SECO) [issues](#) its first progress report on [SuisseID](#) – the first electronic proof of identity at national level – as part of the third phase of the short-term stabilisation measures. The report reveals that businesses and institutions have surpassed an important volume of orders since May 2010 when the project originated; in September 2010, the SECO had already received 110 000 requests for a SuisseID mainly from organisations specialised in electronic commerce, eGovernment and eHealth.
- ▶ In an effort to [facilitate](#) the eGovernment processes between citizens and the public administration, the Federal Council approved on *1 September 2010* an Order on the information system for the management of animal experiments. Thanks to the system, the researcher's requests for authorisations for animal testing will be submitted electronically and thus, will be processed more efficiently.
- ▶ On *28 July 2010*, an updated version of the 'Simap.ch' platform - the information system for public procurement in Switzerland - is [released](#). The main changes consist of new or revised technical functionalities for the use of the representatives of the public contracting authorities and the bidders.
- ▶ At the session of Switzerland's eGovernment Steering Committee on *25 May 2010*, each Committee member [receives](#) a personal [SuisseID](#), the first secure electronic proof of identity at national level. Likewise, the Committee takes note of the successful implementation of the Swiss eGovernment programme and appoints the leading partners of the last two priority projects initiated.

Beginning in *May 2010*, the SuisseID is used within the framework of over 50 online [services](#). Developed under the aegis of the [State Secretariat for Economic Affairs](#) (SECO) in cooperation with certification providers, the SuisseID is the first standardised concept to provide an electronic proof of identity in Switzerland. It supports both a legally binding electronic signature as well as a method for a secure authentication.

During the same month, [SuisseID](#) is officially launched, allowing holders to sign documents by electronic means and to securely authenticate online services. The tool is of high importance for the implementation of the priority projects listed in the national eGovernment strategy. Furthermore, SuisseID creates synergies between eGovernment and eCommerce.

- ▶ Since the beginning of *January 2010*, 1.2 million resources of the Federal Department of Justice and Police (FDJP), the Federal Department of Foreign Affairs (DFA) - apart from the Swiss Representation abroad - and the Federal Department of the Environment, Transport, Energy and Communications (DETEC) are [searchable](#) online via the search engine of the [Swiss Federal Archives](#). The Federal Archives allow users - regardless of location - to perform research and have an overview of issues and topics covered in its records. Different search options are available, ranging from a simple or full search in the text to archive plan and field search.

## 2009

- ▶ On *21 October 2009*, the Swiss Federal Council [approves](#) the **updated ID act** and the **ordinance on ID** to come into force on 1 March 2010, thus creating the legal background for the definitive introduction of the electronic passport - the '[Pass 10](#)' - in Switzerland.
- ▶ On *25 September 2009*, the Swiss Parliament [adopts](#) the 'Federal Law on Temporary Economic Stabilisation Measures in the fields of Labour Market, ICT and Purchasing Power', aimed at fostering a reliable and operational electronic economic area. To this end, the SuisseID shall be developed to facilitate secure authentication within the framework of electronic transactions concerning both businesses and the public administration.

Since *1 September 2009*, the [Federal Office of Justice](#) (FOJ) offers a new online service facilitating citizens and businesses to order electronic, digitally signed **criminal records excerpts** via the Internet. The relevant digital services have been implemented in form of modules developed by FOJ in cooperation with the [State Secretariat for Economic Affairs](#) (SECO), under the name 'Open eGov'. This marks the first time that a Swiss authority [provides](#) these kinds of excerpts in the form of electronic documents with a digital signature.

- ▶ In *March 2009*, the [Guide-eGovernment](#) is published (available in German, French and Italian). This document is a follow-up to the original edition of April 2006, describing a praxis-oriented approach for the development of eGovernment services.

## 2008

- ▶ In *December 2008*, the [launch](#) of the new portal of debt enforcement ('[Portail des Poursuites](#)' in French, '[Betreibungsschalter](#)' in German and '[Sportello delle Esecuzioni](#)' in Italian) marks an additional step forward in the implementation of the eLP project developed by the [Swiss Federal Office of Justice \(FOJ\)](#). Creditors who reside in Switzerland wishing to initiate debt enforcement proceedings can now fill out a debt collection request online on this new portal which furthermore allows finding the competent cantonal or communal debt collection office in Switzerland.
- ▶ In *November 2008* the new website [eGovernment Switzerland](#) begins serving as the main information platform for the implementation of the Swiss eGovernment strategy.
- ▶ In *September 2008*, the [newly established](#) 'Swiss eGovernment Architecture Community' (SEAC), bringing together industry, government authorities and academia, aims to set guidelines for next-generation IT architectures in the Swiss public sector. It has been put in place by the Swiss Federal Department of Finance (FED), which has overall responsibility for ICT within the country's Federal Administration. According to the [Swiss eGovernment Strategy](#) published in 2007, the Swiss eGovernment Architecture is to support, among other targets, the electronic handling of all communications between businesses and public bodies, as well as the electronic information exchange among public bodies.
- ▶ In *June 2008*, as a signatory to the Schengen Agreement on external border controls, Switzerland commits itself to introducing biometric passports by 2010. These will include an electronically encoded photo and fingerprints on a chip. The National Council, the lower house of the federal parliament [decides](#) that Switzerland's national identity card should include a similar chip with the same data and come out in "credit card" format already used for Swiss ID documents.
- ▶ In *January 2008*, the [Sedex](#) (secure data exchange) IT platform goes live. It is designed to facilitate the secure exchange of data between federal, cantonal and local population registers.

## 2007

- ▶ In *November 2007*, the Swiss federal administration [adopts](#) the eCH-0038-Records Management Framework model as a federal standard for eGovernment. The standard treats records management as a process-oriented approach to information management, using a Swiss adaptation of ISO 15489 as its reference model.
- ▶ In *October 2007*, Geneva State Chancellery [announces](#) that quantum cryptography is to be used for ballot data sent to the central government repository. Scheduled for the national parliamentary elections on 21 October, the experiment may lead to the first quantum communications network.
- ▶ In *September 2007*, the Swiss government [approves](#) the 'Framework Agreement on eGovernment Co-operation in Switzerland', drawn up jointly by the federal and cantonal authorities. The 'eGovernment Switzerland' office within the [Federal Strategy Unit for IT](#) (FSUIT) is to ensure coordination.
- ▶ In *July 2007*, two new Swiss eGovernment standards [come into force](#): eCH-0049, a topic catalogue for eGovernment portals and eCH-0014, a set of updated technical guidelines for eGovernment applications. The Swiss federal authorities and a number of cantons have made compliance with SAGA.ch compulsory for public tendering.
- ▶ In *May 2007*, the Swiss eGovernment standards agency [eCH produces](#) a detailed Identity and Access Management (IAM) reference model as a white paper. The aim is to enable controlled access to information resources and applications while taking account of non-technical parameters. The model sets out the tasks and responsibilities of the three main actors, namely the identity provider, the legislative service provider and the executive service provider.
- ▶ In *April 2007*, [IncaMail](#) is [presented](#) as the Swiss Post's new platform for secure delivery of encrypted electronic data. Amongst other services, it offers registered emails, with indisputable proof of transmission and receipt. Messages are signed and encrypted by the sender and placed on the IncaMail platform ready for pick-up. An electronic signature is provided by the recipient on delivery, and the message can then be decrypted.
- ▶ The revised version of the Swiss eGovernment Architecture ([eGovCH](#)) is published in *March 2007* as a project of the first version of the eGovernment strategy (2002). eGovCH serves as a reference model for the harmonisation of the architectures of organisations participating in eGovernment and of the priority topic areas.
- ▶ In *January 2007*, the Federal Council adopts a new version of the [eGovernment Strategy](#), which provides the cantons and the municipalities with guidelines for their own eGovernment strategies and measures. The objectives, the principles drawn up to reach them, the guidelines for implementation and the catalogue of prioritised projects were drawn up jointly. Based on this strategy, the Confederation and the cantons are committed to a joint agreement for the concrete implementation in the next four years.

## 2006

- ▶ In *November 2006*, Switzerland's Federal Chancellery and the canton of Zurich [launch](#) a pilot project for a national public authorities news service. The service will gather information from federal, cantonal and local authorities and may later be incorporated into the federal eGovernment portal '[www.ch.ch](#)'. The project will be known as 'News Service Schweiz'.
- ▶ In *September 2006*, the [Federal Strategy Unit for IT](#) (FSUIT) and the electronic services initiative [eVanti.ch](#) publish guidelines for eGovernment. These are practice-oriented and contain a large number of checklists. The guidelines describe how to implement an effective eGovernment strategy in a single administration, while remaining within the context of Switzerland's eGovernment standards and strategy.

During the same month, the Swiss Federal Council [adopts](#) a regulation for the trial introduction of biometric passports. New Pass 06 passports, containing electronically-stored biometric data, are to be offered as an alternative to the current 'Pass 03' passports in selected regions.

- ▶ An official report adopted in *May 2006* [sets out](#) measures to keep Switzerland's tradition of direct democracy in step with modern developments. The country's Federal Council sees the gradual introduction of eVoting as one way of keeping up with such developments.

## 2005

- ▶ The Swiss federal government [encourages](#) citizens to apply for a machine-readable passport before *26 October 2005*. Passports issued after this date will include biometric data, have five year validity and cost twice as much.
- ▶ In *April 2005*, 'eGov Mondays' are introduced and coordinated by the [Cantonal Directors' Conference](#) to help promote information exchange between those responsible for eGovernment at a cantonal level.
- ▶ A survey is [published](#) in late *February 2005* by IT services company [Unisys](#) and the [Bern University of Applied Sciences](#) reveals a strong demand for eGovernment in Switzerland. However, the current service offer remains relatively under-used, either because it does not match citizens' expectations, or because users are unaware of its existence.
- ▶ Following recent legislation, the **electronic signature** in Switzerland acquires the same status as a handwritten signature for the purpose of contracts and business transactions as of *1 January 2005*.

## 2004

- ▶ In *September 2004*, voters in four municipalities in the State of Geneva become for the first time able to **vote online** in a federal referendum. About 22 % of the voters from the municipalities of Anières, Cologny, Carouge and Meyrin cast their vote online.

The Swiss Government [approves](#) a five-year pilot project facilitating citizens travelling to the United States to request a **biometric passport**. Under the pilot project expected to last until 2010, Swiss citizens who require a biometric passport will be issued with a new high-tech travel document on a voluntary basis.

- ▶ In *July 2004*, the Swiss eGovernment standards agency [eCH](#) adopts version 1.1 of SAGA.ch as the norm for Swiss eGovernment. SAGA.ch (Standards and Architectures for eGovernment-Applications in Switzerland) contains technical directives and standards which aim to ensure interoperability among the different IT systems of the Swiss Public Administration.
- ▶ A survey is [published](#) in *March 2004* by the [Bern University of Applied Sciences](#) and IT company [Unisys](#) reveals that, even though there is a strong demand for eGovernment in Switzerland, many citizens are either unaware of the currently available eServices or deterred by persisting privacy and security concerns.
- ▶ The IT Council of the Swiss Confederation [adopts](#) at the end of *February 2004* version 1.0 of the Federal Administration's Open Source Software (OSS) strategy, which considers Linux as a future potential standard operating system for the desktop.

## 2003

- ▶ In *September 2003*, the [eVanti.ch](#) project is launched, aiming at better coordinating the Internet activities of Switzerland's vast patchwork of cantons and communes. The project aims to foster exchange and standardisation between layers of government in order to enable a faster deployment of more eGovernment applications in a cost-efficient way.

- ▶ In *June 2003*, the Swiss House of Representatives [approves](#) proposals to give contracts sealed with an **electronic signature** the same legal status as written ones. Under the proposed law, the parties to an electronic contract would have to be clearly identified by a set of digital codes.
- ▶ In *March 2003*, the Centre of Excellence for Electronic Government of the University of St. Gallen [publishes](#) the first comprehensive survey of eGovernment at all three levels of the Swiss Public Administration. The survey shows that there is only a small amount of services being offered and that Swiss eGovernment projects often suffer from lack of adequate management, attributed to an absence of clear objectives and strategy.
- ▶ For the first time in Swiss history, voting is carried out on the Internet at a local poll. Between *14-19 January*, residents of the Geneva suburb of Anières cast their **vote electronically** by post or ballot box on whether or not to spend public money on renovating a building for a restaurant.

## 2002

In *February 2002*, the first version of the eGovernment strategy is adopted by the Federal Council.

# eGovernment Strategy

## Main strategic objectives and principles

### eGovernment Strategy Switzerland (2007-present)



The ongoing '[eGovernment Strategy Switzerland](#)' was adopted in close cooperation with the cantons and the municipalities on 24 January 2007, and amended in May 2009 to serve as the national strategy in the domain. It constitutes the basis for the Confederation, the cantons and the municipalities to orient their efforts toward common goals. The aim of the strategy is to enable both businesses and the population to carry out important transactions with the authorities electronically. The

authorities in turn are called upon to modernise their business processes and to communicate electronically with each other.

The strategy pursues three **objectives**, listed below in order of importance:

- ▶ The business community should conduct the administrative procedures with the authorities electronically.
- ▶ The authorities should modernise their business processes and deal with each other electronically.
- ▶ The population can conduct important - frequent or complex - administrative procedures with the authorities electronically.

This strategy has been put into effect by means of specific projects. These are included in a periodically updated catalogue of [prioritised projects](#) (last updated: 24 October 2011), structured along two **lines of action**:

▶ **Prioritised services:**

Public services for priority implementation are to be selected on the basis of a favourable cost-benefit ratio when provided electronically. At this point priority is given to services like: Company start-ups, customs clearance of goods, processing of public tenders, electronic voting, Agricultural Sector Administration, a VAT portal, among other services.

▶ **Prioritised prerequisites:**

Legal, procedural, organisational and technical prerequisites to offering services have to be fulfilled before entering operation. Processes have to be harmonised and infrastructures made available either centrally or jointly. These include: legal foundations, uniform business identifier, harmonisation of registers and service for electronic forms, among other prerequisites. The strategy for achieving the objectives is based on seven **core principles**:

- Orientation on services and processes
- Focus on a small number of priorities, oriented to the needs of the target groups and not to technical possibilities
- Transparency and commitment
- Innovation thanks to federalism
- Savings thanks to multiple usage and open standards
- Access for all
- Support of the decision makers.

## Swiss eGovernment Architecture project (eGovCH)

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

- ▶ **Standardisation instruments**, such as the Swiss eGovernment standards agency [eCH](#), which creates and promotes eGovernment standards throughout Switzerland.
- ▶ **Reference architectures**, which facilitate the work of planners and implementers of eGovernment solutions.
- ▶ **Standardisation for eGovernment** which evolves in two **directions**:
  - [eCH-0014 "SAGA.ch"](#) defining technological standards and basic architectures for applications in Switzerland;
  - [eCH-0018: XML Best Practices](#) which describes how XML schemes can be created for use in Swiss eGovernment.
- ▶ **Instruments for Strategic IT Planning**, such as the eCH-0015: Inventory of Official Processes.

## Framework Agreement on eGovernment Cooperation in Switzerland (2007-2011)

The '[Framework Agreement on eGovernment Cooperation in Switzerland](#)' governs the common approach taken by the Confederation, the cantons, and the communes (municipalities) in the implementation of the '[eGovernment Strategy Switzerland](#)' for the period 2007-2011.

The [Steering Committee](#) identified strategic areas intended to give fresh impetus to eGovernment at a meeting on 7 March 2011 in Bern. It called upon all levels of government to further strengthen management, to focus on selected projects and to achieve better collaboration. These strategic areas will constitute the basis for the renewal of the framework agreement.

## Federal Administration's ICT strategy (2007-2011)

The [Federal Administration's ICT strategy](#) was developed during 2006 by the Federal Strategy Unit for IT (FSUIT) (present-day [Federal IT Steering Unit - FITSU](#)). The **purpose** is to demonstrate how ICTs should be used to assist the Federal Administration's functions until 2011. A binding action framework is defined comprising responsible authorities, strategic directions and objectives. The ultimate **aim** is that the ICT Strategy acts as the implementing instrument of the eGovernment strategy at federal level. The [Federal Office of Communications \(OFCOM\)](#) plays a crucial **role** in the development of the national ICT policies, namely the Federal Council's [ICT strategy](#), which aims to increase prosperity in Switzerland, guarantee sustainability and improve the country's attractiveness as a business location.

## Service-Oriented Architecture (SOA) 2008-2012

The '[Service-Oriented Architecture \(SOA\) 2008-2012](#)' is one of the 'partial strategies' within the Federal Administration which serve to further specify areas within the broader ICT strategy. It aims to identify and make available:

- ▶ the most important services needed to realise eGovernment applications;
- ▶ the organisational and technical prerequisites (preconditions) for the provision and multiple use of services.

Implementation is based upon a list of verifiable goals and is coordinated by the [Federal SOA programme](#) under the direction of the [Federal Strategy Unit for IT](#). Progress reviews are annual.

## eGovernment Legal Framework

### Main legal texts impacting on the development of eGovernment



#### eGovernment Legislation

##### Current status

There is currently no overall eGovernment legislation.

#### Freedom of Information Legislation

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

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

However, the Act does not apply to a number of institutions, notably: the Swiss National Bank, the Federal Banking Commission, the Federal Assembly, Parliamentary Commissions and the Federal Council. Moreover, the Federal Assembly can also effectively withdraw from the obligations of the Law if the mandates of particular administrative units or organisations require it, or in case damage is caused to their competitive position, or in case their tasks are deemed to be of minor importance.

#### Data Protection/Privacy Legislation

##### [Federal Act on Data Protection \(2002\)](#)

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

For the first time in Switzerland, the public and private sectors are subject to the same rules. In the public sector, the Act only covers the activities of authorities at federal level. However, the majority of Swiss cantons have introduced similar legislation to govern public sector data collection and processing in their respective localities. The Swiss law was granted adequacy approval by the EU in 2000.

##### [Ordinance of the Federal Department of Finance on Electronic Data and Information \(2009\)](#)

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

## eSignatures Legislation

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

The Law, which came into force on 1 January 2005, defines the conditions under which providers of certification services can be recognised on a voluntary basis, and regulates their activities in the field of electronic certificates. It also lays down the requirements that must be fulfilled by an electronic signature to achieve the same status as its hand-written alternative. Additionally, it regulates the question of responsibility on the part of the certification service providers, approving bodies and the owners of signature keys.

The law is supplemented by [regulatory provisions](#):

- ▶ Ordinance on certification services in the area of the electronic signature (2004) stipulates the obligations under which acknowledged certification service provider is placed.
- ▶ Ordinance on electronic transmission in administration processes (2008) regulates the conditions for electronic data input at the confederation's administrative authorities and for the electronic opening of dispositions issued by these authorities.
- ▶ Ordinance on electronically transmitted data and information (2007) stipulates that a crucial prerequisite for the paperless exchange of data relevant to value-added tax is that this data must be signed electronically (advanced electronic signatures are sufficient for this purpose).

The above-mentioned ordinances are compatible with the legal regulations of the European Union.

## eCommerce Legislation

### Current status

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

## Communications Legislation

### [Federal Telecommunications Law \(2006\)](#)

The Law was originally adopted on 30 April 1997 and subsequently amended by the Federal Assembly on 24 March 2006 before entering into force on 1 April 2007. Amendments included the Law itself and the adoption of the [Radio and Television Act](#) in 2006. The new Law paves the way for liberalisation of a market-dominant telecommunications service provider's 'last mile' monopoly on telecom connections to retail customers and improves consumer protection, particularly in the areas of mass electronic advertising (spam) and added-value services. Furthermore, it defines the modalities and forms of access of the service provider's 'last mile'.

### [Ordinance on Telecommunications Services \(2007\)](#)

The Ordinance, adopted on 9 March 2007 and gained status as of 1 January 2010, sets out the general provisions on telecommunications services. Among others, it comprises articles that regulate the scope of the telecommunications service, the right to connect to telecommunications terminal equipment, price transparency and tariffs for international roaming. In addition, it makes special reference to the universal service licence, its obligations and financing.

## eProcurement Legislation

### [Ordinance on Public Procurement \(2007\)](#)

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

## Re-use of Public Sector Information (PSI)

### Current status

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

## eGovernment Actors

### Main roles and responsibilities

#### National eGovernment

##### Policy/Strategy

###### Steering Committee

A Steering Committee is comprised of high-ranking representatives from the Confederation who are tasked with setting the eGovernment Strategy. It is supported by the eGovernment Switzerland Programme Office, which is part of the Federal IT Steering Unit (FITSU) and is responsible, among other duties, for preparing the agenda items of the Steering Committee and the Advisory Board.

###### Federal IT Council (FITC)

FITC is an inter-ministerial (inter-departmental) body which bears the overall strategic responsibility for all ICT use in the Federal Administration. By issuing directives for ICT requirements, strategy, architecture and security, it determines medium and long-term development directions for ICT in the Federal Administration.

##### Coordination

###### Programme Office of eGovernment Switzerland

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

###### Interdepartmental Information Society Committee (IISC)

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

##### Implementation

###### Steering committee

The Steering Committee is responsible for the implementation of the eGovernment Strategy, in particular for the elaboration of laws pursuant to article 6 of the '[Framework Agreement on eGovernment Cooperation in Switzerland](#)'. Furthermore, it decides on updated planning and implementation instruments, and periodically reviews the progress of implementation.

###### Federal IT Steering Unit (FITSU)

FITSU ensures implementation of the eGovernment Strategy in the departments and the Federal Chancellery through appropriate control measures. It also spearheads interdepartmental projects and programmes.

###### Advisory Board

The Board advises the Steering Committee, the Programme Office and the organisations in charge of the implementation projects on legal, technical and organisational issues. It also reviews the technical aspects of the upcoming agenda items and projects, and it issues recommendations to the Steering

Committee. The board is composed of a maximum of nine experts from administration, the private sector and academia.

### **Project leader organisations**

The project leader organisations are the driving force for the implementation of the Swiss eGovernment strategy. They are ultimately responsible for carrying out the [prioritised projects](#), as defined within the ['Framework Agreement on eGovernment Cooperation in Switzerland'](#). It appoints suitable organisations to lead the projects. Candidate organisations are those which are responsible for the implementation of the projects as part of their normal activities, which have undertaken preparatory work relating to the strategy, have the necessary resources and are accepted by everyone involved.

## Support

### **Swiss IT Conference (SIK/CSI)**

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

### **Swiss eGovernment Architecture Community (SEAC)**

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

### **Federal Office of IT, Systems and Telecommunications (FOITT)**

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

### **eCH**

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

### **ePower**

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

## Audit/Assurance

### **Swiss Federal Audit Office (SFAO)**

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

## Data Protection

### [The Federal Data Protection and Information Commissioner \(DPIC\)](#)

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

## Regional & Local eGovernment

### Policy/Strategy

#### [Steering Committee](#)

Two of the three high-ranking representatives within the Steering Committee which are tasked with laying down the eGovernment Strategy act for the cantons and the communes (municipalities).

### Coordination

#### [Conference of the Cantonal Governments \(CCG\)](#)

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

### Implementation

#### [Cantonal Directors' Conference](#)

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

### Support

#### [Swiss IT Conference \(SIK/CSI\)](#)

The Swiss IT Conference fosters exchange of knowledge and experience in ICT throughout the cantons and the communes (municipalities).

### Audit/Assurance

#### [Cantonal audit offices](#)

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

## eGovernment Who's Who

### Main eGovernment decision-makers and executives

#### Minister responsible for eGovernment



**Eveline Widmer-Schlumpf**  
Head of the Federal Department of Finance and Chair of the Steering Committee for implementation of the eGovernment strategy

**Contact details:**  
Federal Department of Finance  
Bundesgasse 3  
3003 Bern  
Tel.: +41 31 322 2111  
Fax: +41 31 323 3852  
E-mail: [info@gs-efd.admin.ch](mailto:info@gs-efd.admin.ch)  
Source: <http://www.efd.admin.ch/>

#### Head of eGovernment



**Peter Fischer**  
Director of the Federal IT Steering Unit (FITSU), Delegate for Federal IT Steering and President of the Advisory Board for implementation of the eGovernment strategy

**Contact details:**  
Federal IT Steering Unit (FITSU)  
Friedheimweg 14  
CH-3003 Bern  
Tel.: +41 31 322 4538  
Fax: +41 31 322 4566  
E-mail: [info@isb.admin.ch](mailto:info@isb.admin.ch)  
Source: <http://www.isb.admin.ch/>

#### eGovernment executives



**Jean-Jacques Didisheim**  
Head of the eGovernment sector of the Federal IT Steering Unit (FITSU)

**Contact details:**  
Federal IT Steering Unit (FITSU)  
Friedheimweg 14  
CH-3003 Bern  
Tel.: +41 31 322 4538  
Fax: +41 31 322 4566  
E-mail: [info@isb.admin.ch](mailto:info@isb.admin.ch)  
Source: <http://www.isb.admin.ch/>



**Stephan Röthlisberger**  
**Manager Programme Office E-Government Switzerland**

**Contact details:**

Federal IT Steering Unit (FITSU)

Friedheimweg 14

CH-3003 Bern

Tel.: +41 31 322 4538

Fax: +41 31 322 4566

E-mail: [info@egovernment.ch](mailto:info@egovernment.ch)

Source: <http://www.egovernment.ch/>

## eGovernment Infrastructure

### Main eGovernment infrastructure components

#### Portals

##### [Swiss portal](#)

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

All official transactions and services of the federal administration, all the cantons and municipalities are linked to 'ch.ch'.

##### [Swiss federal authorities portal](#)

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

##### [SME portal](#)

The portal 'sme.admin.ch' provides a wealth of information and online tools for SMEs ranging from the start-up phase and succession planning to business management. The platform enables approximately 3 800 entrepreneurs on a yearly basis to set up a business online. Furthermore, it provides guidance and advice to the business community, as well as electronic applications with practical examples of business practices.

##### [Debt enforcement portal](#)

The debt enforcement portal enables creditors (with residence in Switzerland) who wish to initiate debt enforcement proceedings to fill out a debt collection request online and to find the competent cantonal or communal debt collection office. The portal guides users on the procedural steps to be followed in filing their debt collection request. Once the procedure is performed, the relevant office then issues the summons to the debtor.

#### Network

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

The [Federal Office of Information Technology, Systems and Telecommunication](#) (FOITT) operates more than 4 000 servers and 1 000 software applications for the Confederation and third parties, as well as a round-the-clock carrier network for the Administration and organisations affiliated to it. Various - partly encrypted - virtual private networks (VPNs) are operated on this carrier network. Overall, FOITT serves nearly 1 900 locations in Switzerland and 183 locations worldwide. In addition, it is responsible for networking the cantons and the Principality of Liechtenstein. [FOITT's intranet](#) offers a wide range of information to authorised users, namely federal and cantonal administrative staff.

## eIdentification/eAuthentication

### [ID cards](#)

Until further notice, the Swiss ID card will continue to be issued in the form of a plastic photocard, that is, without a chip or electronically stored data. A decision is expected by the Federal Council on whether a Swiss ID card will require a chip.

### [SuisseID](#)

The SuisseID, available as a smart card or USB token, is the first standardised concept to provide an electronic proof of identity in Switzerland, supporting both a legally binding electronic signature as well as a method for secure authentication. Transactions can be carried out by private individuals and employees of businesses, or by businesses themselves allowing transactions to be simply conducted at any time over the Internet.

The SuisseID ensures maximum security of transactions while allowing significant time savings. It comprises the following three elements:

#### **Electronic proof of identity**

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

#### **Qualified electronic signature**

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

#### **Transparency regarding business-relevant personal attributes**

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

### [Biometric passports \(Model 10\)](#)

Switzerland only issues passports (Model 10) which contain biometric data and are machine-readable. They meet current international standards and feature a sophisticated anti-forgery design. Responsibility for the entire delivery process lies with the competent commune units in the cantons of residence in Switzerland and the diplomatic and consular representations abroad.

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

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

Swisscom Solutions AG has implemented the integration of qualified certificates into the customer portal of the [Swiss Official Gazette of Commerce \(SOGC\)](#). The Post Office operates the [IncaMail](#) platform, using it to launch the nationwide electronic registered letter and the corresponding 'electronic identity'. SwissSign provides the corresponding PKI.

### [Personal Civil Status Register](#)

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

## eProcurement

### [National eProcurement platform](#)

The aim of the electronic platform 'simap.ch' is to facilitate business relations between the contract-awarding authorities, the bidders and the public sector, as well as to provide related services such as information, consultancy and training. It enables the carrying out of the entire procurement process from tender notices to the announcement of a contract award in a seamless manner. It is shared among the federal government, cantons and municipalities in order to cover a wide range of public procurement purposes. To this end, the site offers among other services: facilities to post forms for invitations to tender; functionality to upload/download of tendering documentation; advanced search functions for publications; and a Q&A forum.

Thanks to this platform, bidders and businesses alike can quickly obtain all relevant information about calls for tenders at national level. Furthermore, it promotes the harmonisation of public procurement across Switzerland.

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

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

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

#### 2. Job search services by labour offices

Responsibility: Federal Department of Economic Affairs, Federal Personnel Office

Website: <http://www.jobarea.ch>; <http://www.epa.admin.ch>

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

### 3. Social security benefits

#### a. Unemployment benefits

Responsibility: Federal Department of Home Affairs

Website: <http://www.edi.admin.ch/themen/00384/index.html?lang=en>

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

#### b. Child allowances

Responsibility: Federal Department of Home Affairs

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

Description: Information about child allowances; forms to download and submit manually.

#### c. Medical costs (reimbursement or direct settlement)

Responsibility: Federal Department of Home Affairs, cantons and communes

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

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

#### d. Student grants

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

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

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

### 4. Personal documents: passport and driver's licence

#### a. Passport

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

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

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

#### b. Driver's licence

Responsibility: Federal Department of the Environment, Transport, Energy and Communications, Road Traffic Offices of cantons

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

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

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

Responsibility:	Federal Department of the Environment, Transport, Energy and Communications, Road Traffic Offices of cantons
Website:	<a href="http://www.uvek.admin.ch">http://www.uvek.admin.ch</a>
Description:	Information and forms to download and submit to the Road Traffic Offices of the cantons.

### 6. Application for building permission

Responsibility:	Federal Department of the Environment, Transport, Energy and Communications
Website:	<a href="http://www.uvek.admin.ch">http://www.uvek.admin.ch</a>
Description:	Information and forms to download and submit to local offices of the cantons.

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

Responsibility:	Federal Office of Police
Website:	<a href="http://www.fedpol.admin.ch/">http://www.fedpol.admin.ch/</a>
Description:	Information and forms to download and submit manually to local police stations.

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

Responsibility:	Federal Department of Home Affairs, Swiss National Library
Website:	<a href="http://www.ch.ch/">http://www.ch.ch/</a> ; <a href="http://www.ichschweiz.ch/">http://www.ichschweiz.ch/</a>
Description:	Switzerland has many public libraries, ranging from city, communal and cantonal libraries to university and specialised libraries and to the Swiss National Library. Numerous online catalogues can be accessed for book searches. Library associations provide the opportunity to carry out city and university-wide searches. The <a href="#">BibliOpass</a> network includes the <a href="#">National Library</a> and the <a href="#">Swiss Libraries Virtual Information System</a> which provide similar facilities. Books and other media can for the most part be ordered or reserved online and then checked out at the loan desk.

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

Responsibility:	Registry Office of the commune
Website:	<a href="http://www.ch.ch/">http://www.ch.ch/</a> ; <a href="http://www.ch.ch/private/">http://www.ch.ch/private/</a>
Description:	Information is available online at the national portal which leads to pages of the communes where instructions and downloadable forms are available to obtain a birth or marriage certificate in a non-electronic manner.

## 10. Enrolment in higher education/university

Responsibility:	State Secretariat for Education and Research, Federal Rectors Conference of the Swiss Universities
Website:	<a href="http://www.sbf.admin.ch/">http://www.sbf.admin.ch/</a> ; <a href="http://www.crus.ch">http://www.crus.ch</a>
Description:	Description of application procedures to start the non-electronic submission process for enrolment.

## 11. Announcement of moving (change of address)

Responsibility:	Residents' Registration Office at commune
Website:	<a href="http://www.ch.ch/private/">http://www.ch.ch/private/</a>
Description:	Information and some facilities (according to the commune) to obtain the paper form to officially announce a change of address in a non-electronic way. Notification must be made to both departure and arrival registration offices.

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

Responsibility:	Federal Department of Home Affairs
Website:	N/A
Description:	There is no online information for such a service.

*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: Federal Social Insurance Office

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

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

#### 2. Corporate tax: declaration, notification

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

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

Description: The tax declaration is aided by a downloadable software application which facilitates completion and can be submitted on paper but not online by businesses. Federal and local taxes exist. At cantonal level, the Geneva site is given above as an example.

### 3. VAT: declaration, notification

Responsibility: Federal Tax Administration, Federal Department of Finance

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

Description: The tax declaration is aided by a downloadable software application which facilitates completion of forms that can be submitted by businesses on paper but not online.

### 4. Registration of a new company

Responsibility: Federal Government, Commercial Registry

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

Description: The setting up, registration and dissolution of a business can be performed online through this dedicated website available in French, German and Italian. The registration at the Commercial Registry (<https://www.shab.ch>) is compulsory and can be performed online.

### 5. Submission of data to statistical offices

Responsibility: Swiss Federal Statistical Office

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

Description: Enterprises are able to submit statistical data online.

### 6. Customs declarations

Responsibility: Swiss Federal Customs Administration

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

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

### 7. Environment-related permits (incl. reporting)

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

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

Description: The site offers the possibility to download the paper form to obtain an environment-related permit in a non-electronic way. Applications are handled locally at canton and municipality levels.

## 8. Public procurement

Responsibility:	Federal Department of Finance, Federal Procurement Commission
Website:	<a href="http://www.bbl.admin.ch/">http://www.bbl.admin.ch/</a> ; <a href="https://www.simap.ch/">https://www.simap.ch/</a>
Description:	Case handling, decision and delivery of a standard procedure to tender can be treated via the web. No other formal procedure is necessary for the applicant through 'paperwork'. A Competence Centre is also available for assistance.

*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](http://epractice.eu)) is an information and exchange service for European professionals.

The eGovernment factsheets are one of the [epractice.eu](http://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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