European Commission

eGovernment in

Sweden

ISA²

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 9,995,153 inhabitants (2017)

GDP at market prices: 477,857.5 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 123 (2016)

GDP growth rate: 2.4% (2017)

Inflation rate: 1.9% (2017)

Unemployment rate: 6.7% (2017)

General government gross debt (Percentage of GDP): 40.6 % (2017)

General government deficit/surplus (Percentage of GDP): 1.3% (2017)

Area: 438,576 km^2

Capital city: Stockholm

Official EU language: Swedish

Currency: SEK

Source: Eurostat (last update: 07 February 2018)

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 Stefan Löfvén (since 2 October 2014).

Information Society Indicators

Generic Indicators

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

Percentage of households with Internet access in Sweden
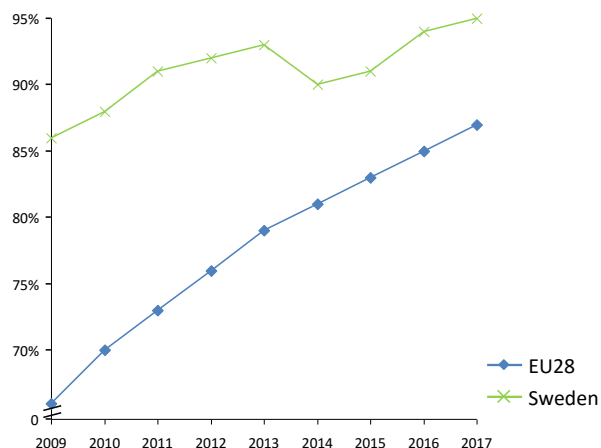
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Sweden

Source: Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in Sweden
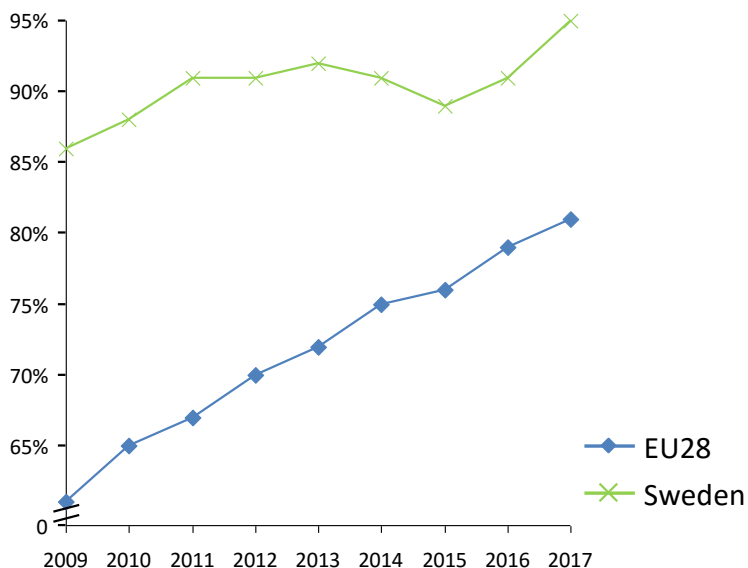
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Sweden
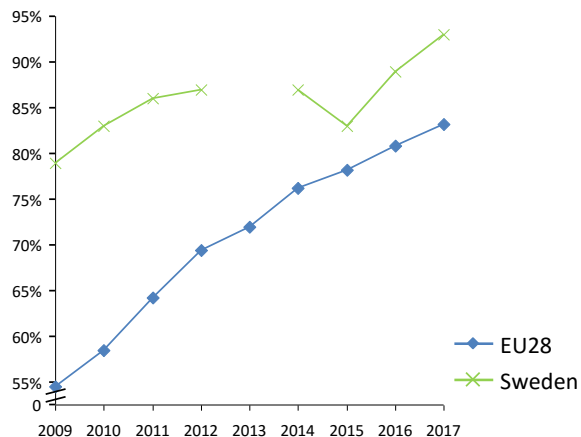
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Sweden
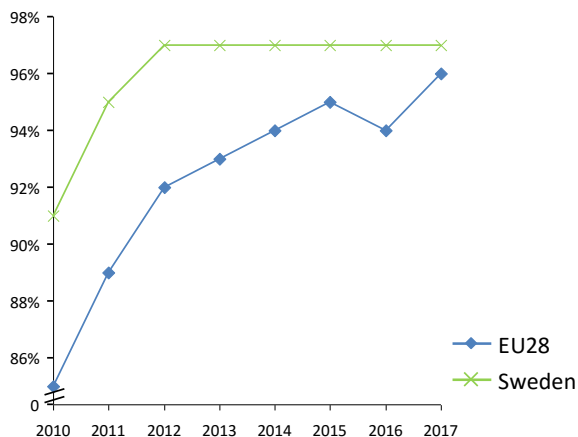
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Sweden
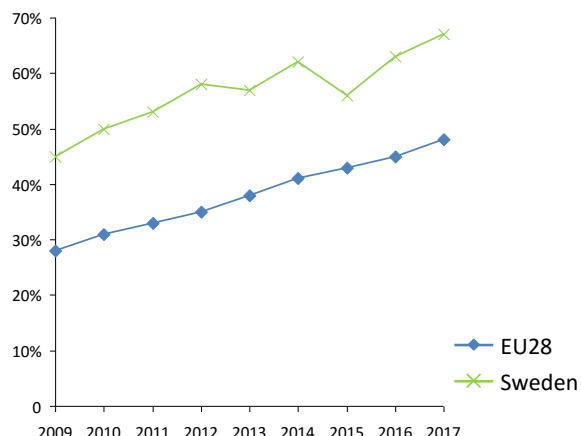
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Sweden
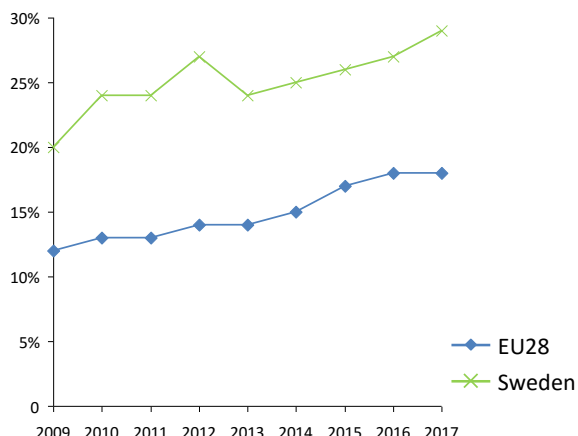
Source: Eurostat Information Society Indicators

eGovernment Indicators

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

Percentage of individuals using the internet for interacting with public authorities in Sweden
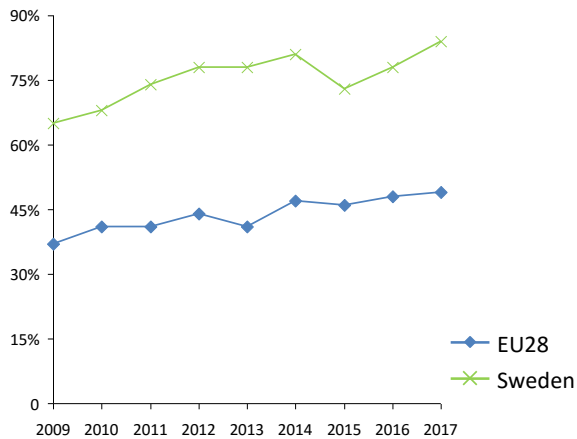
Source: Eurostat Information Society Indicators

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

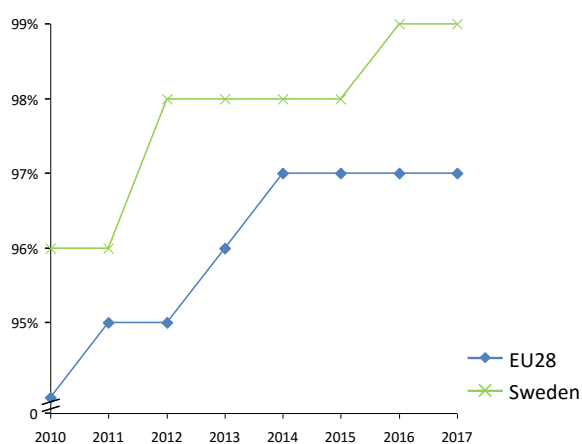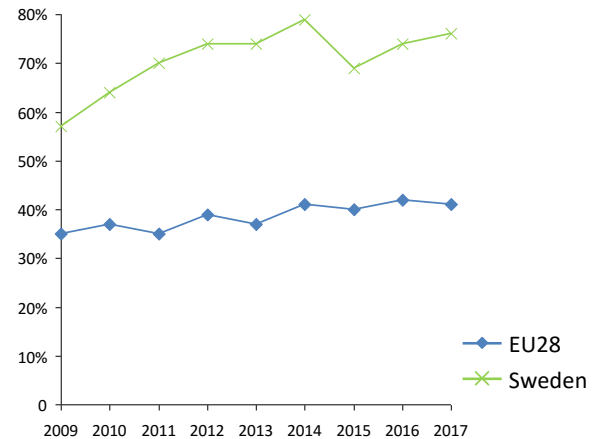Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Sweden
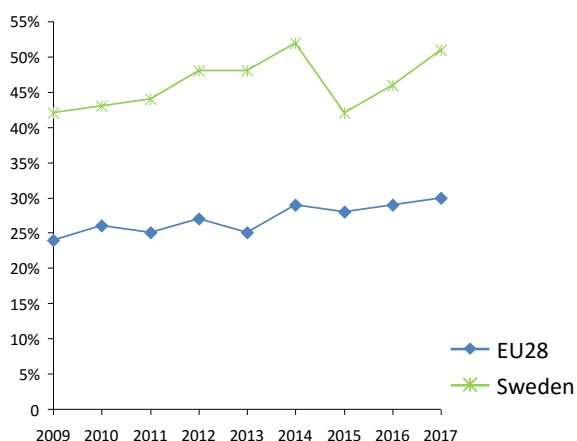
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Sweden
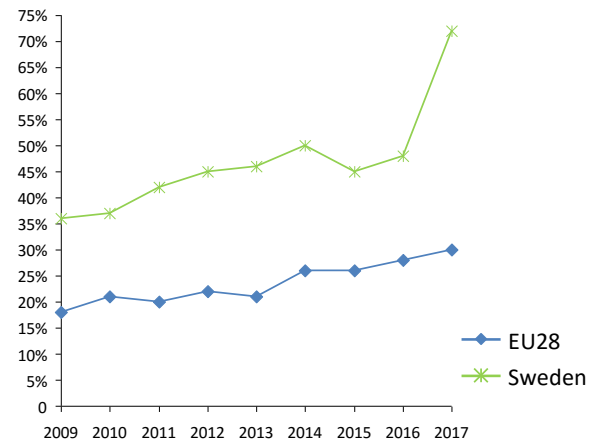
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authoritative Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Sweden compared to the EU average score.
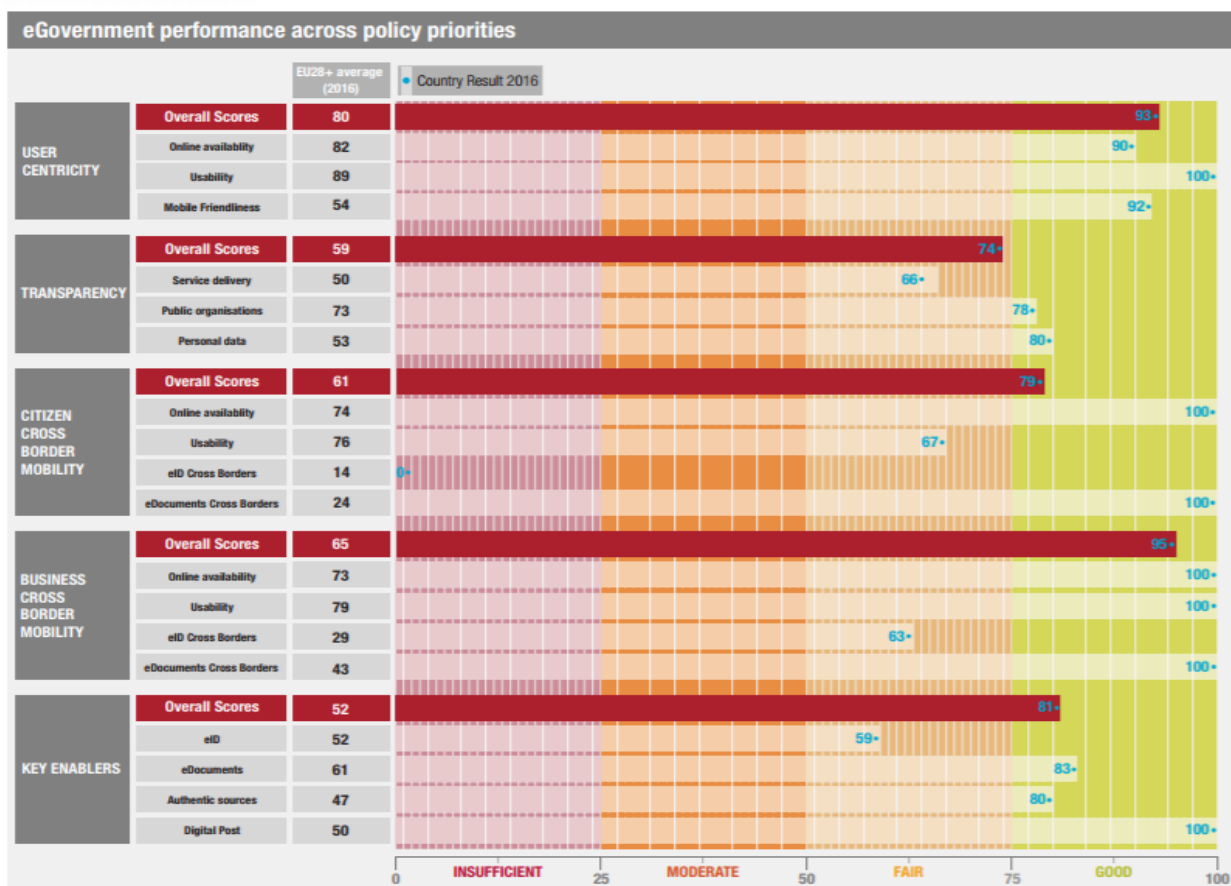
Source: eGovernment Benchmark Report 2017 Country Factsheets

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

▸ In June 2017 the Swedish government decided to establish a dedicated committee, which shall support government authorities and agencies that intend to make major strategic business investments in intangible fixed assets with essential elements of IT and digitalisation. The mission shall include a selection of investments by some twenty authorities. The purpose of the committee is to help government agencies and authorities to better carry out business development activities, as well as to enable faster change.

▸ In August 2017 the Swedish government decided to give the Social Security Agency (Försäkringskassan) the task of offering and supporting secure and coordinated IT-operations within government administration. The mission aims at long-term raising IT security in Swedish authorities and will run until 2020, when the effort is to be evaluated and permanent forms determined.

eGovernment Legal Framework

In December 2016 the Swedish government decided to give a special commissioner the task to investigate and analyse to what extent there is legislation that unnecessarily aggravates digital development and cooperation in the public sector. The results from the commission will be reported no later than March 2018.

eGovernment Infrastructure

In March 2017, the technical framework of the Swedish E-identification Board (*E-legitimationsnämnden*) was updated and adapted to eIDAS. Thanks to that, government authorities and municipalities will now be able to connect their eServices to the Swedish eIDAS node that is being developed by the Swedish E-identification Board.

eGovernment Services

▸ The Swedish Companies Registration Office has since 2016 been working on a government commission to make digital submission of companies' annual report possible. The goal is to create a service that enables digital submission of annual reports in March 2018.

▸ The Swedish Association of Local Authorities and Regions (SKL), together with municipalities, the Swedish Agency for Economic and Regional Growth and the Swedish Companies Registration Office launched the programme "Serverat". The purpose of "Serverat" is to facilitate the life of entrepreneurs willing to open and run a business, while streamlining the work of the municipality. The programme was first launched, first for the restaurant sector, and then extended to the tourist industry. After a six-month pilot phase, in December 2017 Serverat has been launched in full mode in six municipalities. During the year 2018 it is expected to be launched in approximately 20 municipalities.

Other highlights

▸ In March 2017 all municipalities in Sweden were offered to become partners of Inera Ltd. Previously Inera was owned by the county councils and regions, focusing on eHealth issues. In the future the scope of Inera, which aims to facilitate the development of common digital solutions that help to streamline operations in municipalities, county councils and regions is expected to be broadened to include domains such as schools and city buildings.

▸ From autumn 2018 the use of the computer or other digital tools will be compulsory when students take tests in English, Swedish and Swedish as a second language in grade 9, upper secondary school and municipal adult education at upper secondary level.

2001-2017

For previous news items, please consult the factsheets for past years, accessible through this link.

eGovernment Strategy

Main strategic objectives and principles

A Sustainable Digitalised Sweden – A Digitalisation Strategy

In May 2017 the Swedish government presented the strategy "A Sustainable Digitalised Sweden - A Digitalisation Strategy". The strategy explains how the digitalisation policy will contribute to competitiveness, full employment and economically, socially and environmentally sustainable development in the society. The strategy sets the focus on government's digitalisation policy.

In order to achieve the overall objective of Sweden becoming a world leader in harnessing the opportunities of digital transformation, the strategy contains five goals:

▶ Enhancing the digital skills of the people, as to enable them to actively participate in the digital transformation;

▶ Increase the digital security, and thus the trust and confidence of people in using digital services;

▶ Fostering digital innovation by creating the competitive conditions for the development and spread of new or improved products and services of value to people and businesses;

▶ Improving digital leadership, which entails better governance, but also measurement and follow-up activities;

▶ Reinforcement of the digital infrastructure, as broadband infrastructure, which is crucial for transmitting data.

2017-2019 eHealth Action Plan

In October 2017 the Swedish government and Swedish Association of Local Authorities and Regions (SKL) agreed on an eHealth action plan for the period 2017-2019. The action plan includes a new national cooperation and coordination structure.

The action plan is a concrete result of the 2025 eHealth Care Vision, developed by SKL and the Swedish government.

Programme for the digital revival of the public sector: Digital First (2016 – 2018)

The goal of the programme is to make Sweden the best in the world in the use of digitalisation opportunities. The work of the programme will be driven by several agencies that will be involved in monitoring and facilitating progress in different sectors of the economy.

The Swedish government sees digitalisation as the largest individual change factor that affects all parts of society. The objective of the ICT policy is clear – Sweden shall become the best in the world in using digitalisation opportunities. The main sub-targets of the government are:

▶ Achieving easier living for citizens;

▸ More open public management that supports innovation and citizen participation;

▸ Higher quality and efficiency in public management.

The programme also implies that provision of digital services should be the first choice in the State's relations with citizens and businesses, where relevant and possible. Digital First operates in three key priority areas:

1. Digital Revival – control and digital maturity;

2. A smarter Sweden – innovative digital services;

3. A stable base – a national digital infrastructure.

In December 2017 the Swedish government decided that a new central government authority for the digitalisation of the public sector will be launched on September 1, 2018. The mission of the new authority will be to develop, coordinate and support the digitalisation of central government authorities, municipalities and county councils. One important task will be to coordinate, develop, manage and provide a national digital infrastructure for the public sector. Tasks from several other central government agencies will be transferred to the new authority. The new government authority will be located in Sundsvall.

Putting the citizen at the centre (2012 – present)

The Swedish Government Strategy for Collaborative Digital Services in Government Administration, Putting the citizen at the centre, was launched in December 2012. This strategy describes how the Swedish Government plans to further strengthen the ability of government agencies to work together in delivering digital services. More common digital services in the daily lives of both citizens and businesses will be further simplified. These digital services must be developed in a user-centric way: simple and secure to use, and easily accessible to everyone. Innovation will be enhanced by making it easier to find and use re-usable public information and digital services with interfaces that can be used by other systems. The publication of public sector information on the Internet and the use of social media are to promote both transparency and citizen involvement. Quality and efficiency in government administration will be increased through standardised information management, better information security and digitised processes. Such internal efficiency and service in developing digital services must always be conditional to the protection of personal privacy and the need for confidentiality. The above objectives will form the basis of the Swedish Government's coordination and prioritising of the development of inter-agency cross-sectorial projects.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

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.

In December 2016 the Swedish government decided to give a special commissioner the task to investigate and analyse to what extent there is legislation that unnecessarily aggravates digital development and cooperation in the public sector. The results from the commission will be reported no later than March 2018.

Administrative Procedure Legislation

In September 2017 the Swedish Parliament voted for a new Administrative Procedure Act (Förvaltningslag). The new law is according to many, significantly more technology independent than its previous equivalent and welcomes digital communication.

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

Adaptation to GDPR

After the European Commission decided on a new regulation for data protection – the General Data Protection Regulation (GDPR), in February 2016 the Swedish government appointed a team to evaluate how Swedish laws and regulations should be adapted to GDPR, which will come into effect on 25 May 2018.

On 12 May 2017, the Swedish Data Protection Commission (Betänkande av Dataskyddsutredningen) published the evaluation on the Swedish Parliament's (Riksdag's) website.

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. The Act will be amended, in order to comply with the GDPR before 25 May 2018.

eIdentification/eSignatures Legislation

Law on Electoral Systems for Electronic Identification Services (2013)

This Act contains provisions on the application of Electoral Systems for Electronic Identification Services.

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) (2016)

Public procurement is governed by the Swedish Public Procurement Act (2016:1145-LOU), which is largely based on the two EU Directives on public procurement (2004/17/EC and 2004/18/EC).

eInvoicing Legislation

In Sweden, the responsible entity in the field of eInvoicing is the Ministry of Finance. According to the legislation (Ordinance for accounting - *Förordning om myndigheters bokföring*, 2000; and Ordinance for electronic information exchange - *Förordning om statliga myndigheters elektroniska informationsutbyte*, 2003), eInvoicing is mandatory in Sweden since 2008 for central government agencies.

In June 2017 the Swedish government presented a legislative proposal suggesting that all purchases in the public sector from 2019 must be invoiced electronically. This means that all providers to the public sector must send eInvoices and that authorities, municipalities, county councils and regions must be able to receive eInvoices.

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 Finance

Following the government reshuffle in May 2016, the unit of eGovernment was moved from the Ministry of Enterprise and Innovation to the Ministry of Finance and has been renamed to the Department of Digital Government. Responsible Minister is Mr. Ardalan Shekarabi.

The eGovernment Delegation

The eGovernment Delegation delivered their final report to the government on the 26 of June 2015. This was concluded a period of more than six years when the eGovernment Delegation had the remit to lead the development of eGovernment.

Ardalan Shekarabi
Minister for Public Administration

Contact details:
Ministry of Finance
Rosenbad 4, SE 103 33 Stockholm
Tel.: +46 84 05 10 00
Email: N/A
Source: http://www.government.se/

Coordination

The Swedish National Financial Management Authority (Ekonomistyrningsverket)

The Swedish National Financial Management Authority has been assigned by the government to promote digital collaboration and increasing governance of ICT in government agencies. By this assignment, the agency will take over parts of the work of the eGovernment Delegation.

Swedish Association of Local Authorities and Regions (SKL)

The eGovernment activities of regions and municipalities are coordinated by the Swedish Association of Local Authorities and Regions. The eGovernment strategy of regions and municipalities is based on the same goals as the Swedish government's eGovernment Strategy.

eSamverkansprogrammet (The programme for eCollaboration)

The government agencies that were members of the eGovernment Delegation have started a programme with the aim to continue the work on digital collaboration. The main focus is to promote interoperability through guidelines, sharing of knowledge and best practices, and networking. The steering group was formed by the Director-Generals of the agencies in the eGovernment Delegation. The secretariat is hosted by the Swedish Pensions Agency.

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

Individual Government departments and bodies

Central Government departments (small policy ministries) and bodies 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 Authority (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 and Innovation, 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.

Mikael Damberg
Minister for Enterprise and Innovation

Contact details:
Ministry for Enterprise and Innovation
Rosenbad 4, SE 103 33 Stockholm
Tel.: +46 84 05 10 00
Email: ann.wolgers@regeringskansliet.se (press secretary)
Source: http://www.government.se/

Peter Eriksson
Minister for Housing and Digital Development

Contact details:
Ministry of Enterprise and Innovation
Rosenbad 4, SE 103 33 Stockholm
Tel.: +46 8 405 10 00
Email: N/A
Source: http://www.government.se/

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.

CERT-SE

CERT-SE is Sweden's CSIRT (Computer Security Incident Response Team) which aims to support society in managing and preventing IT incidents. The tasks include:

- ▸ Respond quickly to IT incidents by disseminating information and, if necessary, work on coordination of actions and assist in the work needed to remedy or alleviate the effects of the incident;
- ▸ Collaborate with authorities with special tasks in the field of information security;
- ▸ Be Sweden's point of contact with corresponding functions in other countries, as well as develop cooperation and information exchange with these.

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.

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 Infrastructure

Main eGovernment infrastructure components

Portals

Government 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'* 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.

'*oppnadata.se*' Swedish Open Data portal

The Swedish portal for accessing open data, created by the Swedish Innovation Agency, Vinnova.

'*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.

www.deladigitalt.se is a platform set up by Swedish Association of Local Authorities and Regions (SKL) in order for the public sector to exchange ideas for development, methods and tools. It was launched in 2016 with the purpose to contribute to a more efficient development process in the public sector.

The platform has rapidly developed and, as of December 2017, it had 5,440 users from 482 different organisations in the public sector. Each week more than new 150 users start using the platform. Today the platform contains more than 450 activities that have been shared. During the course of 2017, 270 attached files have been downloaded 48,000 times for re-use.

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.

eIdentification/eAuthentication

The Swedish eIdentification Board, E-legitimationsnämnden, promotes and coordinates electronic identification and signature for the public sector eServices. The Swedish E-identification Board is an authority under the Ministry of Enterprise and Innovation. E-identification in Sweden today is a success story — The Swedish eIdentification Board concludes that the volume of public sector transactions for eIdentification and eSignatures increased from 148 million in 2016 to 178 million in 2017. 58% of the municipalities and government authorities provide citizens with eIdentification services[1].

In March 2017 the Swedish E-identification Board's technical framework was updated and adapted to eIDAS. Thanks to the new framework, government authorities and municipalities will be able to connect their eServices to the Swedish eIDAS node, which is being developed by the Swedish E-identification Board.

Moreover, in October 2017, the Swedish government commissioned the The Swedish E-identification Board to promote increased and widespread use of electronic identification in public sector digital services. The Swedish E-identification Board shall develop measures to

---

[1] More statistics from the Swedish eIdentification Board are available here (in Swedish): https://elegnamnden.se/omoss/enkater.4.4498694515fe27cdbcf119c.html

support, improve and coordinate the eIdentification and eSignature information addressed to users.

'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 Organiation (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*).

Information on coordinated public sector framework agreements

The avropa.se 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.

General information on public procurement in Sweden is to be found at the website of the National Agency for Public Procurement.

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

The groups of services for citizens are as follows:

1. **Travel**

2. **Work and retirement**

3. **Vehicles**

4. **Residence formalities**

5. **Education and youth**

6. **Health**

7. **Family**

8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, 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.

Money and charges

VAT refunds and excise duties

Responsibility: Ministry of Finance

Website: http://www.government.se/government-of-sweden/ministry-of-finance/

Description: Information on the online submission of VAT return and the registration necessary to do is available on the dedicated webpage of the Ministry of Finance. Registration to pursue these services is also part of the website.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

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.

'Work in Sweden' portal

Responsibility: Swedish Institute

Website: http://work.sweden.se/work-permits/

Description: The portal helps incoming professionals to settle down in Sweden. Information provided by the portal is in regard to work in Sweden, work permit applications, moving to Sweden, living in Sweden. The portal does not provide application forms online, however, it does provide links to external portals that do contain related eServices.

Working abroad

Responsibility: Swedish Migration Agency

Website: http://work.sweden.se/work-permits/

Description: The Migration Agency is the authority which considers applications from people who want to visit, live in or seek asylum in Sweden, or who want to become Swedish citizens. Work permits and applications for citizenship can be applied online, as well as their progress can be tracked. Facility that enables appointment booking with the Swedish Migration Agency is also available on the portal.

Professional qualifications

Information on the regulated professions

Responsibility: Swedish Council for Higher Education

Website: https://www.uhr.se/en/start/

Description: The list of regulated profession in Sweden is available on the portal of the Swedish Council for Higher Education (government agency) that redirects the users to the portal of the competent authority of each of the respective regulated professions.

Taxes, unemployment and benefits

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.

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 an online application and benefits cards systems.

Social Security	

Re-payment [25]

Responsibility	Swedish Social Insurance Agency
Website:	https://www.forsakringskassan.se/privatpers
Description:	In November 2017 Försäkringskassan launched a new eService that makes it possible, among other things, to apply for a payment plan, to handle repayments to the Agency and to communicate with it.

3. Vehicles

Driving licence	

Driver's licence

Responsibility:	Central Government, Swedish Road Administration
Website:	http://www.trafikverket.se/
Description:	Information and forms to download.

Insurance	

Third-party insurance

Responsibility:	Swedish Motor Insurers (Trafikförsäkringsföreningen)
Website:	http://www.tff.se/en/
Description:	Swedish Motor Insurers (Trafikförsäkringsföreningen) hereafter shortened TFF, is a cooperation organisation for Sweden's motor insurance companies. The portal provides extensive information on the insurance of cars registers in Sweden or abroad, whilst in Sweden or abroad, and other insurance and accident related items. Furthermore, a number of online services is available such as an application for a payment plan to settle a payments scheme of an issued fine.

Registration	

Car registration (new, used, imported cars)

Responsibility:	Central Government, Swedish Transport Agency
Website:	http://www.transportstyrelsen.se/
Description:	The eServices offered are vehicle registration, information on vehicles (owner), order of registration plate and certificate, and damage report.

4. Residence (and other) formalities

Documents and formalities	

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 *Adressändring*, provided by the Swedish Post.

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.

Criminal Record Certificate

Responsibility: Swedish National Police Authority

Website: https://polisen.se/en/Languages/Service/Police-Record-Extracts/

Description: The form to apply for an extract from the criminal records cannot be submitted electronically, however form is available for download on the portal of the Swedish National Police Authority and can be submitted via email at registerutdrag@polisen.se.

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.

Housing (building and housing, environment)

Responsibility: Local Government

Website: https://skl.se/index.html

Description: Most municipalities offer information and forms for download.

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.

Waste

Responsibility: Swedish Environmental Research Institute

Website: http://www.envirosweden.se/start/

Description: EnviroSweden is run by non-profit cleantech promoting organisations that are members of the Association of Swedish Environmental Technology Industries (ASSET). Services are addressed to professionals, politicians and companies striving to find sustainable solutions. The portal enables users to find production plants and reference objects available for visits. Their partners are happy to assist.

Elections abroad

Participation in elections

Responsibility: Swedish Election Authority

Website: http://www.val.se/det_svenska_valsystemet/lagar/valregler_forandring/index.html

Description: An eVoting project is being developed in Sweden, however eService is not available for the moment. For the moment, only detailed information on the voting procedures is available on the portal of the Swedish Election Authority.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Swedish Council for Higher Education (UHR)

Website: http://www.universityadmissions.se/

Description: The Swedish Council for Higher Education 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.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government

Website: http://www.kb.se/libris/

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.

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.

Traineeship, volunteering

Internships (incl. summer internships)

Responsibility: Swedish Institute

Website: https://studyinsweden.se/study-information/internships/

Description: 'Study in Sweden' portal contains information on professional development of those pursuing or those about to pursue education and other early-life professional activities in Sweden. Information can be found on the process of finding internships, on the organisations offering internships as well as on the residence permits and required visas if needed. Portal is available in Swedish, English, Mandarin and Arabic.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Sweden

Website: http://www.euraxess.se/

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

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government/Local Government

Website: http://www.kb.se/libris/

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.

Research funding support

Responsibility: EURAXESS Sweden

Website: http://www.euraxess.se/

Description: Information on available funding opportunities for the researchers as provided by agencies such as VINNOVA (Swedish Governmental Agency for Innovation Systems), Vetenskapsrådet (Swedish Research Council), FAS (Swedish Council for Working Life and Social Research), Formas (Swedish Research Council for Environment, Agricultural Sciences and Spatial Planning), and other Swedish organisations and authorities that offer research grants in different ways. Calls for proposals and/or applications are available online on the portal of the respective portals.

6. Health

Planned and unplanned healthcare

eHealth portal

Responsibility: eHälsomyndigheten (Swedish eHealth Agency)

Website: http://www.minavardkontakter.se/

Description: Using an eIdentification (eID), one can access saved details in the High-Cost Database, the Pharmaceutical Register and the Prescription Repository using the website Mina Vårdkontakter (My Healthcare Contacts). The portal is available in multiple languages.

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.

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.

When living abroad

Healthcare abroad

Responsibility: Swedish Social Insurance Agency

Website: http://www.forsakringskassan.se/

Description: The European Health Insurance Card (EHIC) can be requested online. The European Health Insurance Card gives citizens the right to necessary care at a hospital or doctor's office that is affiliated with that country's national health care system. eServices are available only in Swedish, although general information is provided also in English language.

7. Family

Children, couples

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.

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.

Elderly

Digital help guide after losing a relative

Responsibility: Swedish Pension Agency, Swedish Tax Agency and Social Insurance

Website: [Efterlevandeguiden.se](#)

Description: Three Swedish Agencies came together to provide a digital guide for relatives of deceased persons. The guide offers support in all necessary actions that need to be taken.

8. Consumers

Shopping (your rights), unfair treatment **[30]**

Consumer protection

Responsibility: Consumer Agency Konsument Europa

Website: http://www.konsumenteuropa.se/

Description: Consumer Agency of Sweden provides information and free advice about the following consumer rights and protection topics: travel and tourism, e-commerce (shopping online), vehicles and vessels, fraud and hoaxes, trade within the EU, timeshare, tickets and events, and bank services. A form to file a complaint is available for download.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

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

The groups of services for businesses are as follows:

1. **Start and grow**

2. **VAT and customs**

3. **Selling abroad**

4. **Staff**

5. **Product requirements**

6. **Finance and funding**

7. **Public contracts**

8. **Environment**

1. Start and grow

Start-ups, European Company

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.

Swedish Business Link to Government

Responsibility: Several government agencies

Website: https://www.verksamt.se

Description: 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*). It is a single-point for entrepreneurs and enterprises to access the relevant and official eServices and information from public authorities.

Intellectual property rights

Patents

Responsibility: Swedish Patent and Registration Office (PRV)

Website: https://www.prv.se/en/

Description: The portal of PRV provides access to several services online. Extensive information on intellectual property is available in forms of books, journals and other material in the online library of the Swedish Patent and Registration Office. Secondly, the users can access the search databases of registered patents, designs, trademarks and copyrights. Application forms are available for download and for online submission.

Annual accounts

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.

2. VAT and customs

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

Electronic Payments Swish

Responsibility: Major Swedish and Danish banks (Bank, Handelsbanken, Länsförsäkringar Bank, Nordea, SEB and Swedbank) in cooperation with Swedish central bank Riksbank

Website: https://www.getswish.se/

Description: The payment solution that enables consumers to make real-time payments using their mobile phone. It can be used both for transfers between two persons, yet also for transfers between natural persons and business. Next step is to introduce it to eCommerce online.

VAT: declaration, notification

Responsibility: Central Government, Swedish Tax Agency

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

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

Excise duties

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.

Reporting imports/exports

Customs declarations (eCustoms)

Responsibility: Central Government, Swedish Customs

Website: http://www.tullverket.se/

Description: A wide range of online web services is offered, among other services such as customs declaration, applications, i.e. application for export subsidies, and status information of declared goods.

3. Selling abroad

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

Swedish Business Link to Government

Responsibility: Several government agencies

Website: https://www.verksamt.se

Description: This initiative is a single-point for entrepreneurs and enterprises to access the relevant and official eServices and information from public authorities on several topics that are related to the different stages of business setting-up up from the stage of initial considers up until to the closing down of the business.

4. Staff

Terms of employment, social security, equal treatment, redundancies

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.

Posting abroad

Report foreign posting

Responsibility: Swedish Work Environment Authority

Website: https://www.av.se/en/

Description: Foreign employers must report the posting as well as a contact person to a registry in Sweden. Reporting of the foreign posting is available as an eService at the portal of the Swedish Work Environment Authority.

Health and safety

Swedish Work Environment Authority portal

Responsibility: Swedish Work Environment Authority

Website: https://www.av.se/en/

Description: Information related to health and safety, reporting and respective representatives is available on the portal of the Swedish Work Environment Authority. It is an authority that has the mandate from the government and the Riksdag to see that laws about work environment and working hours are followed by companies and organisations. No related online service is available.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe

eNav online library of Swedish Standards Institute

Responsibility: Swedish Standards Institute (Standardiseringen i Sverige; SIS)

Website: http://www.sis.se/

Description: Conforming to standards is obligatory depending on the product. Information on ISO and IEC standards, as well as ASTM, DIN, BSI, ASME, SAE, IEEE, API, ANSI, UL, MIL, are provided on the portal of SIS. The e-nav online library stocks more than 70 000 standards. The e-nav online library stocks more than 70 000 standards. Email notifications are available when standard is updated.

Chemicals (REACH)

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

Responsibility: Swedish Chemicals Agency (KEMI)

Website: http://www.kemi.se/en/directly-to/rules-and-regulations/reach

Description: Information only.

6. Finance and funding

Access to funding, EU funding programmes

Verksamt.se portal

Responsibility: Several government agencies

Website: https://www.verksamt.se/

Description: Information only regarding several means of funding available to businesses.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: National Agency for Public Procurement, Swedish National Financial Management Authority and Swedish Competition Authority

Website: https://www.avropa.se/;
https://www.upphandlingsmyndigheten.se/en;
http://www.konkurrensverket.se/en/publicprocurement/;
https://www.esv.se/english/e-procurement/;
http://sfti.se/tjanster/englishpages.1925.html

Description: The National Procurement Services portal covers information on the coordinated public sector framework agreements provided by this organisation. General information on public procurement is to be found on the website of The National Agency for Public Procurement. The Swedish Competition Authority is the supervisory body for public procurement. Information on eProcurement is also to found on the website of The Swedish National Financial Management Authority and the joint initiative SFTI Single Face To Industry in the Swedish public sector to promote and facilitate eProcurement.
Moreover, several privately owned and operated portals exist, some of which concentrate on public procurement (e.g. *Opic* and *Visma*).

8. Environment

Environment protection   **[35]**

Environmental Goal Portal

Responsibility: Swedish Environmental Protection Agency

Website: http://www.sverigesmiljomal.se/

Description: The Swedish Environmental Protection Agency has been commissioned by the Swedish Government to further develop the environmental goal portal. The site will gather and describe the action-oriented work and the effort to increase the pace of work towards achieving environmental goals and to be designed based on the relevant stakeholders needs and interests.

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

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.

European Commission

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

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

Contributor: Mats Goffhe, eGovernment Policy, Ministry of Enterprise and Innovation, Sweden.

Production/Publishing: ISA Editorial Team, Wavestone Luxembourg S.A.

An action supported by ISA²

ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA² solutions can be used free of charge and are open source when related to IT.

More on the programme

ec.europa.eu/isa2

Contact ISA²

isa2@ec.europa.eu

Follow us

@EU_ISA2
@Joinup_eu

isa²programme