



European
Commission



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WHAT'S INSIDE

eGovernment in Norway

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Joinup provides numerous services around 3 main functionalities:

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



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 5,165,802 inhabitants (2015)

GDP at market prices: 377, 538 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 178 (2014)

GDP growth rate: 2.2% (2014)

Inflation rate: 2.0% (2015)

Unemployment rate: 3.5% (2014)

General government gross debt (Percentage of GDP): 26.6% (2014)

General government deficit/surplus (Percentage of GDP): 9.1% (2014)

Area: 384 802 km²*

Capital city: Oslo

Official EU language: Norwegian

Currency: NOK

Source: [Eurostat](#), [EFTA](#)* (last update: 19 January 2016)

Political Structure

Norway is a **constitutional monarchy** with a parliamentary democratic system of governance. All citizens are able to participate in the *Storting* (National Assembly), county and municipal councils. The *Government*, in accordance with the original articles of the *Constitution*, derives its authority from the executive power vested in the King.

The power of the *King* is mainly representative and ceremonial; however, it satisfies an important symbolic function as the Head of State and official representative of the Norwegian society and industry. State power is formally distributed between three institutions: the *Storting* (the legislative power), the Government (the executive power) and the courts (the judicial power). There is also a geographical distribution of political power into state, county and municipal levels.

The participation of the people in the political sphere takes place both through direct elections and through their membership in organisations.

The *Storting*, comprised of 169 members, serves as the highest political body in Norway. Elections to the *Storting* are held every fourth year, and mandates are distributed according to a system of proportional representation. The Government is selected on behalf of the King from within the *Storting*. It maintains formal control over the two most important tools of government: the enactment of legislation and approval of national budgets.

The Government's most important functions are to submit bills and budget proposals to the *Storting* and implement decisions through the ministries. The Government is derived from the *Storting* and is headed by the Prime Minister. Formally speaking, it is the King who asks the majority party to form a government, or a viable coalition. All Royal Decrees must be signed by the King and countersigned by the Prime Minister.

Norway is divided into 19 counties and 428 municipalities (2015). The powers of the county and municipal councils for self-government have been delegated by the State, and are set out in legislation, not in the Constitution.

Head of State: [King Harald V of Norway](#) (since 17 January 1991).

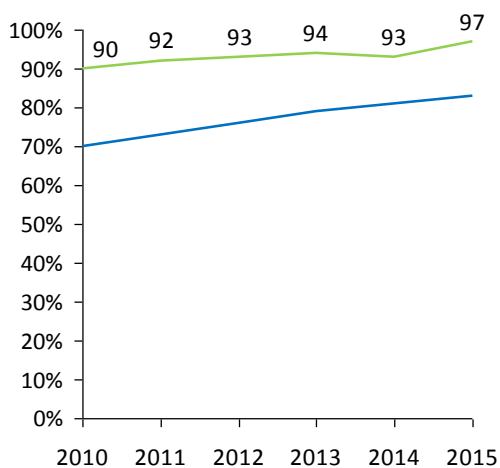
Head of Government: Prime Minister [Erna Solberg](#) (since 16 October 2013).

Information Society Indicators

Generic Indicators

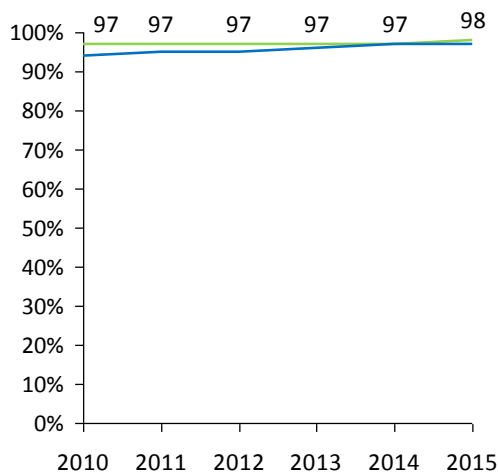
The following graphs present data for the latest Generic Information Society Indicators for Norway compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Norway



Source: [Eurostat Information Society Indicators](#)

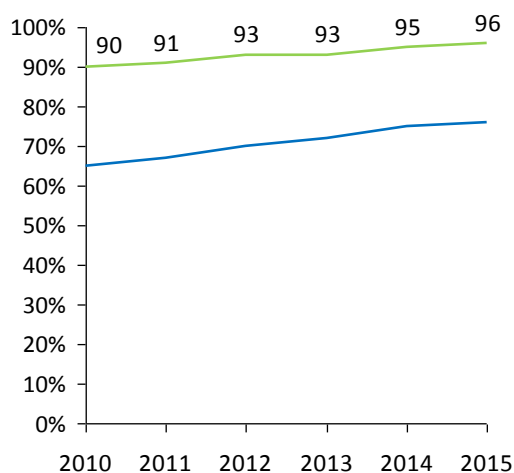
Percentage of enterprises with Internet access in Norway



Source: [Eurostat Information Society Indicators](#)

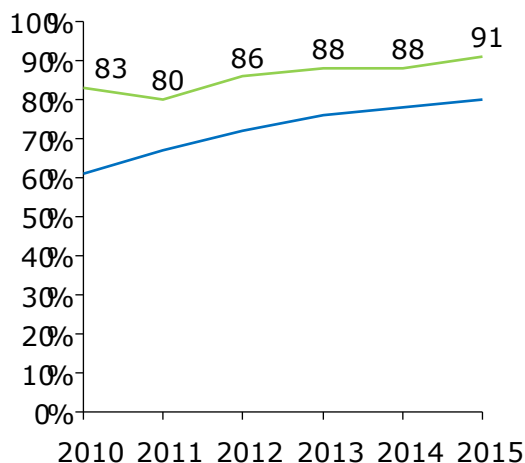
— Norway
— EU

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



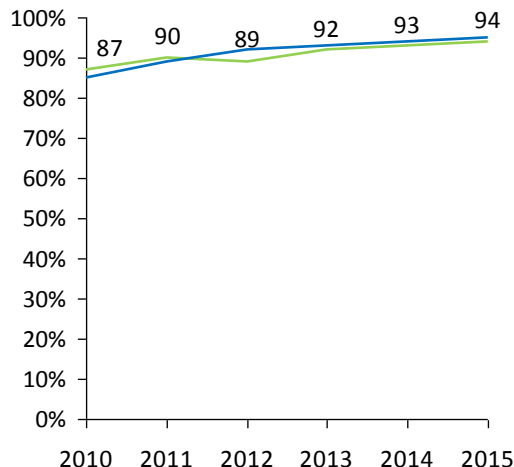
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Norway



Source: [Eurostat Information Society Indicators](#)

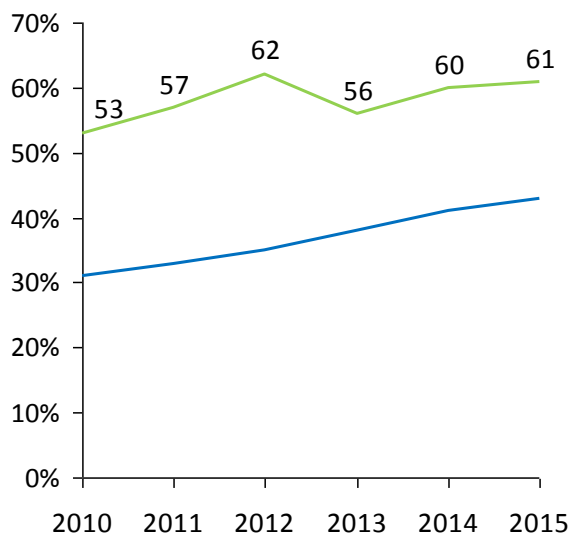
Percentage of enterprises with a broadband connection in Norway



Source: [Eurostat Information Society Indicators](#)

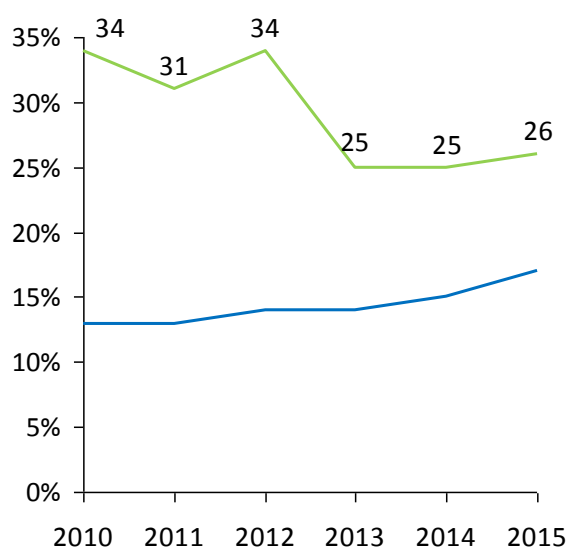
— Norway
— EU

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



Source: [Eurostat Information Society Indicators](#)

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

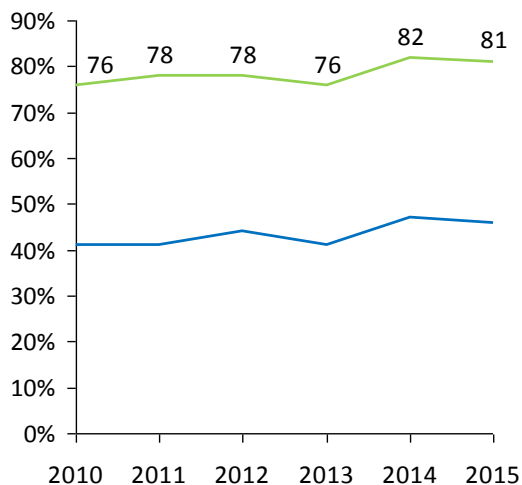


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

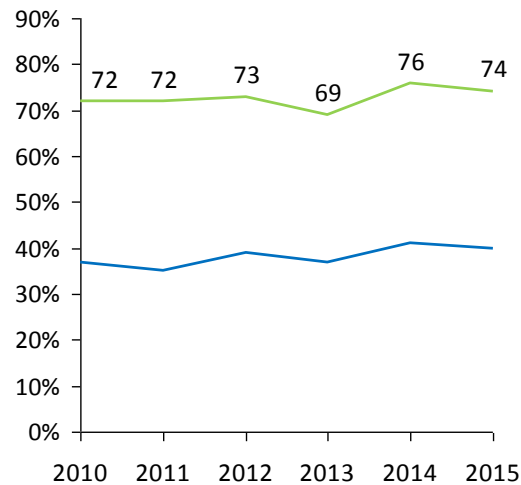
The following graphs present data for the latest eGovernment Indicators for Norway compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



Source: [Eurostat Information Society Indicators](#)

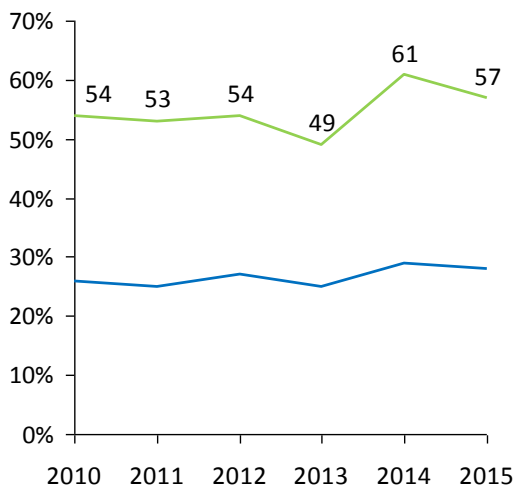
Percentage of individuals using the internet for obtaining information from public authorities in Norway



Source: [Eurostat Information Society Indicators](#)

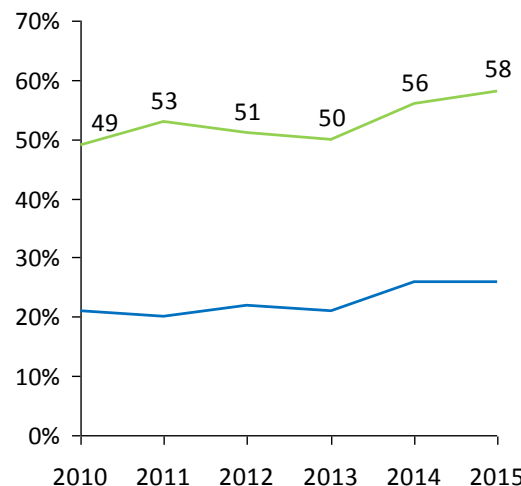
— Norway
— EU

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



Source: [Eurostat Information Society Indicators](#)

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



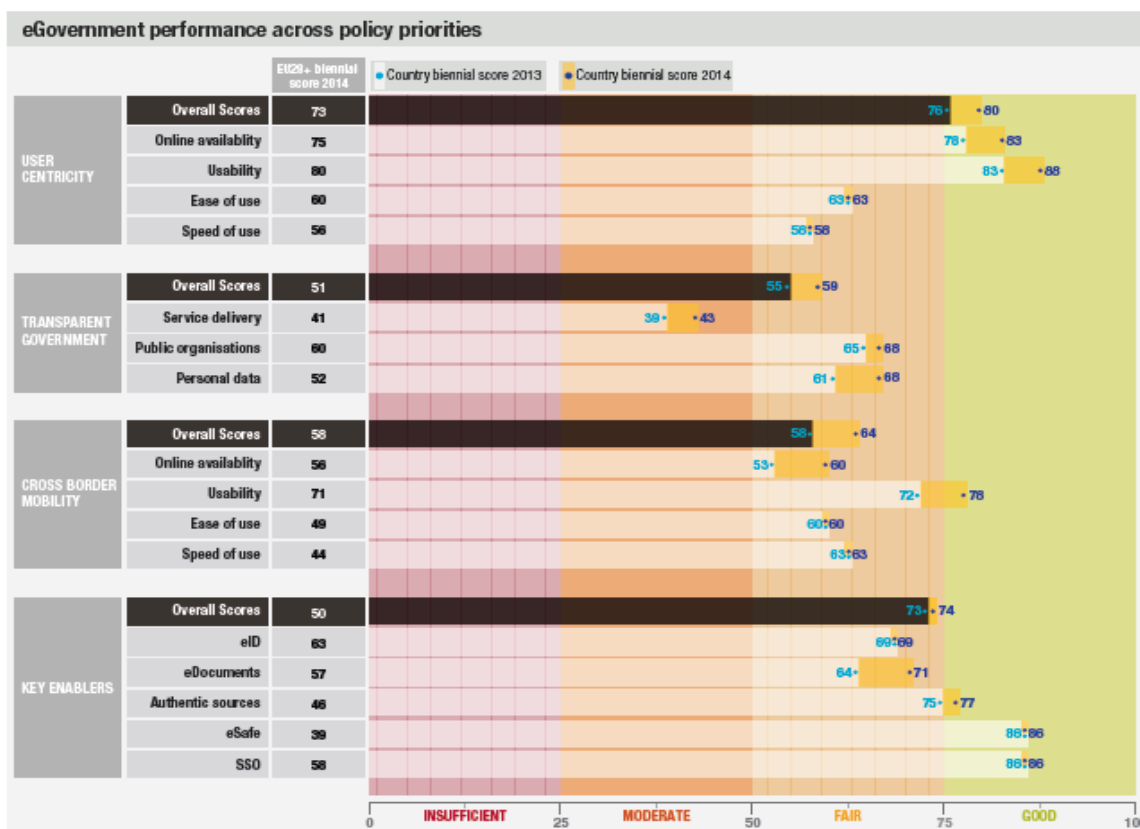
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)¹ study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments 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 can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

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



Source: [eGovernment Benchmark Report 2015](#)² Country Factsheet Norway

¹ [eGovernment Benchmark Insight Report](#)

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

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

November 2015

In November 2015, the ID Gateway (ID-porten) launched support for using "Mobile BankID" to log in to public digital services. Mobile BankID is at the highest security level available (level 4) and makes it even easier for Norwegian citizens to access over 600 services including the digital mailbox system for citizens.

September 2015

Norway's national open source foundation Friprogforeningen will soon switch its Frikomport services platform to the Moodle learning management system. Depending on the final tests, the LMS became the foundation's main service platform later in September 2015. Friprogforeningen foundation will offer Knowledge Management Platform to municipalities and universities.

July 2015

As announced on the 2 July 2015 by Norway's Agency for Public Management and eGovernment (Difi), the government has updated its IT procurement templates in order to make it easier to request and offer standardised products and services, with indifference between the template for large and small contract agreements, and so to achieve better IT acquisitions. Data Standard Agreements are being developed in Norway to assist its public sector in the procurement of IT services and products. The English version of the agreements is expected to be published in the autumn 2015.

June 2015

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

May 2015

Norway has been ranked as the 3rd most advanced country in Open Government according to the World Justice Project Open Government Index 2015. The index measures the openness of the government as based on the perception of the general public and worldwide experts under four elements: publicized laws and government data, right to information, civic participation and complaint mechanisms. It shall be noted that a positive correlation has been realised between the performance and the membership in the Open Government Partnership. Moreover, countries in their second Action plan cycle also over-perform those in the earlier stage of the Action Plan cycle.

January 2015

As of 1 January 2015, a new reporting scheme for employers and others liable to report is introduced. The objective with A-ordningen is to simplify the employer's reporting of the conditions of employment, income information and statistical data by avoiding double reporting to several government agencies.

The new reporting scheme will align the reporting to the Internal Revenue Service (including the tax collector), the Norwegian Labour and Welfare Organisation (NAV) and the Central Bureau of Statistics. Previously, the reporting has been made to the three different recipients on several different forms. As of 1 January 2015, the form A-meldingen will replace five previous forms, thus making reporting for companies and processing for the authorities easier. It is estimated that the new reporting regime will save private firms 5.6 million euro annually, and at the same time improve quality and efficiency in the public agencies listed above.

One of the most considerable changes by introducing the A-ordningen is that forms like the quarterly report for advance tax withholding and employer's contribution, the End of Year Certificate and the annual report will be replaced by the A-meldingen that shall be submitted on a monthly basis. In practice, this means that the employer continuously reports information of income and tax deduction for each employee every month. It is no longer necessary to submit the End of Year Certificate at year end to the tax authorities.

February 2014

eGovernment regulations were [changed](#) on 11 February 2014 so that the administration communicates digitally with citizens unless they choose to opt out of this. Previously, the administration had to request consent from citizens to communicate digitally, which had resulted in annually sending out more than 125 million letters on paper.

January 2014

On 1 January 2014 a new version of the national procurement service Doffin is [launched](#), enabling public institutions in Norway to publish information about their calls for tender. The goal is to simplify the system and provide a better service for its users. The new version of Doffin is a more modern platform which is faster and reduces the cost of operation and use. New features include: improved and faster search capabilities that make it easier for service providers to find relevant calls and announcements; a more user-friendly operation with a more intuitive interface and clearer example screens; better reuse of information and pre-filling of data; more efficient information retrieval and generation of statistics on public procurement; and an easier creation of announcements.

2012

In early October 2012, the Norwegian Government proposes via the 2013 State budget a comprehensive [digitisation initiative](#) in line with the digitisation programme. The Government's goal is to make digital all communication between the citizens and the public sector.

Exchanging electronic business documents has been subject to several barriers which may impede the data to flow between organisations. The challenge is not only to interconnect information systems but also to enable the sharing of business processes and meaningful information within a legal context across borders. In *April 2012* tests performed [show](#) that DIGIT and Difi were able to seamlessly exchange electronic invoices without any need of

adapting their information systems. Interoperability was the result of the adoption of Open Standards and the creation of implicit agreements, which work across borders, at organisational, semantic and technical levels.

In April 2012, the Norwegian Agency for Public Management and eGovernment (Directorate for forvaltning og IKT - Difi, in Norwegian) [announces](#) a competitive tendering process for the provision of eID solutions with the highest level of security (Level 4) for logging on the authentication portal 'ID Port', the common eID infrastructure for interactions with the public sector. This call has been launched as part of the Government's Digitisation Programme (Regjeringens digitaliseringsprogram, in Norwegian). One of the principles underlying the Government's work in this field is that logging in to online services should be made simple and safe.

On 21 October 2011, the Ministry of Finance publishes the tax rolls for 2010. The Parliament decided in 2011 to make this information accessible on the website of the Tax Administration - '[Skatteetaten.no](#)' - only, after logging on the authentication portal '[ID port/MinID](#)' with one of the following eID solutions: [MinID](#), [Buypass ID](#) or [Commfides e-ID](#). The tax rolls are records of a taxpayer's (natural or legal entities) name, year of birth (or year of creation for businesses), zip code, city, taxation municipality, net income, net assets and assessed tax amount.

As of 1 July 2012, all suppliers who sell to the Norwegian state require to send their invoices electronically. The invoices have to be sent in the EHF format, a Norwegian implementation of the Pan-European Public Procurement On-line project ([PEPPOL](#)) business interoperability specifications (BIS). This obligation also applies to SMEs and one-man firms, which account for more than half of the private businesses in the country. The [Agency for Public Management and eGovernment](#) (Difi) invited suppliers offering web-based invoicing solutions to adapt their solutions to the Norwegian PEPPOL-enabled format for eInvoicing.

[FiksGataMi](#), an open source-based service to report faults and issues to local authorities, is launched nationwide on 7 March 2011. It enables citizens to report and discuss faults and problems in their local communities, such as graffiti, unauthorised dumping of rubbish and holes in the road or defective street lighting. FiksGataMi automatically sends an email to the local authority responsible for the particular geographical location. All of Norway's municipalities are covered by this service.

In March 2011, a report commissioned by the Government concludes that increasing **ICT cooperation** in the municipal sector and between central and local governments could lead to substantial benefits. The report entitled '[Joint ICT development in the municipal sector](#)' is compiled by an independent consulting company, and describes the opportunities and challenges offered by ICT to local government.

2001 - 2010

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

eGovernment Strategy

Main strategic objectives and principles

A strong and efficient public sector is needed to ensure a good development for the Norwegian society. The ambition of the Government is that Norway shall be at the forefront internationally in terms of development of a [digital public sector](#). Digitisation will generate noticeable improvements across the public sub-sectors during the coming years. Digitisation will result in both more positive and faster interaction with the public sector for citizens and businesses alike as well as more efficient use of public sector resources.

The objectives of the Government include:

- the public sector is to be accessible online to the greatest extent possible;
- web-based services are to be the general rule for the public sector's communication with citizens and businesses;
- a digital public sector is to result in improved services;



Key principles under this eGovernment strategy include the following:

- Digitisation of the public sector is to free up resources for areas in need of more resources; Digital communication is to be the general rule for contact with the public sector;
- The public sector is to provide unified and user-friendly digital services;
- Login to public web services is to be simple and secure;
- All citizens and businesses will receive mail from the public sector in a secure digital mailbox;
- Citizens and businesses will be notified via SMS text messages and e-mail;
- Necessary assistance will be provided to citizens to ensure they will be able to find and use digital services;
- Development of ICT solutions will be viewed in the context of the public sector's work processes and organisation;
- Protection of privacy and information security will be safeguarded; and
- Digitisation measures of relevance for several services will be coordinated.

ICT/Information Society policy

In Norway, eGovernment is part of a wider [ICT/Information Society policy](#), focusing to provide services to citizens and develop the required back-office Effective use of ICT is essential to ensure continued economic growth and high employment in Norway. Through purposeful use of ICT, the aim of the policy is to provide the public with a growing number of electronic services. Digital self-service solutions will help improve the quality, availability and flexibility for users.

Advanced use of ICT in business and public sector depends on a good infrastructure (broadband) and good knowledge of the population in ICT. It is important that the technology can be used by everyone, including the visually and hearing impaired. In

addition, it is necessary to increase knowledge in the R & D of ICT, by providing advanced ICT skills to succeed with the objectives of ICT policy.

Priority areas

The main priority areas of that policy are:

Ensure an information society for all including by facilitating the supply and distribution of high-speed broadband , increase digital literacy in the population, and ensure universal design of ICT.

Contribute to innovation and value creation in business by facilitating the development and use of services based on digital content , promoting digital culture industry , make public data available for further use, and promoting smart, energy-efficient ICT solutions in transport, energy and construction . The digitization of business processes and the development of innovative solutions for the healthcare sector will also contribute significant added value.

Digitise public services, including through coordinating ICT projects that have an impact across the public sector, promoting the development of self-service solutions, adapting regulations to promote digital solutions, and ensure that common ICT solutions are established and made available to all management.

Difi's strategy 2012 - 2015

Difi has identified certain priority areas in the period 2012-2015. The first efforts include knowledge management development. Here Difi will use its core competency in organisation and leadership development of central government.

The second area is digital services. Difi will heavily contribute in the transition to electronic communication both between public businesses and citizens and businesses. The third area is good purchasing. Difi will work constructively towards the development of the purchasing function to determine a significant portion of resource use in the public sector. Difi helps line shift on three main areas:

More and better digital services

Difi will contribute to stronger governance, greater knowledge about opportunities and offers advice and tools to facilitate implementation. It will work to strengthen expertise on procurement and information security in the development of digital solutions.

Solid infrastructure

Difi will help reuse and coordination. At the same time, it will ensure that the public sector has access to good common solutions and data that works in a coherent architecture. They will strive for better solutions for the management and financing of common components.

Citizens take the services in use

Difi will coordinate solutions that are easy and useful for users. We provide assistance and ensure that the solutions are universally designed. We involve users, perform quality research, and helps the service can be used by everyone.

Previous eGovernment strategy

DIFI's Strategy 2009-2012

The [Agency for Public Management and eGovernment](#) (Difi), entrusted with renewing the public sector, has set out a broad 'Strategy for 2009-2012', which aims at providing

direction and priorities in developing the public sector, through eInitiatives across Government.

The strategy document's key priorities are: the development of effective transverse management models and secure eID solutions; the launch of a new citizen portal on the Internet; the promotion of a pan-European eCommerce solution; and the support of environmentally-friendly public procurement. These strategic priorities are structured around the following two core ideas:

Create the world's best public sector: The Government vision is that Norway should have the best management worldwide. As such, ministerial documents lay special emphasis on quality, efficiency, user-centrism, openness, participation, good organisation and sound management.

Promote development through cooperation: Difi aims to be a credible partner for government agencies in renewing the public sector. It wishes to act in areas where cohesion and unity between public businesses and other private services should be strengthened. Therefore, the ICT sector is seen as a field that requires special attention.

Strategy and actions for the use of electronic business processes and electronic procurement in the public sector

The document 'Strategy and actions for the use of electronic business processes and electronic procurement in the public sector' and the increasing success of the eProcurement portal '[Ehandel.no](#)', demonstrate the Government's commitment to eGovernment. Despite this, and in contrast to other Nordic countries, in Norway there are relatively few central government projects to improve citizen online consultation and participation in policy making. Most of the eGovernment initiatives are targeted to providing information to citizens, rather than engaging them in eConsultation or eParticipation. In a fashion similar to most other OECD countries, seemingly little civil society mobilisation is focused on eGovernment issues, despite the increase in use of ICT and the Internet.

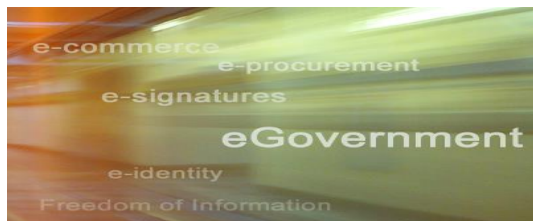
An Information Society for All (2006 - 2007)

Through the White Paper on ICT policy '[An Information Society for All](#)' in 2006, the Stoltenberg Government presented a strategy for ICT-development. Previous actions and goals from the former eNorway initiatives were integrated in this strategy. It focused on two strategic areas: digital inclusion and round-the-clock electronic public administration services.

Three preconditions, in particular, formed the basis for the Government's commitment to digital inclusion: digital access, universal design and digital skills. The Government's aims for electronic public administration services were two-fold: Firstly, offer an open, accessible and coherent public sector featuring integrated and fully digital services via sound electronic self-service solutions. Secondly, free up and use more effectively resources through ICT to strengthen public welfare provisions, while reducing administrative burden.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

In terms of regulations covering the conduct of Public Administration, there are few regulatory barriers to eGovernment in Norway. The Government has taken an active role in setting up a framework for implementation by breaking up legal and regulatory barriers in the provision of online services. Legal issues in new policy areas such as public key infrastructure (PKI) for electronic authentication have been addressed through intergovernmental working groups. These initiatives anticipate the needs of the Information Society and provide for legislative simplification aiming to reduce administrative burden imposed on citizens and businesses. In general, the law now establishes an official equivalence between paper and electronic processes, even though this fact has not been fully exploited yet.

[Public Administration Act](#)

The Public Administration Act states procedure in cases concerning the public administration. The act states that the public sector communicates digitally with citizens by default, unless they choose to opt out of this.

[Regulation on Electronic Communication with and within the Public Administration](#) (2004)

The Regulation is intended to promote predictability and flexibility, and to facilitate the coordination of secure and appropriate technical solutions.

Freedom of Information Legislation

[Constitution of Norway](#)

According to Article 100, everyone has a right of access to documents of the State and municipal administration, as well as a right to follow the proceedings of the courts and democratically elected bodies. Limitations to this right may be prescribed by law to protect the privacy of the individual or for other such purposes. It is the responsibility of the State authorities to create conditions that facilitate open and enlightened public discourse.

[Freedom of Information Act](#) (2006)

The [Freedom of Information Act No. 69](#) of 19 June 1970 was repealed by Act No. 16 of 19 May 2006 relating to the right of access to documents held by public authorities and public undertakings. The purpose of this Act is to facilitate an open and transparent public administration, and thereby strengthen freedom of information and expression, democratic participation, legal safeguards for the individual, confidence in public authorities and control by the public. Furthermore, it shall ease the re-use of public information.

Data Protection/Privacy Legislation

[Personal Data Act \(2000\)](#)

The purpose of Act No. 31 of 14 April 2000 relating to the processing of personal data (Personal Data Act) is to protect natural persons from violation of their right to privacy through the processing of personal data. It ensures that personal data is processed in accordance with fundamental respect for the right to privacy, including the need to protect personal integrity and private life, and that personal data is of adequate quality. This Act transposes the [Directive 95/46/EC](#) of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data into Norwegian law.

[Personal Data Regulations](#)

The regulations on the processing of personal data (Personal Data Regulations) were laid down by the Royal Decree of 15 December 2000 pursuant to Act No. 31 of 14 April 2000 on the processing of personal data (Personal Data Act), as amended on 23 December 2003.

eSignatures Legislation

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

Act No. 81 of 15 June 2001 relating to electronic signature (Electronic Signature Act) contains detailed provisions for electronic identification of persons and gives qualified electronic signatures equal status to traditional signatures for administrative purposes. The Act, lastly updated on 17 June 2005, implements the relevant [Directive 1999/93/EC](#).

eCommerce Legislation

[eCommerce Act \(2003\)](#)

The eCommerce Act No. 35 of 23 May 2003 transposes into national law the EU Directive on electronic commerce ([Directive 2000/31/EC](#)). It applies to electronic commerce and other Information Society services and regulation and control of such services by the public authorities. Its purpose is to ensure free movement of information society services within the European Economic Area (EEA).

eCommunications Legislation

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

The Electronic Communications Act No. 83 of 4 July 2003 aims to ensure sound, reasonably priced and future-oriented electronic communications services for Norwegian users through the efficient use of society's resources. This is to be achieved by facilitating sustainable competition, as well as stimulating industrial development and innovation. The Act regulates the transmission of electronic communications in addition to the associated infrastructure, services, equipment and installations.

eProcurement Legislation

[Public Procurement Act \(1999\)](#)

Norway notified full implementation of Directives [2004/17/EC](#) and [2004/18/EC](#) of the European Parliament and of the Council of 31 March 2004 which state that in view of new developments in information and telecommunications technology and the simplifications that these can bring in terms of publicising contracts, and the efficiency and transparency of procurement procedures, electronic means should be put on a par with traditional means of communication and information exchange.

Re-use of Public Sector Information (PSI)

[Freedom of Information Act](#)

Norway has notified full transposition of the European Directive on re-use of Public Sector Information ([PSI Directive](#)). The directive is implemented in the Freedom of Information Act.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Local Government & Modernisation, [Department of ICT policy and Public Sector Reform](#).

The Ministry of Local Government & Modernisation is responsible for the ICT Policy and Public Sector Reform. In particular it is responsible for the administration and modernisation of the public sector as well as national ICT policy, including the supervision of the Agency for Public Management and eGovernment (Difi). The department of ICT Policy and Public Sector Reform fulfils the Ministry's responsibility for national policies and strategies regarding Information Society in general. This department is responsible for the coordination of the government's efforts to reform and recondition the public sector; formulate the strategy and policy for the use of ICT in society; for the government's administration policy, including, amongst other things, government use of organisational structures and other supervision instruments and finally providing socio-economic and other fact-based analyses of the public administrative sector and the use of resources in the public sector. It oversees the [Agency for Public Management and eGovernment](#) (Difi).

Coordination

Ministry of Local Government & Modernisation

The Ministry coordinates all aspects of national ICT policy and the modernisation of the public sector. Through its dedicated department, of ICT Policy and Public Sector Reform, it coordinates eGovernment activities, namely public sector development and ICT policy.

[Agency for Public Management and eGovernment \(Difi\)](#)

One of Difi's main roles is to strengthen coordination in order to help develop and renew the public sector. It seeks to ensure that ICT development becomes more standardised and coordinated, and based on reuse and common solutions.

Implementation

[Ministry of Local Government & Modernisation, the Department of ICT Policy and Public Sector Reform](#)

The Department of ICT Policy and Public Sector Reform is responsible for the work associated with policy implications concerning the prevalence of ICT in the public sector. It has an active, horizontal presence in the implementation process as it is the main body responsible for initiating and administering policies related to ICT and eGovernment.

[Agency for Public Management and eGovernment \(Difi\)](#)

Difi implements a variety of projects and activities in such areas as: the analysis of various instruments used in public administration management; the development of human resources in state administration and ICT development in the public sector; and communication facilitation for citizens.

Support

[Ministry of Local Government & Modernisation, the Department of ICT Policy and Public Sector Reform](#)

The Department of ICT Policy and Public Sector Reform is responsible for promoting public sector development. A key area of activity is to promote government reforms, aiming at a more efficient public sector through the use of ICT.

[Government Administration Services \(DSS\)](#)

DSS is a government agency aimed at providing synergy for the ministries with cost effective and reliable shared services, including the running of computer systems. It reports directly to the Ministry of Local Government & Modernisation, which utilises GAS as a means of improving the way the national government functions.

[Norwegian Centre for Information Security \(NorSIS\)](#)

The objective of NorSIS is to provide advice and guidance on information security in Norway. It seeks to make ICT a natural part of everyday life by raising awareness about threats and vulnerabilities, advising on specific measures and contributing to forming positive attitudes in information.

[ICT-Norway](#)

ICT-Norway is an association representing the country's ICT industry. Its overall strategy is to create good business and development opportunities for its members, to promote their interests and to provide effective, value-added services. It also acts as a problem solver and a network, information, contacts and resource provider.

[Abelia](#)

Abelia is dedicated to improving the business environment for its member companies in the knowledge- and technology based sector, and to promoting the industry's contribution to economic growth and social progress. By influencing policy, Abelia improves business opportunities for members and supports initiatives that stimulate demand for members' products and services.

Audit/Assurance

[Office of the Auditor General of Norway](#)

The Office of the Auditor General ensures that the community's resources and assets are used and administered in compliance with the decisions of the Parliament. It is responsible for auditing, monitoring and advising all state economic activities, performing financial audits, performance audits and corporate control. The Auditor General has an independent status vis-à-vis government administration, and reports the results of its auditing and monitoring activities to the Parliament.

Data Protection

Data Protection Agency

The Data Protection Agency is an independent administrative body which is entrusted with the application of data protection laws. It verifies organisations' compliance on processing personal data, regulates processing of sensitive data through licences and advises on matters on protection of privacy.

Privacy Appeals Board

The Privacy Appeals Board is the appeal body for decisions made by the Data Protection Agency. It considers appeals against decisions made by the Data Protection Agency pursuant to the Personal Data Act and certain other acts.

Regional & Local eGovernment

Policy/Strategy

Regional and Local Authorities

The general approach to eGovernment in Norway is decentralised. Norway is divided into 19 counties and 428 municipalities (2015) with independent decision-making responsibility in the ICT area.

Implementation

Regional and Local Authorities

Regional and Local Authorities carry out projects within the framework of their competences.

Support

Norwegian Association of Local and Regional Authorities (KS)

KS is an association of municipalities aiming in cooperation with its members, to contribute to ICT development by: protecting the municipal sector's interests with respect to central authorities, suppliers and other interest groups; contributing to the development of standards and requirement specifications for the exchange of information, integration of solutions and joint tools, ideally in cooperation with central authorities; inspiring and contributing to competence development in the municipal sector through proposals and recommendations, benchmarking, development of guidelines and establishing experience exchange networks.

KS holds regular meetings with the Ministry of Local Government & Modernisation, at political and administrative levels. It also participates in several boards, committees and working committees in other ministries and various government departments that deal with ICT issues.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



Jan Tore Sanner
Ministry of Local Government & Modernisation

Contact details:

Ministry of Local Government & Modernisation
Akersgat. 59
P.O. Box 8004 Dep, 0030 Oslo, Norway
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Source: <https://www.regjeringen.no/en/id4/>

eGovernment executive



Ingelin Killengreen
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Source: <http://www.difi.no/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

['Norway.no' portal](#)

Norway.no is a gateway and guide to digital services from public authorities in Norway. Users can find digital services via the portal's topic menu, search function or eight life situation descriptions.

The portal also has information about digital communication between public authorities and citizens. In particular, Norway.no presents citizens with information about the Norwegian public sector's digital mailbox and Digital Contact Information Register.

All Norwegian public authorities will soon be obliged to send mail to citizens digitally via a secure digital mailbox. Citizens who do not wish to receive post digitally may opt to receive official letters and documents via paper mail. In order to use a secure digital mailbox, citizens must have an electronic ID and keep their digital contact information updated in the national contact register.

[Altinn portal](#)

Altinn offers seamless services to ease the reporting burden imposed by government agencies. It is a solution to develop and maintain forms and work processes, together with a reporting solution to facilitate information flow from business to government. Businesses file their reporting information to Altinn either through an Internet portal website, or by using their own internal information systems, or software packages. Individuals can also file their personal income tax electronically through Altinn.

As Norway's Point of Single Contact (PSC), Altinn is tasked with the provision of all information needed by any European service provider interested in starting a business in Norway.

[Standardisation portal](#)

The Standardisation portal aims to inform its users about the standards that are mandatory or recommended for use in the Norwegian public sector. The standards treated on this website are mostly related to ICT; however, standards related to areas such as public contracts, semantics and service-oriented architecture can also be found. The main goal regarding its activities with standards within the public sector is to strive towards better coordination among public authorities and services, transparency and efficiency.

['GeoNorge' portal](#)

The 'GeoNorge' portal is the national portal for the 'Norway Digital' geospatial infrastructure. It is the largest open, standards-based eGovernment component in daily use in Norway. It constitutes the umbrella for a large number of geospatial eServices, making basic geographic information and a variety of thematic information readily available. The information provided by the portal enables geospatial information to be used by different communities, including public administration and environmental management bodies. The infrastructure also includes a gateway for distributing the information to non-partners and the private sector.

Moreover, 'GeoNorge' makes available geographical data in digital format to citizens; the data is collected in a central system ([Norway WEB digital download](#)) which can be accessed by citizens via a user name and password authentication mechanism. By accessing the system, citizens can consult and download files on elevation data, administrative boundaries, transformation formulas, as well as related topics like cultural heritage, herding and many more. The system provides both county and national data.

['Regelhjelp.no'](#) portal

'Regelhjelp.no' is a service to enterprises in need of a guide to the vast body of regulations. The website makes it easier for users to find out about requirements related to health, safety and the environment that government authorities have established for their industry. It gathers requirements set by many different agencies and presents them in a user-friendly manner, facilitating enterprises to easily acquire information on the requirements that apply to them without needing in-depth knowledge of the structure of government administration.

Network

Current infrastructure

Norway has an adequate infrastructure for telecommunications networks, services and eGovernment which allows for system interoperability and data interchange between administrations. In certain areas, the Government has taken the initiative to support the creation of specific infrastructure as exemplified in the National Health Network which links five regional networks and provides a single information exchange platform in the health and social sectors.

eIdentification/eAuthentication

[eID](#)

The [Agency for Public Management and eGovernment](#) (Difi) has the overall responsibility for providing a means of secure identification in allowing citizens to use public services on the Internet. An electronic ID is used to authenticate Norwegian's identity on the Internet in the same way a passport, driving licence or bankcard does. Difi provides eID ease of use as the same logon screen is shown regardless of public agency, thus citizens need only to remember one password.

Four eID solutions are available to citizens, depending on their requirements: MinID, Buypass, BankID and Commfides.

[MinID](#)

MinID allows citizens to access public services that require a medium-high level of security. Examples of such services include: applying for a loan from the Norwegian State Educational Loan Fund; applying to an upper secondary school; changing a tax return; changing a family doctor; changing an address in the National Population Register. It is used by 2.6 million Norwegians. MinID makes use of the [ID-Gateway](#), the common platform for eID in the Norwegian public sector.

[Buypass](#), [Commfides](#) and [BankID](#) eID solutions

Buypass, Commfides and BankID enable citizens to access public services that require a medium and high level of security, as well as services that require the highest level of security. This applies to health information and the signing of documents, among other services. BankID is also used by citizens to access their online bank accounts.

[ID-Gateway](#)

ID-Gateway (*ID-porten*) is a common infrastructure for the use of eIDs in the public sector. The first version (1.0) of ID-Gateway was introduced in November 2009 and is currently used with MinID (the common log-in system for accessing online public services). This eID platform facilitates the use of several types of eID and offers more advanced electronic public services. Furthermore, it gives the opportunity to various entities to provide more person-sensitive services, related to health information.

Responsibility lies with the [Agency for Public Management and eGovernment](#) (Difi).

eProcurement

['Anskaffelser.no'](#) portal

The [Agency for Public Management and eGovernment](#) (Difi) manages the portal for all actors involved in public procurement. It contains tools and information, and its expertise favours efficient procurement transactions with the public sector. The portal offers advanced, complete eProcurement and eCommerce services guiding all interested parties through eProcurement stages, from planning to competitive conduct, including follow-up and liquidation.

The portal has incorporated '[eHandel.no](#)', which specialises in eCommerce. The website offers extended services and information on eCommerce, the newly-established eCommerce platforms and electronic invoice. These services aim at offering easy access to comprehensive information about eCommerce and guidance on how eCommerce services can be an effective tool for better, easier and safer purchases. The purpose of 'eHandel.no' is to give public sector entities and their suppliers' easy access to a user-friendly and affordable tool for operational eProcurement.

['Doffin'](#): public procurement database

'Doffin' aims to facilitate public authorities in complying with Norwegian public procurement regulations by allowing the creation and publication of tender notices. Since all notices are published on this platform, it is also a great resource for suppliers interested in business opportunities in the public sector. Tender publication is mandatory on *Doffin*, while eProcurement services are not. It is administered by the [Agency for Public Management and eGovernment](#) (Difi).

Knowledge Management

[KOSTRA](#)

The Municipality-State-Reporting KOSTRA system allows municipalities and county municipalities to report electronically to the State data on the economy, schools, health, culture, the environment, social services, public housing, technical services and transport, and communication. KOSTRA focuses on two main purposes: provide better information about the municipalities at central and local government level; and strive for more efficient reporting.

[National Register](#)

Information on everyone living in Norway is gathered for tax, electoral and population analyses by local tax assessment offices. This information is registered in the National Register (*Folkeregisteret*), and is overseen by the Directorate of Taxes (*Skattedirektoratet*). Information from the National Register (e.g. names, addresses, citizenship, identification

numbers, employment and civil status of individuals) is only accessible by authorised public sector offices. However, members of the public may apply for access to information from the National Registry for legal purposes. Applications for information from the National Registry are processed by local tax assessment offices and the Office of the National Registrar.

[National archival services of Norway](#)

The national archival services have provided common standards and specifications for digital archiving, which are now used by most public organisations in the country. It should be noted, however, that compatibility between large public databases remains relatively limited.

[Electronic Public Records \(OEP\)](#)

Electronic Public Records (OEP) is a collaborative tool that central government agencies use to publicise their public records online. Public record data is stored in a searchable database. Users can search this database to locate case documents relevant to their field of interest. It aims to promote transparency and democracy within the public sector, with a view to making the Norwegian public sector more open and accessible to citizens.

Other Infrastructure

['Norway Digital' programme](#)

'Norway digital' is a nation-wide programme for cooperation on establishment, maintenance and distribution of digital geographic data. The aim is to enhance the availability and use of quality geographic information among a broad range of users, primarily in the public sector. All institutions participating in the programme bring their own data into the infrastructure so as to make it available to the other partners.

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: National Police Directorate, Police Districts and Stations

Website: <http://www.politi.no>

Description: Information and printable paper forms to be submitted enabling citizens to start the procedure to obtain a passport.

Money and charges

VAT refunds and excise duties

Responsibility: Tax Directorate, Local tax assessment offices

Website: <http://www.skatteetaten.no/>

Description: The [Tax Directorate](#) supplies online brochures outlining VAT payment and return claims. [Altinn](#), which represents the Ministry of Trade and Industry, also provides business information on taxation. Online services are fully interactive and can also be accessed through the '[Altinn](#)' portal.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Ministry of Labour, Norwegian Labour and Welfare Administration (NAV)

Website: <http://www.nav.no/>; <https://tjenester.nav.no/stillinger/forside>

Description: Fully functional job search online service. Vacancies are automatically published in the European Employment Services ([EURES](#)) Job Mobility Portal.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Tax Directorate, Local tax assessment offices

Website: <http://www.skatteetaten.no>

Description: The Tax Administration or Tax Directorate supplies online brochures outlining tax payment and tax return procedures in Norway. Citizens' transactions are carried out through the local tax assessment office. Online services can also be accessed through the [Altinn](#) portal.

Unemployment benefits

Responsibility: Ministry of Labour, Norwegian Labour and Welfare Administration (NAV)

Website: <http://www.nav.no/>

Description: Specific information on unemployment benefits and entitlements can be found at the description of the [Norwegian Social Insurance Scheme 2014](#). Full online registration and interaction available.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Norwegian Public Roads Administration (NPRA)

Website: <http://www.vegvesen.no/>

Description: Different rules apply to persons with a driving licence issued in the European Economic Area (EEA) and to those with a driving licence issued outside this area. The NPRA has published a document entitled 'Permission to drive in Norway - how?' which outlines the new regulations concerning driving licences. Online information and forms to download are available, and moreover since September 2014, it is possible to apply for a drivers' license online – when applying for the first time as well as when the entitlement's extension is needed.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Norwegian Public Roads Administration (NPRA)

Website: <http://www.vegvesen.no/>

Description: The Norwegian on-line service 'Autoreg' provides a range of online services related to new and used cars. NPRA offers an online service for registering a change of ownership/notification of sale.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Norwegian Tax Administration, National Population Register

Website: <http://www.skatteetaten.no/en/Person/National-Registry/Moving/>,
http://www.norge.no/en/life_situation/moving-home

Description: Registering a change of address with the National Population Registry is mandatory. This is done by completing the relevant form and sending it to the local tax office. [Norway Post](#) should also be notified. Relevant digital services can also be accessed via the 'Altinn' portal. Norwegian residents may choose to submit a notification of a change of address within Norway digitally.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, National Register

Website: <http://www.noreg.no/>

Description: Intention to get married requires verification of entitlement in accordance with the [Marriage Act](#). This verification is carried out by the National Register for Population, located in the local tax assessment office in the municipality of residence of either the bride-to-be, or bridegroom-to-be. For non-residents applications for verification are carried out by the Office of the National Registrar. Relevant forms and all other required documentation should be submitted to the authority responsible for the National Population Registry, either locally or centrally, as stated above.

Criminal Record Certificate

Responsibility: National Police Directorate

Website: <https://www.politi.no/tjenester/politiattest/>

Description: The National Police Directorate's website allows citizens to apply for their criminal record online, which is then received in their [digital mailbox](#).

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

Responsibility: National Police Directorate, Police Districts and Stations

Website: <http://www.politi.no>

Description: Information and forms to download for manual submission are available online. Certain categories of theft/vandalism are possible to be declared online, namely stolen bikes, mobile telephones, goods stolen from a private person in a public place and vandalism of buildings or cars.

Digital mailbox

Responsibility: Agency for Public Management and e-Government (Difi)

Website: <http://www.norge.no/en/choose-digital-mailbox>

Description: The digital mailbox is secure digital archive, where citizens can easily find mail from public agencies whenever they need it. There are two mailbox providers: [e-Boks](#) and [Digipost](#). Both are approved by the Norwegian Government and comply with security standards.

Electronic ID

Responsibility: Agency for Public Management and e-Government (Difi)

Website: <http://www.norge.no/en/electronic-id>

Description: In order to use digital services from Norwegian public agencies, one must have an electronic ID, e-ID. An electronic ID confirms people's identities when logging into digital services. There are four different electronic IDs to log into digital services from Norwegian public authorities: [MinID](#), [BankID](#), [Buypass](#) or [Commfides](#).

Housing (building and housing, environment)

Responsibility: Statistics Norway

Website: <http://www.ssb.no/kostra/>

Description: The Municipality-State-Reporting KOSTRA system allows municipalities and county municipalities to report electronically to the State data on the economy, schools, health, culture, the environment, social services, public housing, technical services and transport, and communication. KOSTRA focuses on two main purposes: provide better information about the municipalities at central and local government level; and strive for more efficient reporting.

Passport

Responsibility: National Police Directorate, Police Districts and Stations

Website: <http://www.politi.no>

Description: Information and printable paper forms to be submitted enabling citizens to start the procedure to obtain a passport.

Waste

Responsibility: Agency for Public Management and e-Government (Difi)

Website: <http://www.norge.no/en/search/site/waste>

Description: The website above has information on different services related to waste, such as requesting waste permits, Order/change waste containers (available for some municipalities), et cetera.

Elections abroad**Participation in Norwegian elections**

Responsibility: Ministry of Local Government and Modernisation

Website: <https://www.regjeringen.no/no/portal/valg/slik-stemmer-du-ved-kommunestyre--og-fylkestingsvalget/stemme-i-utlandet/id456646/>

Description: The website provides information on the conditions for voting when the Norwegian citizens are abroad, as well as provides addresses to foreign points where votes can be casted.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Universities and Colleges Admission Service (NUCAS)

Website: <http://www.samordnaopptak.no/>

Description: Provides forms which can be submitted online, even though the process involves manual verification of qualifications.

Public libraries (availability of catalogues, search tools)

Responsibility: BIBSYS, Norwegian higher education and research sector

Website: <http://oria.no>

Description: Oria is a search engine that allows for search in the Norwegian academic libraries' resources, books, articles, journals, music, films and electronic resources. In order to request copies from articles or to request a loan, person need to be registered as a patron at a library that uses the BIBSYS Library System.

Student grants

Responsibility: Central Government, Ministry of Education and Research, State Educational Loans Fund

Website: <http://www.lanekassen.no/>

Description: The entire process from the initial application to the payment of student loans and grants is supported electronically and is based on the Enterprise Resource Planning (ERP) platform. Application, data control and payment are handled electronically. Electronic signatures through PKI, using the [Altinn](#) system, enable students to sign electronically.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Norway

Website: <http://www.euraxess.no/>

Description: EURAXESS Norway 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: BIBSYS, Norwegian higher education and research sector

Website: <http://oria.no>

Description: Oria is a search engine that allows for search in the Norwegian academic libraries' resources, books, articles, journals, music, films and electronic resources. In order to request copies from articles or to request a loan, person need to be registered as a patron at a library that uses the BIBSYS Library System.

Research funding support

Responsibility: Research council of Norway

Website: http://www.forskningsradet.no/en/Apply_for_funding/1138785830985

Description: The Research Council of Norway has the national responsibility to coordinate the cooperation agreement between Norway and EU on Norway's participation in the EU Seventh Framework Programme for Research and Technological Development (FP7).
As a National Focal Point The Research Council stimulates and provides information and guidance to Norwegian industry, researchers and government authorities on European research cooperation.

6. Health

Planned and unplanned healthcare

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

Responsibility: Central Government, Norwegian Ministry of Health and Care Services, Directorate of Health

Website: <http://www.helsedirektoratet.no/>

Description: A patient has the right to choose the hospital or his/her district psychiatric centre of choice for treatment. The Internet 'Free Hospital Choice' service provides relevant information and services. Administrators and patient advisors have access to online administration tools, which provide waiting times, quality indicators and other factors, updated on a daily basis. Patient advisors can also be contacted by phone. Eventual admission is done through patient advisors and their primary physicians.

Medical costs (reimbursement or direct settlement)

Responsibility: Norwegian Labour and Welfare Administration (NAV)

Website: <http://www.nav.no/>

Description: NAV serves a broad participatory role in the world of work and society, and contributes to the financial security of the individual. This depends on close interaction with the user, working life and local authorities, and a sharper focus on people with special needs in relation to the labour market and others in a challenging life situation.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, National Register

Website: <http://www.noreg.no/>

Description: Intention to get married requires verification of entitlement in accordance with the [Marriage Act](#). This verification is carried out by the National Register for Population, located in the local tax assessment office in the municipality of residence of either the bride-to-be, or bridegroom-to-be. For non-residents applications for verification are carried out by the Office of the National Registrar. Relevant forms and all other required documentation should be submitted to the authority responsible for the National Population Registry, either locally or centrally, as stated above.

Child allowances

Responsibility: Ministry of Labour, Norwegian Labour and Welfare Administration (NAV), Norwegian Directorate for Children, Youth and Family Affairs (Bufdir)

Website: <http://www.nav.no/>; <http://www.bufetat.no/>

Description: 'Bufdir' is responsible for providing services for children, young people and families in need of assistance and support. For employment guidelines about maternity and paternity leave, the [Norwegian Labour Inspection Authority](#) can supply information. Online sophistication is limited to information and downloadable forms for manual submission. Specific information on family allowances can be found at the description of the [Norwegian Social Insurance Scheme 2014](#).

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Norwegian Consumer Council

Website: <http://www.forbrukerradet.no/>

Description: The website provides information on consumer rights and advises whether and how to launch a complaint.

Consumer protection (cross-border)

Responsibility: ECC-Net Norway

Website: <http://forbrukereuropa.no/en/>

Description: The European Consumer Centre belongs to the European Consumer Centre Network-ECC Net, founded by the European Commission in 28 Member States in collaboration with National Governments. It aims at informing consumers on their rights and assisting them in their cross-border consumption issues, promoting and supporting out of court disputes resolution more quickly and at lower cost than the Court claim procedures.

Energy supply

Living facilities and energy check

Responsibility: Local Government (Municipality) of Salzburg

Website: <https://www.help.gv.at/linkaufloesung/applikation-flow?flow=FO&quelle=HELP&leistung=LA-HP-GL-LebensgrundlagenEnergie>

Description: General requests can be submitted at the online portal.

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. **Product requirements**
5. **Finance and funding**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Ministry of Trade and Industry

Website: <http://www.regjeringen.no/>

Description: [The Brønnøysund Register Centre](#) is a government administrative agency responsible for a number of national regulatory and registration schemes for business and industry. Its main objective is to improve economic security and efficiency - both for business and industry, as well as society. It consists of national [computerised registers](#). It provides online [forms](#) to register business enterprises.

Intellectual property rights

Intellectual property

Responsibility: The Norwegian Industrial Property Office

Website: <https://www.patentstyret.no/en/>

Description: Information on the intellectual property related processes in Norway are freely available at the web portal of the Norwegian Industrial Property Office. Furthermore, it offers the online services of search in the IP database, alert services as well as online application process for a patent, design or trademark registration (via [Altinn](#)).

Annual accounts

Submission of data to statistical offices

Responsibility: Statistics Norway

Website: <http://www.ssb.no/>

Description: [Altinn](#), the reporting channel for businesses offers seamless services to ease the reporting burden imposed by government agencies. Businesses file their reporting information to Altinn either through an Internet portal, or by using their own internal information systems, or software packages.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Tax Directorate, Local tax assessment offices

Website: <http://www.skatteetaten.no/>

Description: The [Tax Directorate](#) supplies online brochures outlining VAT payment and return claims. [Altinn](#), which represents the Ministry of Trade and Industry, also provides business information on taxation. Online services are fully interactive and can also be accessed through the '[Altinn](#)' portal.

Excise duties

Corporate tax: declaration, notification

Responsibility: Tax Directorate, Local tax assessment offices

Website: <http://www.skatteetaten.no/>

Description: The [Tax Directorate](#) supplies online brochures outlining corporate tax payment and tax return procedures. [Bedin](#), which represents the Ministry of Trade and Industry, also provides business information on taxation. Online services are fully interactive and can also be accessed through the '[Altinn](#)' portal.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Directorate of Customs and Excise

Website: <http://www.toll.no/>

Description: An interactive online service, providing all needed information, along with online services on imports and exports (including eCommerce) for both citizens and businesses.

3. Selling abroad

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

Legislation online

Responsibility: Lovdata

Website: https://lovdata.no/info/information_in_english

Description: The website Lovdata.no provides access to a collection of online legal resources. English translations have been initiated by various Royal Ministries, Governmental Agencies and private institutions. Cautions should be applied when using the resource as the translations are unofficial and may not have been updated since the time of translation.

4. Product requirements

Chemicals (REACH)

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

Responsibility: Norwegian Environment Agency

Website: <http://www.miljodirektoratet.no/reach/>

Description: The website offers ample information particularly for small and medium-scale enterprises.

5. Finance and funding

Access to funding, EU funding programmes, exchanges for young entrepreneurs

Innovation Norway

Responsibility: Central Government

Website: <http://www.innovasjon Norge.no/en/start-page/>

Description: Innovation Norway is the Norwegian Government's most important instrument for innovation and development of Norwegian enterprises and industry. Information on the Entrepreneur phone service, mentoring services, start-up grants and other services is available on the portal.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Government Administration, Reform and Church Affairs, eProcurement Secretariat

Website: <http://anskaffelser.no/>

Description: The eProcurement portal and marketplace for government eCommerce is '[Ehandel.no](http://ehandel.no)'. Its purpose is to provide public sector entities and their suppliers with complete online easy access to a user-friendly and affordable tool for operational eProcurement.

7. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment

Website: <http://www.regjeringen.no/>

Description: Information and forms to download.

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).

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Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

More on the programme:

<http://ec.europa.eu/isa/>

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