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Commission



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WHAT'S INSIDE

eGovernment in Sweden

Visit the e-Government factsheets online on Joinup.eu

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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): 9,747, 355 inhabitants (2015)

GDP at market prices: 430,642.3 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 123 (2014)

GDP growth rate: 2.3 % (2014)

Inflation rate: 0.7 % (2015)

Unemployment rate: 7.9% (2014)

General government gross debt (Percentage of GDP): 44.9% (2014)

General government deficit/surplus (Percentage of GDP): -1.7% (2014)

Area: 438,576 km²

Capital city: Stockholm

Official EU language: Swedish

Currency: EUR

Source: [Eurostat](#) (last update: January 19th 2016)

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).

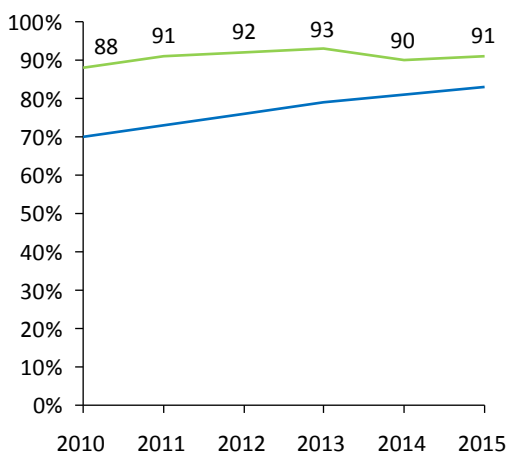
Head of Government: Prime Minister [Stefan Löfvén](#) (since 2 October 2014).

Information Society Indicators

Generic Indicators

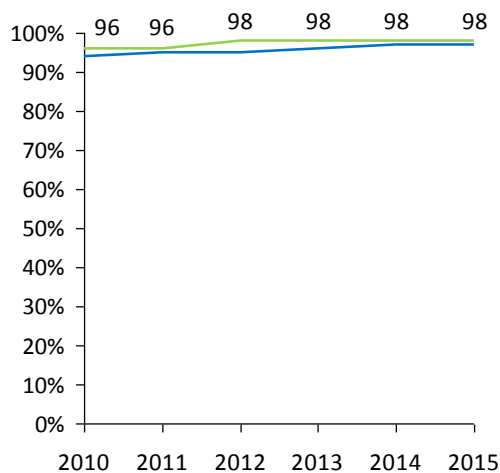
The following graphs present data for the latest Generic Information Society Indicators for Sweden compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Sweden



Source: [Eurostat Information Society Indicators](#)

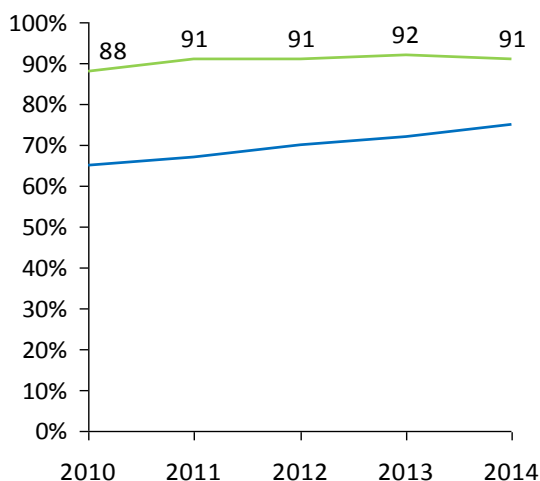
Percentage of enterprises with Internet access in Sweden



Source: [Eurostat Information Society Indicators](#)

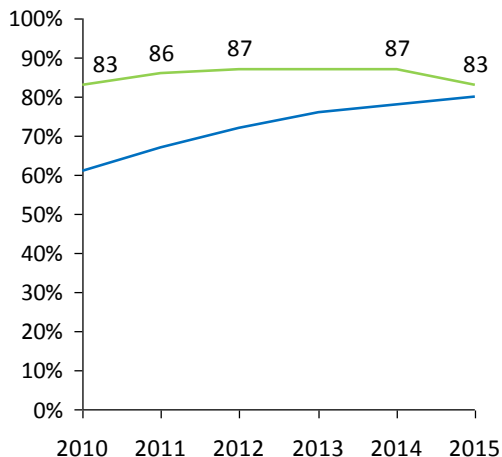
— Sweden
— EU

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



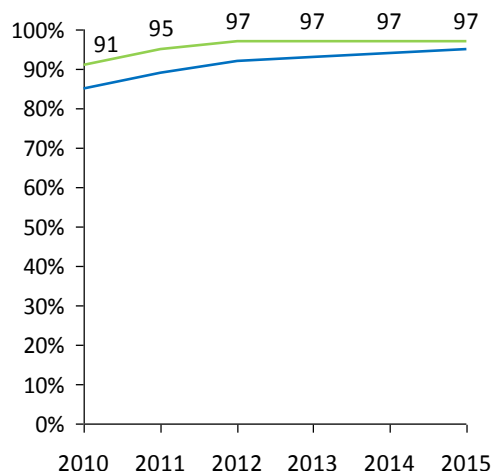
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Sweden



Source: [Eurostat Information Society Indicators](#)

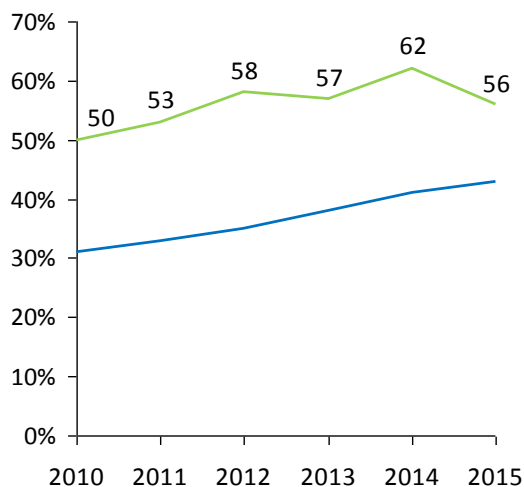
Percentage of enterprises with a broadband connection in Sweden



Source: [Eurostat Information Society Indicators](#)

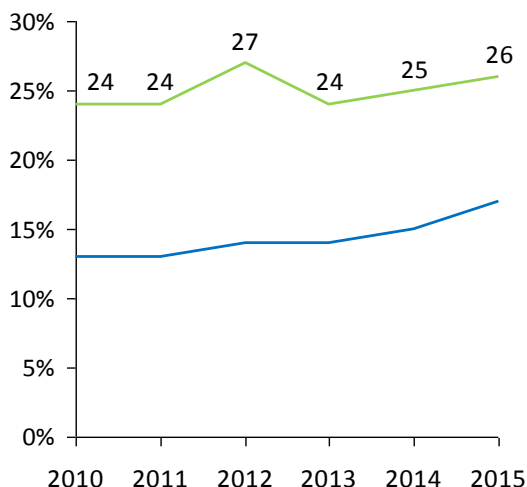
— Sweden
— EU

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

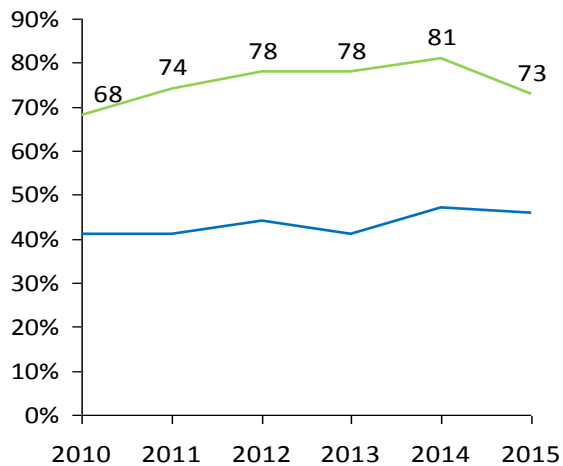


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

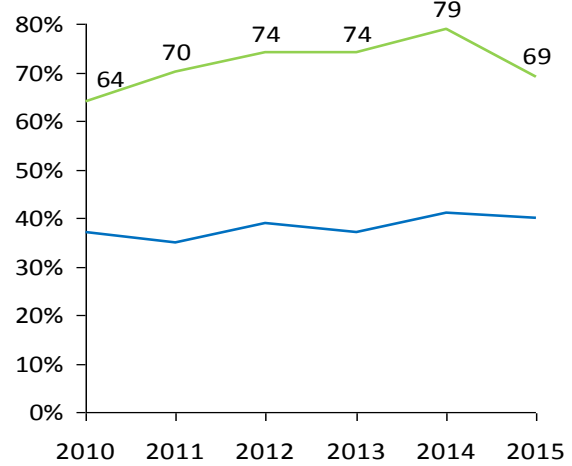
The following graphs present data for the latest eGovernment Indicators for Sweden compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



Source: [Eurostat Information Society Indicators](#)

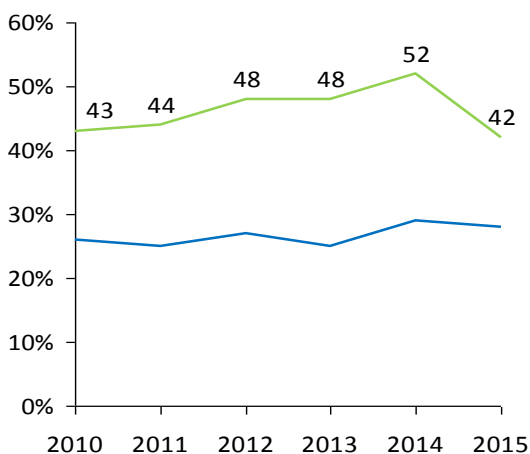
Percentage of individuals using the internet for obtaining information from public authorities in Sweden



Source: [Eurostat Information Society Indicators](#)

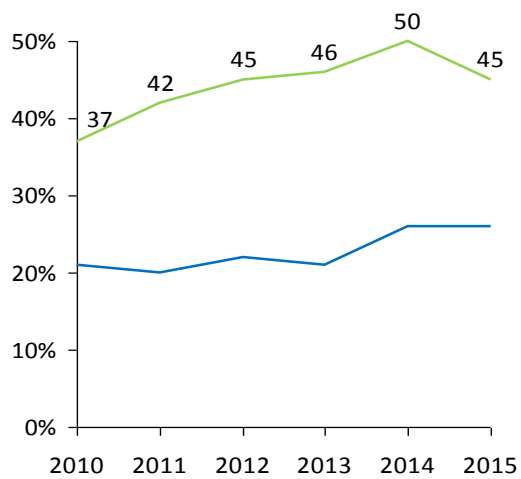
— Sweden
— EU

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



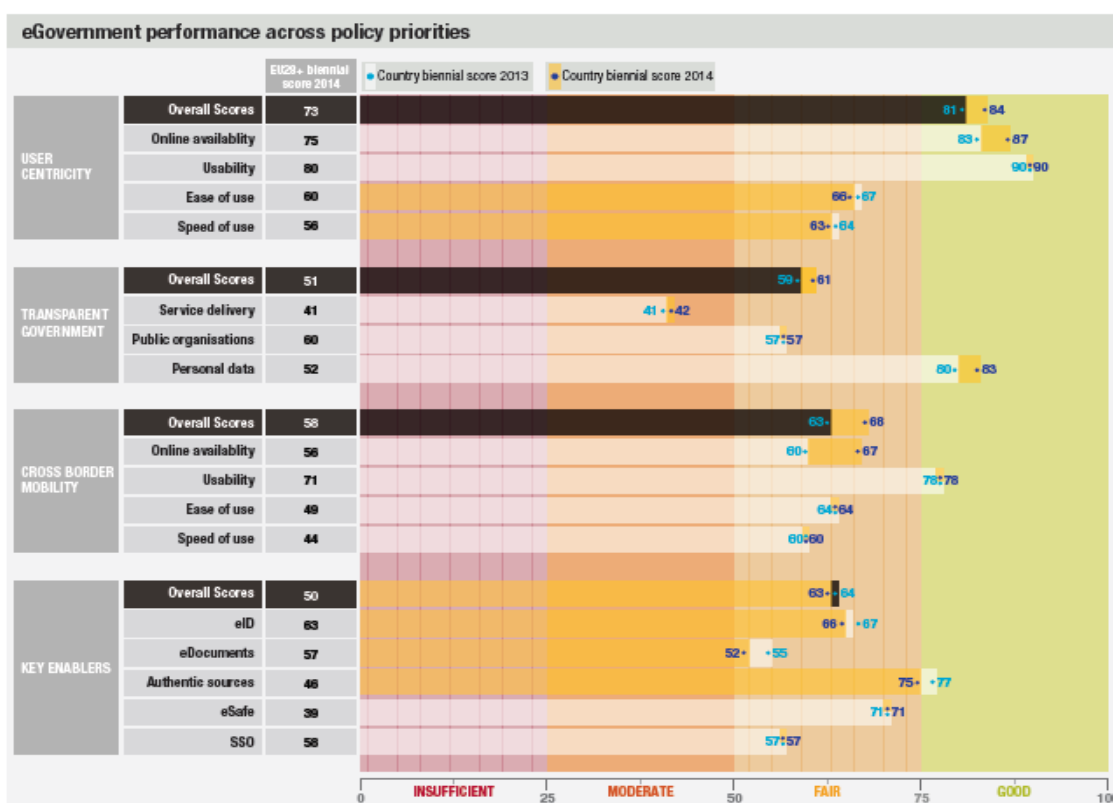
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark¹](#) 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 Sweden compared to the EU average score.



Source: [eGovernment Benchmark Report 2015² Country Factsheet Sweden](#)

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](#).

Recent News

November 2015

In November, 2015, the Swedish government extended the task to run the platform for open data, [öppnadata.se](#). Vinnova, Sweden's innovation agency, will continue to develop the platform and promote the publication and reuse of public sector information.

October 2015

In October 2015, an advisory board for eGovernment was decided by the Swedish government. The board will consist of eleven high-level decision-makers in the public sector with the task to give advice on eGovernment policy. The board is chaired by the Minister of Housing, Urban development and Information Technology, Mr. Mehmet Kaplan, and will meet four times a year

September 2015

In September 2015, a meeting of Kivos ([Kivos' Autumn meeting](#)) was held to promote the network of Swedish municipalities promoting the use of free and open source software and open standards. As part of the meeting, the development manager of the open source library management system KOHA, [Viktor Sarge](#), presented the use of [KOHA at the Halland's regional library](#) (Regionbibliotek Halland).

August 2015

In August 2015, the Swedish government decided that the Swedish Post and Telecom Authority should be responsible for the national guidelines on webaccessibility. The guidelines were developed by the eGovernment Delegation.

In August 2015, Swedish city of Umeå published a [DCAT AP-file](#) that describes the Open Data of the city. Secondly, since August 2015 the most commonly used software platform to build open data portals, [CKAN](#), supports responsive design whose code was developed by [Open Knowledge](#) and Swedish company [Metasolutions](#) on behalf of the Swedish innovation agency [Vinnova](#) for the purposes of the [Swedish open data portal](#). This interface technology automatically provides a uniform experience to visitors viewing and navigating websites for variety of screens (desktop monitors, mobile phones, etc.).

In addition, new feature has been added to the [Swedish open data portal](#). Users now have the possibility to incorporate new datasets that have not yet been defined in the portal. Public agencies are now able to have new datasets harvested by the portal if they conform to the [DCAT \(Data Catalogue Vocabulary\) standard](#).

June 2015

At the end of June, 2015, the eGovernment Delegation delivered their final report to the Swedish government. The report concluded six years of work on coordinating and promoting e-government in Sweden. The delegation also gave a number of proposals to the government regarding e.g. implementation of the "digital-by-default" principle and removing obstacles in legislation.

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.

March 2015

From 14 to 15 March, the event '[Hack for Sweden](#)' took place in Stockholm as organised by the Environmental Protection Agency, Swedish governmental authority. It provides an open platform to students, developers, data journalists, and national authorities, with 20 national authorities providing open datasets, with a goal to stimulate the use and re-use of open data and development of an active community.

In March 2015, the [Halland regional library](#) (The Regionbibliotek Halland) posted a job vacancy for a first Koha developed and in May 2015 it has announced to have [received a grant](#) of approximately EUR 100 000 from the National Library of Sweden, as part of its intention to develop features for an open source library management system to meet the needs of Sweden's public libraries. Halland's regional library switched to the use of KOHA earlier in the year 2015 and the progress is detailed on [the blog of the library](#). The Regionbibliotek is working together with the Royal Library and Stockholm's University Library.

January 2015

The National Procurement Services, the national central purchasing body for the country's public sector, prepares a new approach for the acquisition of software and ICT services. Only open standards and open source frameworks shall be mandated. Four frameworks are crafted as a result of mini-competitions in 4 areas: office support including common solutions for desktops, smartphones, office productivity and email; IT department's principal IT solutions; online services solution, and a solution for system and software development.

October 2014

The Swedish digital mailbox - My messages - got an extended functionality when a mailbox provided by a private company was connected. Digital mail from agencies and municipalities could previously only be delivered to the mailbox run by the Tax agency, but now the users can choose to have their messages from public authorities delivered to a mailbox provided by a private company, offering additional functionalities, e.g. the possibility to also receive digital messages from private actors in the same mailbox.

September 2014

The Swedish minister of ICT presented the Digital Step - a drive to achieve a more collaborative e-government. The drive will implement the Swedish strategy on e-government, which was launched in December 2012. The 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.

September 2014

The Swedish Government decide to prolong the mandate for the Swedish eGovernment Delegation. The mandate was supposed to end by 31 December 2014, but was now extended to 1 July 2015.

June 2014

A survey performed by the Swedish Association of Local Authorities and Regions (SALAR) show that four out of five municipalities deliver services to the citizens through digital channels. Most of the digital services are provided on the web, but almost half of the municipalities also offer services through mobile applications.

April 2014

The Swedish Agency for Public Management (*Statskontoret*) [has concluded](#) that more concerted political steering and powerful financial solutions are required for the opportunities presented by eGovernment to be fully realised. These opportunities provide increased efficiency and quality of public administration, as well as for citizens and businesses. The Agency reached these conclusions in its evaluation of the E-Delegation (E-delegationen, in Swedish), the body tasked to streamline and develop eGovernment in Sweden. Heads of agencies believe that eGovernment is an important issue but they have a great need for support, both technical and legal. In order to provide a digital collaboration in public administration also requires that the common digital development priority for the government as a whole.

March 2014

The website digitalasverige.se is [launched](#) to make available data on Sweden's digitisation, for anyone to search, compare and share; it was announced on *13 March 2014*. This data provides the Digitisation Commission (Digitaliseringskommissionen) with the data it uses in its analyses and proposals on digitisation. The aim is that the Digitisation Commission will work as openly and transparently as possible and digitalasverige.se is part of that. It provides the basis for the Commission's analyses and proposals, including data items and indicators which shows the real picture of Swedish digitisation, its progression over time and in comparison with other countries. It also presents the players operating in different areas of the Digital Agenda, including the signatories who have actively chosen to write the agenda and work towards it. Currently in the early days of the website, there is only a small selection of the signatories, but in time all of the signatories will appear. Also

available on the website are the measures the government has taken to promote digitisation.

February 2014

On 21 February 2014, VINNOVA (Sweden's Innovation Agency) launches the website PSIdatakollen.se, where it is possible to see the extent to which Swedish authorities comply with the eGovernment Delegation guidelines on open data. Currently only 24 of Sweden's 637 agencies have received approval. The website is about making public information more accessible; 'PSI' stands for Public Sector Information. VINNOVA is now publishing open data about its own activities. On data.vinnova.se it is possible to see which research projects receiving funding from 2008 onwards, as well as the purposes for which projects.

February 2013

On 19 February 2013, the director of Grums' municipality, Ms Margaretha Rudner, [launches](#) the municipality's electronic services on the common electronic services platform of Värmland County (in west-central Sweden). Thanks to this initiative the citizens of Värmland have now access to approximately 100 eServices, making it easier for them to handle their administrative matters. Karlstad municipality, another municipality in Värmland county has for some years been offering to its citizens access to electronic services. The most popular ones are those applying for preschool places, civil marriage and parking permits.

September 2012

A Framework Agreement is developed that enables Sweden's public administrations to purchase IT services based on open source software from any of the five pre-selected IT companies and their subcontractors. The Framework Agreement has made it easier for public administrations to procure IT services based on open source solutions, says Daniel Melin, Procurement Officer ICT, and cites recent figures derived from the [eGovernment Delegation](#).

On 3 September 2012, the [Swedish Trade Council \(STC\)](#) [launches](#) a web-based eCommerce guide; its purpose is to ease the work of companies which export their products and perform eCommerce activities. The guide covers, among other countries, the Nordic and Baltic states, Germany, Poland and Russia.

July 2012

On 5 July 2012, the County of Gotland and its administrative division [sign](#) a Letter of Intent (LoI) for continued work on the regional Digital Agenda of Gotland. Through the LoI, the County of Gotland and its Administrative division stand behind the IT policy objective of Sweden to become the world leader; they also intend to develop a regional Digital Agenda broadly cooperating with several other actors of society.

May 2012

The City of Uppsala [adopts](#) on 23 May 2012 a new information technology policy and guidelines for the management of IT as well as revised instructions for a safe operation of IT systems. The municipality's IT operations bring benefits both to businesses and the

general public. This requires that electronic services, systems and digital information become useful to users, by being efficient, user-friendly, reliable and available.

April 2012

In April 2012, the Swedish Association of Local Authorities and Regions - SALAR (Sveriges Kommuner och Landsting - [SKL](#), in Swedish) [launches](#) the '[Centre for eSociety](#)' - CeSam ([Center för eSamhället](#), in Swedish) to accelerate the development of digital welfare services across Sweden's municipalities, counties and regions. More specifically, CeSam is a programme office within SALAR that is aimed at promoting innovation and business development with the support of IT and to contribute to achieving the objectives of SALAR's 'Strategy for eSociety' namely: making life easier for individuals and businesses, ensuring smarter and more transparent public administration, supporting innovation, participation, as well as the higher quality and efficiency of operations.

February 2012

The Legal, Financial and Administrative Services Agency ([Kammarkollegiet](#), in Swedish) [announces](#) in February 2012 that it will provide its customers (public authorities) with a complete eProcurement solution as from the autumn of 2012. As a first step, an eOrdering service will be available for authorities with more than 50 employees in the spring of 2012.

November 2011

In November 2011, the Swedish employment agency [Arbetsförmedlingen](#) [launches](#) a free-of-charge application enabling smartphone holders to look for a job via their phones. The job ads app is the mobile version of the same agency's online employment database [Platsbanken](#), already proving popular. It makes it possible for smartphone holders to: search for a job by keyword, work location and profession; save their searches and ads; email and share job ads; find the employer's address on a map; and find all employment agencies in Sweden and their geographical location on a map. Non-Swedish speakers will find the app useful as the text of the ads - apart from the work locations and the job titles - can be translated into Arabic, English, French, Russian and Spanish.

October 2011

The Swedish Minister for Information Technology and Energy, Ms Anna-Karin Hatt, [presents](#) her country's IT strategy entitled '[IT in the service of mankind - a digital agenda for Sweden](#)', on 6 October 2011. It is an integrated strategy for the coordination of IT initiatives which aims to make the country the world leader in the use of digitisation opportunities. The digital agenda for Sweden sets goals and challenges for the government in all policy fields. The resources to achieve the strategy goals are partly located at the Department of Industry, but they are also distributed over other government departments. A Commission for Digitisation will be established with the remit of following up the strategy's implementation.

August 2011

A test bed is [launched](#) on 18 August 2011 to provide a means to publicly test and develop the technological infrastructure for electronic identification (eID) and signing services in Sweden. The test bed, [Eid 2.0](#), was developed by the [eIdentification Board](#) (E-

legitimationsnamnden) in collaboration with the [Swedish University Computer Network \(SUNET\)](#). It will enable interested parties (both public and private sector entities) to test their eServices and technology solutions for eID. Only after successful testing takes place, will it be possible to implement a functional infrastructure for eID.

April 2011

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

On 4 April 2011, it is announced that the portal [openaid.se](#) has been launched to provide information on the aid Sweden has given to other countries. The portal, which was created by the Ministry for Foreign Affairs in collaboration with the Swedish International Development Cooperation Agency, will enable organisations, journalists and the public to trace the entire process of giving aid from the preparation of aid efforts through decisions and reports to the evaluation of the tasks undertaken. The immediate goal is to increase transparency on aid, as a way of boosting the fight against poverty.

Later this month, a government study in Sweden concludes that there should be a **national database** under state management for advertising the calls for tenders of public authorities. The study also concluded that there is no need for a national platform on which contracting authorities and bidders would conduct the procurement process. In 2009, the [Legal, Financial and Administrative Services Agency](#) (Kammarkollegiet) was assigned the task of analysing the need for state initiatives to build and maintain the infrastructure needed for effective eProcurement in Sweden. The Agency concluded that the current procurement system, in which the contracting authority selects tenders on private-market procurement systems, is functioning well. Thus, there is no reason to establish a national procurement platform.

During the same month, the Swedish Association of Local Authorities and Regions (Sveriges Kommuner och Landsting - [SKL](#)), publishes a strategy for eSociety with the aim to support the development of eGovernment in the municipal sector. With a national consensus on certain common ground rules for eGovernment, costs can be limited, the purchasing role strengthened and the thresholds for development of eGovernment and eServices reduced. This means a better service for individuals and businesses.

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

March 2011

On 1 March 2011, the 'Pan-European Public Procurement OnLine' project ([PEPPOL](#)) reaches an important milestone when the **first invoice** was successfully transferred via PEPPOL solutions. The central administrative agency Swedish National Financial Management Authority (ESV) received the invoice, which was issued by a Danish subcontractor. The transaction was done using the PEPPOL transport infrastructure for message transfer, and the PEPPOL Business Interoperability Specifications (BIS) for process descriptions and document content.

During the same month, Sweden's IT and Regional Affairs Minister Anna-Karin Hatt [meets](#) the newly created **Digitisation Council** (Digitaliseringsrådet) for the first time, to discuss the strategies to be adopted concerning the Digital Agenda for Sweden (*digital agenda för Sverige*).

February 2011

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

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

Open Government Partnership Action Plan (2014 – 2016)



By joining the Open Government Partnership (OGP) in 2011, Sweden reaffirmed its commitment to open government efforts, both in principle and in practise.

The use of information and communication technologies (ICT) and the reuse of public administration documents and open data can

contribute to even more open, inclusive, accountable and responsive development. ICT can be used in order to include the citizens in the decision making processes in order to ensure that the government acts in the interest of the citizens. ICT is also aimed to be used in order to enhance the functioning of the public administrations.

In the second national OGP Action Plan for years 2014 - 2016, the focus is on the eGovernment and enhanced access to information in three main areas: citizen-oriented public sector development, the re-use of public administration documents and aid transparency. The major identified challenge of the action plan is 'More Effectively Managing Public Resources and Increasing Corporate Accountability'³. In order to attain this aim, five commitments have been identified for Sweden:

- **Commitment 1:** Putting citizens at the centre (eGovernment) of government administration reforms;
- **Commitment 2:** A step further on the re-use of public administration documents;
- **Commitment 3:** Increased access to Swedish aid information;
- **Commitment 4:** Improved opportunities for dialogue and transparency in aid management and implementation; and
- **Commitment 5:** Increased aid transparency at global level.

Detailed information on these commitments , their lead agency/ministry, other involved actors, objectives, activities, challenges, timelines and other related specifications can be found in the [Annex of the Action Plan](#) as published on the portal of the [Open Government Partnership](#). A [dedicated section](#) for Sweden in OGP on the portal includes information on the progress and current commitments of Sweden; as well as its activity stream.

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

³ [Open Government Partnership Action Plan \(2014 – 2016\)](#)

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.

ICT for Everyone (2011 – present)

To meet the challenges that exist both internationally and nationally, the Swedish Government wished to make use of the opportunities offered by digitisation, and therefore took a decision on ICT for Everyone - A Digital Agenda for Sweden and proposed a new goal for ICT policy, that Sweden should become the best in the world exploiting the opportunities of digitisation.

The [Swedish Digital Agenda](#) was launched in October 2011 and is updated on a regular basis with last update in May 2015. There is a need for action in several areas in order to face challenges at global and national level. In this regard, four overarching strategic areas with numerous sub-areas have been established:

- **Easy and safe to use**, i.e. everyone can make use of the opportunities that are created;
- **Services that create benefit**, i.e. attractive and easy-to-use digital services for different aspects of life;
- **The need for infrastructure**, i.e. basic infrastructure with electronic communications that work well; and
- **The role of ICT in societal development**, i.e. the use of the ICT in societal development in instances such as use of ICT for a more sustainable society, for global development, how research and innovation can be pursued, how people can exercise their freedom on the web, and modernised forms of democracy, participation and insight through increased transparency in the implementation of development assistance etc..

To support the strategy, [the Digitalisation Commission](#) has been established in 2012 by the Swedish Government to analyse and monitor progress in terms the progress made towards the Swedish ICT-policy goal to become the best in world at exploitation of the digitalisations' opportunities. Since the inception of the Commission, several interim reports have been submitted to the government on behalf of the Commission such as [the Summary Report on Digital Skills](#) (March 2015) or [the Summary Report on ICT in Schools](#) (March 2014). The remit of the Commission extends until the end of December 2015.

Previous eGovernment Strategies

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

The '[eGovernment Delegation](#)' (*E-delegationen*) was established in March 2009 with the view to lead and coordinate the development of eGovernment in the country. On 19 October 2009, the eGovernment Delegation released a report entitled 'Strategy on the work

of the Public Agencies in the field of eGovernment'. It will thereafter coordinate the strategic eGovernment projects until the end of 2014. The document proposes ways of **increasing the efficiency** of the Swedish Public Agencies and the innovation potential of society in general through eGovernment. Several of the proposals require the adoption of a Government decision to become applicable. The strategy document is being referred to for consideration by agencies and other organisations.

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

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

Action Plan for eGovernment (2008 - 2010)

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

The 24-hour Public Administration Strategy

In 2000, Sweden set the policy goal to become the first country to be an **'Information Society for all'**. Since then, the Swedish Government's priority tasks have been to **enhance** public confidence in IT, help to **improve** user skills and **foster access** to IT

services. According to the 24-hour Public Administration Strategy, public information and services should, to the maximum degree, be electronically available 24 hours a day, seven days a week. Another major **aim** of the strategy was to strengthen democracy by **enhancing** transparency and citizen participation in the policy and decision-making processes. The strategy for delivery was based on the Swedish **decentralised model** for Public Administration. Next to small policy ministries, a large number of agencies is responsible for implementing Government policies. The agencies are managed by a system of performance management, where the Government sets targets, allocates resources and appoints managers while following up and evaluating the results.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

eGovernment activities used to be regulated by general laws and ordinances on Public Administration. This Bill, which was passed by the Parliament on 2 July 2010, is not an eGovernment legislative document per se. However, it contains a

long chapter specifically on eGovernment, while most initiatives concerning restructuring of public administration are related to electronic means. It describes, in fact, steps for working with eGovernment in the state administration.

Freedom of Information Legislation

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

In 1766, Sweden was the first country in the world to introduce legislation on Freedom of Information with the 'Freedom of the Press Act'. This Act was reviewed in 1949 and was last amended on 1 January 2011. Chapter 2 on the Public Nature of Official Documents decrees that "every Swedish subject shall have **free access to official documents**". Public authorities must respond immediately to requests for official documents. Requests can be in any form and anonymous. Each authority is required to keep a register of all official documents and most indices should be publicly available. There is currently an effort to make the registers available electronically. Decisions by public authorities to **deny access** to official documents may be appealed internally. Complaints can also be lodged to the [Parliamentary Ombudsman](#), who can investigate and issue non-binding decisions.

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

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

Data Protection/Privacy Legislation

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

The Personal Data Act came into force on 24 October 1998. The Personal Data Act was adopted to bring Swedish law into compliance with the requirements of the EU Data Protection Directive [95/46/EC](#), which aims to prevent the violation of personal integrity in the processing of personal data. The Act lists certain **fundamental requirements** concerning the processing of personal data. These demands include, inter alia, that personal data may only be processed for specific, explicitly stated and justified purposes and if the person registered gives his/her consent. Exemptions to this rule include the exercise of official powers, or the fulfilment of a legal obligation by the controller of personal data. In many areas of the administration there are special registry laws to supplement or replace the provision in the Personal Data Act.

eSignatures Legislation

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

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

eCommerce Legislation

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

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

eCommunications Legislation

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

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

eProcurement Legislation

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

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

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

Re-use of Public Sector Information (PSI)

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

On 1 July 2010, Sweden adopted new legislation transposing Directive [2003/98/EC](#) on the re-use of Public Sector Information in the form of Law No 2010:566 of 3 June 2010 on the re-use of public administration documents. The new Swedish law specifically purports to promote the development of an information market by facilitating re-use by individuals of

documents supplied by the authorities on conditions that cannot be used to restrict competition.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Enterprise and Innovation

Operational responsibility for eGovernment lies with the Minister for Housing, Urban Development and Information Technology, Mr. Mehmet Kaplan, residing in the Ministry of Enterprise and Innovation.

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.

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 eGov strategy.

eSamverkansprogrammet (The programme for e-collaboration)

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 Agency (PTS)

The mission of PTS is to ensure that everyone in Sweden has access to efficient, affordable and secure communication services. PTS is a public authority reporting to the Ministry of Enterprise 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.

Digitisation Council

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

IT Incident Centre (Sitic)

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

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

Audit/Assurance

Swedish National Audit Office

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

Data Protection

Swedish Data Inspection Board

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

Regional & Local eGovernment

Policy/Strategy

County councils and municipalities

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

Coordination

County councils and municipalities

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

Implementation

County councils and municipalities

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

Support

Swedish Association of Local Authorities and Regions (SKL)

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

Audit/Assurance

Professional auditors

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

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment



Mikael Damberg
Ministry of Enterprise and Innovation

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Ministry for Enterprise and Innovation

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Tel.: +46 84 05 10 00

Contact: ann.wolgers@regeringskansliet.se (press secretary)

Source: <http://www.government.se/>



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Source: <http://www.government.se/>



Ardalan Shekarabi
Minister for Public Administration

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Tel.: +46 84 05 10 00

Contact: N/A

Source: <http://www.government.se/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

['sweden.gov.se'](http://sweden.gov.se) portal

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

The website has three main sections:

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

['verksam.se'](http://verksam.se) portal: the Swedish Business Link to Government

The ['verksam.se'](http://verksam.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 \(Bolagsverket\)](http://Bolagsverket); the [Swedish Tax Agency \(Skatteverket\)](http://Skatteverket); and the [Swedish Agency for Economic and Regional Growth \(Tillväxtverket\)](http://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*). *Verksam.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.

['opnadata.se'](http://opnadata.se) portal: *Swedish Open Data portal*

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

['openaid.se'](http://openaid.se) portal

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

Networks

[Swedish Government Secure Intranet \(SGSI\)](#)

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

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

[Public Telecom Network](#)

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

eIdentification/eAuthentication

The Swedish E-Identification Board, [E-legitimationsnämnden](#), promotes and coordinates electronic identification and signature for the public sector e-services. The Swedish E-identification Board is an authority under Ministry of Enterprise and Innovation. E-identification in Sweden today is a success story — over 4 million out of 9 million citizens have an e-id and they made over 250 million transactions in various private and public e-services during 2011. The system with e-id in Sweden today is based on these premises:

E-identification for citizens are issued by private sector - mainly through banks and a large telecommunication provider

The public sector purchases validation control of the e-identification issuers on a commercial basis

['Official' electronic ID card](#)

On 1 October 2005, the Swedish Government introduced the 'official' electronic ID card containing **biometric data**. The new 'national identity card' (*nationellt identitetskort*) is not compulsory and does not replace previous paper ID cards. It can be used as a **proof of identity** and **citizenship** and as a valid travel document within the Schengen area. It complies with ICAO standards for biometric travel documents; it is issued by the passport offices and manufactured by the same supplier as the biometric passport. In addition to the **contactless chip** containing a digital picture of the holder, it also has a traditional chip which may be used to securely access eGovernment services in the future.

[eLegitimation-Non-official eID cards and software-based eIDs](#)

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

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

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

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

[Biometric passports](#)

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

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

eProcurement

eProcurement Virtual System

According to the report '[Digitising Public Services in Europe: Putting ambition into action - 9th Benchmark Measurement](#)', produced for the European Commission in December 2010, Sweden set an eProcurement virtual system with a non-mandatory platform where eProcurement services are provided by subcontractors, specialised in the different steps of the electronic procurement process. The central eProcurement authorities' role consists on monitoring the supplied services and complying with standards. In general, the Swedish Government has not implemented a central electronic public procurement portal, as this is deliberately left up to private operators. Several privately owned and operated portals exist instead, some of which concentrate on public procurement (e.g. [Opic](#) and [Visma](#)).

[Public Procurement information portal](#)

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

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

eInvoicing Standard

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

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

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

Knowledge Management

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

There is currently no central knowledge management infrastructure in Sweden.

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

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section 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: [Federal Ministry of Finance](#)

Website: <http://www.bmf.gv.at/>

Description: Information on the online submission of VAT return and the registration necessary to do is available on the dedicated webpage of the Federal 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: <http://www.uhr.se/Information-in-English/>

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.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Swedish Road Administration

Website: <http://www.trafikverket.se/Om-Trafikverket/Andra-sprak/English-Engelska/>

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/en/road/Vehicles/Number-plates-and-certificates/Registration-certificates/>

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

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

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 organizations 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.bibliotek.se/>

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

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.bibliotek.se/>

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

Research funding support

Responsibility: EURAXESS Sweden

Website: <http://www.euraxess.se/en/Research-in-Sweden/Research-grants1/>

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

e-health portal

Responsibility: eHälsomyndigheten (Swedish eHealth Agency)

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

Description: Using an e-identification (e-ID), 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.

8. Consumers

Shopping (your rights), unfair treatment

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 (e-Customs)

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

e-nav online library of Swedish Standards Institute

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

Website: <http://www.sis.se/en/theme/>

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. E-mail 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/web/international/starting/planning-your-start/financing-your-start>

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: Central Government, Swedish National Financial Management Authority and Public Procurement Board

Website: <https://www.avropa.se/>

Description: Portal maintained by the Public Procurement Board and providing information on tenders and tender procedure for suppliers and authorities (Government agencies, regions and municipalities). Documents and forms are available for download. The Swedish Government has not implemented a central electronic public procurement transactional platform, as this is deliberately left up to private operators. Several privately owned and operated portals exist instead, some of which concentrate on public procurement (e.g. [Opic](#) and [Visma](#)).

8. Environment

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.

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