

[ eGovernment in ]

# Iceland

Ísland



eGovernment  
eGovernment  
eGovernment  
eGovernment  
eGovernment

- Country Profile
  - History
  - Strategy
  - Legal Framework
  - Actors
  - Who's Who
  - Infrastructure
  - Services for Citizens
  - Services for Businesses
- What's Inside**

## Contents:

<b>Country Profile.....</b>	<b>1</b>
<b>eGovernment History .....</b>	<b>4</b>
<b>eGovernment Strategy .....</b>	<b>12</b>
<b>eGovernment Legal Framework .....</b>	<b>15</b>
<b>eGovernment Actors .....</b>	<b>18</b>
<b>eGovernment Who's Who.....</b>	<b>20</b>
<b>eGovernment Infrastructure .....</b>	<b>21</b>
<b>eGovernment Services for Citizens.....</b>	<b>24</b>
<b>eGovernment Services for Businesses .....</b>	<b>28</b>

### **Disclaimer:**

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

## Country Profile

### Basic data and indicators

#### Basic Data

**Population (1 000):** 321.8 inhabitants (2013)

**GDP at market prices:** 11 000.3 million Euros (2012)

**GDP per inhabitant in PPS (Purchasing Power Standards, EU-28 = 100):** 115.0 (2012)

**GDP growth rate:** 3.3 % (2013)

**Inflation rate:** 4.1 % (2013)

**Unemployment rate:** 5.5 % (2014) \*

**Government debt/GDP:** 96.4 % (2012)

**Public balance (government deficit or surplus/GDP):** Deficit -3.8 % (2012)

\*2014M01

Source: [Eurostat](#)

**Area:** 103 000 km<sup>2</sup>

**Capital city:** Reykjavík

**Official EU language:** Icelandic

**Currency:** Icelandic króna

Source: [Europa website](#)

#### Political Structure

Iceland is the most sparsely populated country in Europe with an average of approximately three inhabitants per square kilometre. Independent for over 300 years, it was subsequently ruled by Norway and Denmark. Limited home rule from Denmark was granted in 1874 and complete independence attained in 1944. Literacy, longevity, income, and social cohesion are first-rate by world standards.

Iceland is a **republic**, has a written [constitution](#) and a parliamentary form of Government. The [President](#) of Iceland is elected by direct popular vote for a four-year term, with no term limit. Most executive power rests with the [Government](#), which is elected every four years in separate elections.

Iceland boasts the world's oldest functioning legislative assembly, the [Althingi](#), established in 930 AD. The [Althingi](#) is a unicameral legislative body (Parliament) consisting of 63 members, elected from six constituencies for a four-year term on the basis of proportional representation. Its Members jointly hold legislative as well as fiscal powers. Anyone who is eligible to vote, with the exception of the President and the judges of the Supreme Court, can be elected. After every election, the President grants one of the parliamentary leaders of the political parties the authority to form a cabinet, usually beginning with the leader of the largest party. If s/he is not successful, the President will summon another political party leader to form a Government.

Judicial power lies within the [Supreme Court or Hæstiréttur](#) and eight district courts. Justices are appointed for life by the Minister of Justice.

There are eight administrative regions, namely *Austurland*, *Höfuðborgarsvæði*, *Norðurland eystra*, *Norðurland vestra*, *Suðurland*, *Suðurnes* (formerly *Reykjanes*), *Vestfirðir* and *Vesturland*.

Iceland is a member of the [European Free Trade Association \(EFTA\)](#) and the [European Economic Area \(EEA\)](#).

**Head of State:** President [Ólafur Ragnar Grímsson](#) (since 1 August 1996/re-elected in 2000, 2004, 2008 and 2012).

**Head of Government:** Prime Minister [Sigmundur Davíð Gunnlaugsson](#) (since 23 May 2013).

## Information Society Indicators

### Generic Indicators

**Percentage of households with Internet access:** 96 % (2013)

**Percentage of enterprises with Internet access:** 99 % (2013)

**Percentage of individuals using the Internet at least once a week:** 95 % (2013)

**Percentage of households with a broadband connection:** 95 % (2013)

**Percentage of enterprises with a broadband connection:** 98 % (2013)

**Percentage of individuals having purchased/ordered online in the last three months:** 34 % (2013)

**Percentage of enterprises having received orders online within the previous year:** 34 % (2013)

### eGovernment Indicators

**Percentage of individuals using the Internet for interaction with public authorities:** obtaining information 76 %, downloading forms 57 %, returning filled forms 70 % (2013)

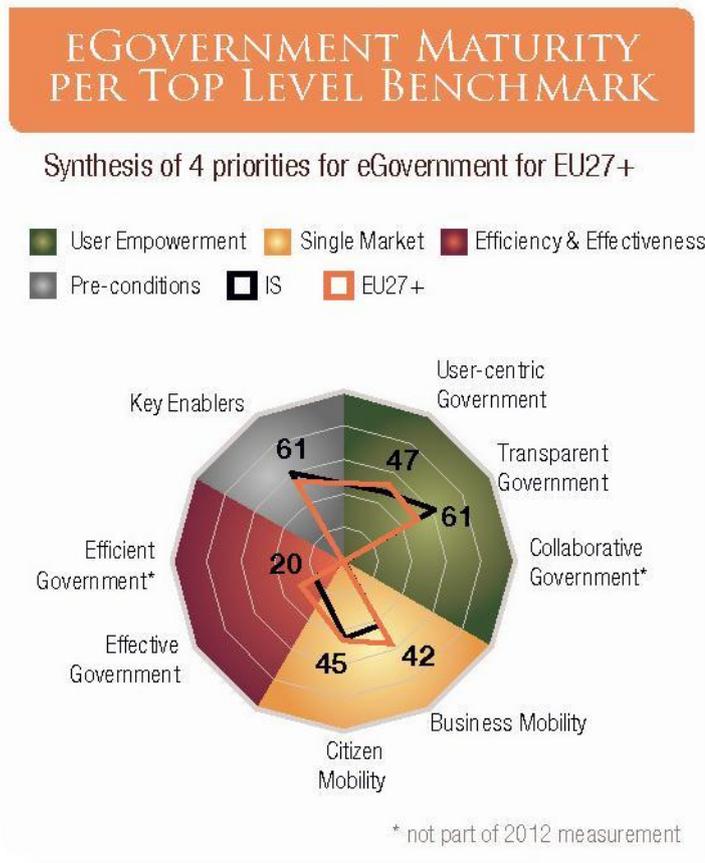
**Percentage of enterprises using the Internet for interaction with public authorities:** obtaining information 95 %, downloading forms 93 %, returning filled forms 87 % (2013)

Source: [Eurostat](#)

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

## eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.



Source: [eGovernment Benchmark 2012](#)

## eGovernment History

### Main developments and key milestones (in reverse chronological order)

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

## Recent News

### March 2014

Online voting [is underway](#) for numerous projects in Reykjavík from Tuesday 11 March until 19 March 2014, all proposed by Reykjavík residents. Voting is done in both Icelandic and English, and all residents may vote. The [election](#) encourages residents to explore the projects that were submitted by capital area residents in November 2013. Voting on these projects will be done through a website made especially for the occasion. Citizens can vote in a borough of own choice, regardless of where in the city they live, but only in one borough. Voting is limited to those born 1997 or earlier and who are legal residents in Reykjavík on the day they vote. The result is binding. Voters can vote for up to 20 projects within a single neighbourhood, unless the projects chosen reach the maximum budget for that neighbourhood before 20 in total are reached.

### February 2014

From 1 January 2015 Icelandic state entities will only accept electronic invoices from parties selling goods or services to them. A project preparing this step has been in progress for the past few years. A further step now being prepared is that invoices from state entities will also become electronic, although these measures will not apply to taxes or fees bound by law.

Icelandic state entities receive over 500 000 invoices yearly and today around 30 % of those are electronic. Experience in other countries has shown that at least ISK 1 000 (€6.50 approximately) can be saved for every electronic invoice. Many companies aim to use only electronic invoice so it benefits both the state and the economy in general.

### January 2014

As announced in the beginning of January 2014, starting January 2015, Icelanders [will submit](#) tax returns using only the electronic channel. The aim of the Revenues Agency of Iceland is to make paper tax return submissions history and to only use the online submission system. The transitional procedure from paper to electronic submission is already underway in January 2014 and is expected to be finalised within the same year.

### December 2013

A significant step in the practice of electronic administration is taken when the Icelandic Minister of Finance and Economic Affairs [uses](#) electronic identification on a mobile phone to sign a formal letter from the Ministry to the Icelandic parliament. Around seventy companies and state entities now offer their clients to you electronic identification through mobile phones.

### October 2013

Iceland [has](#) the most internet freedom, according to a new [global assessment](#) of internet and digital media, conducted by an independent watchdog organisation dedicated to the expansion of freedom around the world in October 2013. Estonia comes in second and Germany is in third place. With zero

points being the perfect score, Iceland scored six out of a hundred. The least amount of internet freedom is considered to be in Iran, scoring 91 points, followed by Cuba, China, Syria and Ethiopia. Sixty countries were surveyed. The report's main conclusion is that worldwide internet freedom has diminished these last few years.

## September 2013

The State of Broadband 2013 report, [published](#) on 26 September 2013 by the Broadband Commission for Digital Development, places Iceland on the top of the list for internet usage per capita in 2012. Ninety-six percent of Icelanders are, or have, access to the internet, one percent more than the Norwegians, two percent more than the Swedes, and three percent more than the Danes and the Dutch. On the bottom of the list is North Korea, where the internet is not available to the common people. Only 0.8 percent of Eritreans have access to the internet, 0.9 percent of people in Timor-Leste and 1.1 percent in Myanmar (Burma).

## June 2013

On 1 June 2013 a new regulation, no. 505/2013, on electronic invoicing, electronic bookkeeping and related issues, [enters into force](#). A main objective of the regulation is to place paper and electronic invoices on equal footing.

## April 2013

Icelandic authorities take a step towards a more transparent and open government by publishing, by standards of open data, information from the Financial Management Authority (FJS). The data published are interim reports on the Treasury's finances. The data is published on a new website, [opingogn.is](#), which is seen as the future site for open data in Iceland. Further steps have been taken by state entities to open up data. To give an example the National Land Survey of Iceland has opened access to its data, such as maps.

## News 2012-2001

### 2012

- ▶ ICE-SAR, the association for search and rescue in Iceland, [announces](#) in *June 2012* the release of 112 Iceland, a safety app for tourists in Iceland. Travellers can use the app to request assistance in case of emergency. With the app it is also possible to leave 'a trail of breadcrumbs', that is, regularly update travel information which could prove vital when people are reported missing, a press release explains. It is not necessary to use a connection for data transmission for the app as a conventional mobile phone connection is sufficient.
- ▶ Public administrations in Iceland are increasing their use of free and open source software. The country's Government [launched](#) in *April 2012* a one year migration project for all of its public institutions. The project will set up a common infrastructure for migrations and public administrations will thus have the means to document and estimate the maturity of free and open source alternatives to proprietary software.

One of the first steps in the migration project is a series of five letters sent to all the heads of public institutions, recommending for instance the use of open standards and pointing to examples that ease the move to free and open source. Moreover, a group of specialists has been formed that will monitor the project, aiming to prevent future failures. The project is also compiling a list of ongoing projects surrounding the use of free and open source software by public institutions to allow collaboration on these projects.

Last but not least project responsible are making sure that in public schools, the national curricula do not restrict the use of free and open source software while the project is also working on a call for tenders to purchase services based on free and open source software.

## 2011

- ▶ In *December 2011*, the Information Society affairs are transferred from the Prime Minister's Office to the Ministry of the Interior. Thus the Information Society Task Force and the overall responsibility for policymaking and implementation of the policy in this field will be at the Ministry of the Interior. Ögmundur Jónasson, Minister of the Interior, becomes, therefore, the minister responsible for eGovernment and Information Society Affairs.
- ▶ On *13 October 2011*, the Icelandic Citizens Foundation website '[www.citizens.is](http://www.citizens.is)' receives a European eDemocracy award for its efforts in promoting democracy online. The 'Citizens Foundation' is recognised for developing and promoting tools for citizen democracy worldwide at the [eDemocracy Awards 2011](#), held in Paris on the occasion of the two-day [World e-Gov Forum](#). The non-profit organisation serves as a neutral entity whose main objective is to foster collaboration between people and their politicians. All the software it creates is released as open source, which anyone can use for free.

'[Shadow Parliament](#)' and '[Better Reykjavik](#)' are two successful online platforms developed by the foundation to encourage dialogue and debate amongst Iceland's citizens and their political representatives. 'Shadow Parliament' (also known as 'Better Iceland') gives voters the opportunity to better interact with members of parliament and to raise issues deemed as priorities.

- ▶ In *January 2011*, the operation and development of the national portal [www.island.is](http://www.island.is) is transferred from the Prime Minister's Office to Registers Iceland. The reason for the change is to strengthen the operating environment of the portal by placing it within an agency which can give the project a strong IT and eGovernment support. The overall policy making and governmental support for the portal stays at the ministerial level. 'Registers Iceland' registers a range of information on Iceland's residents and real properties, and provides related services such as assessment, allowing electronic access to the registers and issuing certificates, passports and ID cards.

## 2010

- ▶ A call for proposals on citizen-centric eGovernment services is now [open](#) to applicants in Sweden, Iceland and Estonia. It is being coordinated by the [Swedish Governmental Agency for Innovation Systems](#) (VINNOVA) and the closing date is *19 October 2010*. The purpose of the call is to contribute to successful new cooperation models, organisational solutions and digitised service supplies in the field of eGovernment, working on the basis of users' needs and participation by establishing research and innovation (R&I) networks.
- ▶ The first measure to [ensure](#) that by 2015 emergency services for drivers or passengers are automatically dialled when they have a serious accident is adopted by the European Commission on 8 September 2011. eCall automatically dials Europe's single emergency number [112](#) in the event of a serious accident and communicates the vehicle's location to the emergency services. The aim for eCall is to be fully functional throughout the European Union (plus Croatia, Iceland, Norway and Switzerland) by 2015. The [Commission Recommendation](#) adopted on *8 September* urges Member States to ensure that mobile phone network operators upgrade their infrastructure so that eCalls are efficiently passed on to emergency services.

## 2009

- ▶ In *December 2009*, the Prime Minister's Office publishes for the third time the **report** 'Threats and Merits of Government Websites 2009' with an assessment on all public websites, both from central and local governments. The main objectives of the survey is to **assess** the quality of the websites

regarding content, usability and accessibility, to **give an overview** of the services provided electronically and also to increase the **Government's awareness** on the possibilities and opportunities involved in providing electronic services. The other two reports were published in 2005 and 2007. Further information can be found at the [IT portal](#) currently only in Icelandic.

- ▶ In *November 2009*, nine out of Iceland's 35 upper-secondary schools [express](#) interest in participating in Iceland's project on **open source in education**. Iceland's ministry of education is about to start a campaign to **encourage** schools to become more involved with this type of software. It reserved five million ISK (approx. € 27 000 euro) for the campaign in 2010.
- ▶ Since *October 2009*, **electronic invoices** based on NES/UBL profile can be sent and received in Iceland, after a technical specification on eInvoicing was published under the national standards body of Iceland (Icelandic Standards). The specification is based on the NES/UBL framework. Work is already ongoing on issuing a second version of this specification where it will be adjusted to fit the CEN/BII profile 04 - Invoice only. Further work is ongoing, under the Icelandic Standards framework, on localising other CEN/BII profiles. Further information about electronic procurement can be found at the [IT portal](#) currently only in Icelandic.
- ▶ In *August 2009*, the Icelandic Ministry of Education announces its intention to [promote](#) the use of free and **open source software** in schools across the country. Following the [government's policy](#) in March 2008 on free and open source software for all institutions that are operated by public funds, the Icelandic Ministry of Education is seeking collaboration with those parties interested in increasing the use of free and open source software in schools. The reason is twofold: firstly, this initiative would considerably increase students' skills and knowledge on Information and Communication Technologies (ICT) and secondly, it would be a cost-effective educational method for schools.
- ▶ In *June 2009*, the Prime Minister's office [sets up](#) a tool kit aiming to **facilitate** the use of the **online public services** for Icelanders. The following online services are available at a low cost for all Icelandic institutions and municipalities:
  - [Authentication at Island.is](#): The Authentication Service at Island.is is used for identification in the closed pages of institutions and municipalities, known as 'My Pages'. These public bodies can **reduce costs** and **effort** considering that they would themselves have to develop a host certificate, or create and maintain a list of users and passwords.
  - [Electronic document delivery at Island.is](#):
    - Island.is offers assistance in filling-out electronic forms. This service is ideally suited for those public bodies with a large quantity of electronic forms, wishing to reduce the great amount of time spent to convert them from traditional word and PDF documents to a web-based format (HTML).
    - Electronic delivery of forms through Island.is. This service allows people to send electronic documents safely to public bodies. It is especially designed for organisations that are not able to make large investments in electronic document delivery software.
- ▶ In *April 2009*, the Prime Minister's Office in Iceland publishes a comprehensive education material on the web of Information Technology, [ut.is](#). The material consists of:
  - Digital freedom, extensive [educational material](#) on free and open source software. The material is a follow-up of the policy on free and open source software, published by the Icelandic Government in March 2008.
  - [Handbook](#) on public websites, a guide on quality, accessibility, procurement, implementation, maintenance and improvement. This handbook is the outcome of the cooperation between the Prime Minister's Office and the Association of Local Authorities in Iceland.

## 2008

- ▶ In *November 2008*, the websites [www.island.is](http://www.island.is) and [www.iceland.org](http://www.iceland.org) are updated, with new functionalities to provide citizens with general information and help on the national economic crisis.

The website [www.island.is](http://www.island.is) provides Icelanders with instructions regarding national public services. A special section has been dedicated to economic problems, including, but not limited to information on assistance available and where to search for it; news and information from public authorities; information on the actions and plans being implemented by the Government due to the economic recession, including the economic recovery programme agreed by the Icelandic Government and the International Monetary Fund (IMF); answers to Frequently Asked Questions (FAQs) and updates on the current situation.

- ▶ In *October 2008*, the Icelandic Government [opens](#) an information centre for the public, businesses and the media, both in Iceland and abroad. The Icelandic Ministry for Foreign Affairs informs that the purpose of this centre is to **receive email** and **phone enquiries** directed to the Icelandic authorities regarding the circumstances currently affecting the financial markets in the country.
- ▶ In *May 2008*, the Icelandic Government formulates its [Policy on the Information Society 2008-2012](#), following the motto: 'Iceland, the eNation'. This is the third time the Icelandic Government formulated such a policy, with the title referring to the online accessibility of all appropriate public services. Furthermore, this term entails all governmental authorities working together as one whole, or as a single coordinated network, since such coordination is the key to **improving** public services, **increasing** efficiency and **encouraging** significant progress.
- ▶ Important milestone regarding **electronic certificates**: The Ministry of Finance, on behalf of the State, and a private firm, on behalf of banks, cooperate in the distribution of electronic certificates on debit cards. The agreement between these parties stipulates that the Ministry of Finance shall establish and be responsible for a special certification source for Iceland. Such a certification source was established for Iceland on *20 May* and was named '[Iceland Root](#)' (*Íslandsrót*).
- ▶ The Government of Iceland agrees, in *March 2008*, on a policy regarding [Free and Open-source Software](#). The policy states that when purchasing new software, free and open-source software and proprietary software, they are to be considered on an equal footing with the object of always selecting the most favourable purchase.

## 2007

- ▶ In *December 2007*, the Prime Minister's Office, in cooperation with The Association of Local Authorities in Iceland, publishes for the second time a report with an **assessment** on all **public websites**, both from central and local governments. The main objective of the [Threats and Merits of Governments Websites 2007 report](#) is to give an overview of all services provided electronically and also to increase the Government's awareness on the possibilities and opportunities involved in providing electronic services. The first report was published in 2005.
- ▶ In *June 2007*, a **new electronic marketplace** for the State is in the making: The Minister of Finance [concludes](#) an agreement with a private company, regarding the operation of an electronic marketplace for the agencies and companies of the State. The new marketplace will also be a **forum** for obtaining **quotes** and **discounts** on the basis of the framework agreements that will also be made available there. The system will be more flexible and more user-friendly than the previous one. The marketplace will offer the opportunity to suppliers to publish all relevant quotes for goods and services.
- ▶ In *spring 2007*, a new comprehensive legislation on **public procurement** is adopted. This new Act on public purchasing takes into account Directives [2004/18/EC](#) and [2004/17/EC](#) including their provisions on eProcurement.
- ▶ In *April 2007*, the Prime Minister issues instructions to public authorities pointing out ways of simplifying laws and regulations, and thereby, simplifying service processes. The main target is to

**reduce the administrative burden** of the individuals and businesses in the country. A general operating plan is already in place for 2007-2009 and the ministries are supposed to come up with more detailed plans already in September 2007.

- ▶ In *March 2007*, the **information and service portal** [island.is](http://island.is) is launched. **Island.is** is one of the largest projects in the Government's policy for the Information Society 2004-2007. The national portal has three main objectives: better access to information and services; lower cost of both accessing; and providing the service and increased quality of the service.
- ▶ In *January 2007*, the Public Administrations of Denmark, Sweden, Norway, Iceland and Finland form with the contribution of the United Kingdom a cooperation in order to support domestic and cross border electronic trade. The name of the collaboration is [NES](#) (Northern European Subset) and its aim is to **simplify the use of eProcurement** for buyers and suppliers, especially among SMEs. The participating countries have identified the urgent need for an open **XML based standard** covering the entire procurement process from catalogue to invoice. Such a standard is a prerequisite to reaping the benefits of a full electronic procurement cycle. The open international **eProcurement standard UBL 2.0** from OASIS is seen by NES as the standard that can fulfil this at present.

## 2006

- ▶ In *September 2006*, the Prime Minister's Office publishes an accessibility policy for **public websites** together with guidelines for improvement.
- ▶ In *August 2006*, **guidelines** are published for those public authorities aiming to start a **participation** forum. The guidelines follow two experimental projects where different methods of communicating with citizens are explored. The projects are carried out by the Ministry of Social Affairs and the municipality of *Garðabær* (a town with 7 000 inhabitants, close to Reykjavík).
- ▶ In *June 2006*, **credit evaluation** and **loan application** of online service becomes available for mortgage loans for home purchase, home construction and home improvement. [The Housing Financing Fund \(HFF\)](#) provides loans to the public to invest in new or pre-owned housing and to those wishing to build their homes. HFF also offers several solutions for borrowers facing dramatic payment difficulties due to unemployment, illness, etc..

At the same month (*June 2006*), the [Weekly Web Release 15 June 2006](#) issued by the Ministry of Finance on a weekly basis, contains information on: A new survey of business prospects; outsourcing policy for the Central Government; and, personal tax credits for the payment of the municipal income tax.

- ▶ In *March 2006*, the Ministry of Justice and Ecclesiastical Affairs of Iceland selects a US-based supplier to gather the multi-biometric data required to issue its **new electronic passports**. Iceland is one of the first countries to integrate both finger and face biometrics into its ePassports. These will contain **ICAO/ISO-compliant biometric data** (face, fingerprint, and signature) from all citizens applying for electronic passports at civil registration offices throughout the country. Collecting both face and fingerprint information makes Iceland one of the first countries in Europe to gather live biometric data, rather than relying on paper-based images.

## 2005

- ▶ In *December 2005*, the Prime Minister's Office, in cooperation with The Association of Local Authorities in Iceland, publishes a report with an **assessment** on all public websites, both from central and local governments. The main objective was to have an overview of all services provided electronically and also to increase Government's awareness on possibilities and opportunities involved in providing electronic services.

In addition to the aforementioned report, in *December 2005*, the Ministry of Communications publishes a **policy** for **telecommunications** valid for 2005-2010. Among other issues, the

objectives for providing all citizens with the possibility to access high speed Internet, especially those living in rural and remote areas, are highlighted.

- ▶ On *6 September 2005*, the Treasury sells **Iceland Telecom** to a private investor for 67.7 billion krónur. On the same day, the Government announces that the nation's communications network will be strengthened with a 2.5 billion krónur appropriation.
- ▶ In *April 2005*, the [Minister of Finance](#) announces that his ministry is working on a **new law** on public procurement supplementing the existing [Public Procurement Act, No. 94/2001](#) and incorporating the latest European directives on eProcurement. The new law is set to appear before Parliament in January 2006.

## 2004

In *April 2004*, the Prime Minister's Office publishes the new policy of the government of Iceland on Information Society for the period 2004-2007. The document, entitled [Resources to Serve Everyone](#), makes extensive reference to the eGovernment policy, which is considered as being in the taxpayers' interest, providing them with better service at lower prices.

## 2003

- ▶ In *May 2003*, in a **survey** of the Web sites of 20 local authorities, independent researcher Jon Thorsteinsson finds a remarkable increase in the differences between the sites of more populated areas and those of less densely populated regions in the country. The survey shows that Iceland is failing to make the most of its position, as one of the best-placed countries to benefit from eGovernment.
- ▶ In *March 2003*, an **amendment** is approved to the [Public Administration Act, No. 37/1993](#), adding a special chapter to the electronic handling of matters by Public Administration. Through this modification, general obstacles to the development of electronic administration are removed.
- ▶ In *February 2003*, the project towards developing the Icelandic Information Society, based on the policy formulated in 1996 and directed by the Prime Minister's Office, is formally completed.

## 2002

In *March 2002*, **unbundled access** to a local loop is secured through a regulation from the European Commission, implemented by Iceland in March 2002. This means that users can freely choose the service provider for their fixed telecommunications line.

## 2001

- ▶ In *September 2001*, a **weekly web release** is initiated by the Ministry of Finance, containing news, recent indices and statistics.
- ▶ In *May 2001*, a report entitled [Public Key Infrastructure for eGovernment in Iceland](#) emphasises on the need for a PKI technology to enhance Iceland's eGovernment service delivery, as well as its internal operations. It also examines the approaches that some other countries followed while facing their eGovernment trust and security objectives.
- ▶ In *April 2001*, based on a similar EC Directive, [Act No. 28/2001](#) is passed. Article 4 of the Act stipulates that fully qualified electronic signatures shall have the same force as handwritten signatures. Furthermore, it is stipulated that other electronic signatures can be legally binding.

## News 2000 and before

- ▶ In *April 2000*, a new work plan is introduced for **eCommerce** and **eGovernment**, emphasising on experimental projects, increased services at the website of the government ministries, and the revision of legislation. In the summer of 2003, the Government decided to launch a fresh project to formulate policy in the information society. This new policy is expected to be announced at the beginning of 2004.
- ▶ In *October 1996*, the Government of Iceland publishes a paper entitled '[The Icelandic Government's Vision of the Information Society](#)', which presents the government strategy regarding issues of the Information Society. This resulted in the launch of next year's Information Society development project covering the period 1997-2003 and directed by the Prime Minister's office.

## eGovernment Strategy

### Main strategic objectives and principles

## Iceland 2020 - Governmental policy statement for the economy and community



[Iceland 2020](#) forms the basis for the Icelandic government's policy-making and planning in specific areas over the coming years. The monitoring of the 20 yardsticks that have been defined in this chapter on economic and development objectives, as well as the previous chapter on social objectives, give some indication of the progress made in moving Iceland along on the path to welfare, knowledge and sustainable development. The Prime Minister's Office is responsible for monitoring Iceland 2020 in relation to other ministries and ensuring that the policies, plans, tasks and measures that are

detailed below are followed. The Prime Minister's Office will assess the status of the twenty objectives on an annual basis.

The main goal of the Iceland 2020 plan regarding eGovernment and the Information Society is that by 2020, Iceland be in the top 10 nations on the eGovernment development index and eParticipation Index measured by the United Nations. The previous Icelandic Government Policy on Information Society 2008-2012 will be the base used for further development and will be integrated in the general new plan.

### Previous eGovernment Strategies

#### Iceland the eNation - Icelandic Government Policy on the Information Society 2008-2012

The Icelandic Government conceived in May 2008 the third consecutive Information Society strategy, known as '[Iceland the eNation](#)', covering the period 2008-2012. This endeavour of the Icelandic Government refers to the online accessibility of all appropriate public services. In this concept, all Government Authorities closely collaborate as one entity, or as a single coordinated network, since such coordination is essential for improving public services, increasing efficiency and encouraging significant progress.

The Government's ultimate goal is to render Iceland a leading nation regarding electronic services and the application of information technology. That will benefit both individuals and businesses, as improved services will save time and money. Moreover, the State will operate more efficiently to the advantage of the entire community. The successful implementation of this policy is crucial and will definitely depend on the close collaboration of the Public Bodies.

Policy key points are:

**Future vision:** Icelanders shall become the leading nation in electronic services and the utilisation of information technology.

**Guiding principle:** User-friendly, efficient service – no need to wait your turn.

**Service:** Iceland shall become an eNation – offering self-service of high quality at a single location:

- ▶ self-service online: applications, certificates, notifications, appointments, data submission;

- ▶ online centre: every service accessible at one site, [www.island.is](http://www.island.is);
- ▶ information services: access to personal and general data held by public bodies;
- ▶ the eCitizen: everyone's requirements fulfilled by quality service.

**Efficiency:** The eNation shall be efficient, simple and secure – data, rather than people, will travel from one public body to another:

- ▶ integrated architecture: standardisation, coordination, cooperation and security;
- ▶ simpler Public Administration: key enablers:
  - online payments, eIDs, eProcurement;
  - coordinated access to index files kept by public bodies;
  - reduced administrative burden, increased automation;
  - eliminating barriers, for example legal impediments;
  - jobs independent of location.

**Progress:** The competitiveness of the Icelandic eNation shall be based on active democracy, sound education and powerful industries:

- ▶ innovation and research: always a step ahead;
- ▶ education: constant application of information technology to learning and teaching;
- ▶ eParticipation and eDemocracy: eVoting trials in municipal elections, increased citizen options for participating in the decision-making processes of public bodies;
- ▶ the commercial sector: emphasis on outsourcing and information technology to improve competitive conditions for Icelandic businesses on the international scene.

## 'Resources to Serve Everyone' - Policy of the Government of Iceland on the Information Society (2004-2007)

The strategy document '[Resources to Serve Everyone' - Policy of the Government of Iceland on the Information Society 2004-2007](#)', was published by the Prime Minister's Office in 2004 and was the country's second policy on eGovernment. The pivotal issues that characterise the vision of the strategy, and which could be put forward via eGovernment are as follows:

- ▶ Individuals shall have a variety of opportunities in a democratic society, which is at the forefront in utilising information and knowledge.
- ▶ Everyone shall have leeway to mature, to achieve improved quality of life and to shoulder responsibility.
- ▶ To attain these aims, the opportunities involved in the strengths and special traits of Iceland and its people must be exploited.

## 'Vision of the Information Society' (1997-2003)

The chief objective, presented in the introduction of the first Icelandic ICT strategy, '[Vision of the Information Society](#)', is: Iceland shall be in the forefront of the world's nations in the utilisation of information technology, in the service of improved human existence and increased prosperity. To follow up on this **chief objective**, five main **targets** will be set out as the foundations for a vision of the future:

- ▶ Icelanders shall have **easy access** to the information society. Its advantages should be used to strengthen democracy and increase the quality of life for the benefit of the public and the Icelandic economy.

- ▶ Complete **equality** shall be ensured between the public and private sectors in the field of information technology and the information industry. The Government, with the help of information technology, should facilitate access to governmental information and services, to level the status of individuals and companies without regard to residence and economic resources.
- ▶ Information and telecommunications technologies shall be mobilised to improve the **competitiveness** of the Icelandic economy, increase productivity and proliferate the possibilities of exporting Icelandic inventiveness.
- ▶ The **educational system** shall adapt to changed social dynamics and focus on general education and continuing education upon the advantages of the information society while, at the same time, keeping watch over national language and culture.
- ▶ **Legislation**, rules and working methods shall be re-examined with respect to information technology to stimulate technological progress and to protect the rights of individuals and companies.

## eGovernment Legal Framework

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



### eGovernment Legislation

#### Current Status

#### [Information Act No. 140/2012](#)

The objective of this act that was voted at the end of 2012 and came into force on 1 January 2013, is to guarantee transparency in government administration and the handling of public interests, inter alia with the purpose of strengthening the following:

- ▶ the right to information and the freedom of expression;
- ▶ possibilities for the public to participate in a democratic society;
- ▶ the restraints exercised by the media and the public on government authorities;
- ▶ possibilities for the media to communicate information on public affairs;
- ▶ public confidence in government administration.

This act applies to all government activities.

#### [Administrative Procedures Act \(2003\)](#)

On 10 March 2003, the **Administrative Procedures Act (No. 37/1993)** was **amended (No. 51/2003)**, adding a special chapter on the electronic handling of matters by the Public Administration. Through this modification, general obstacles to the development of electronic administration were removed. While formulating the amendment, the committee in question was guided by the concept of equivalent value, and also emphasised the need to maintain technical impartiality. The alteration involved mere permission for the electronic handling of governmental administration cases, but not an obligation.

### Freedom of Information Legislation

#### [Information Act, No. 50/1996](#)

This Act applies to state and municipal administration, regulating the activities of private parties which have been entrusted with official power to make decisions regarding people's rights or obligations. The Act states that Government authorities shall be obliged upon request to **grant** the public **access** to materials concerning specific matters. The **right to access** shall apply to (1) all documents concerning the matter, including copies of letters sent by the Government Authorities; (2) all other materials concerning the matter, e.g. drawings, plans, maps, pictures, microfilms and materials stored in a computer; (3) diary entries concerning the materials relating to the matter. Exceptions from the right to access stand for meetings minutes of the Council of State and the Cabinet, correspondence between Government Authorities and experts for use in court cases, working documents which a Government Authority has written for its own use and the grounds of public and private interests.

## Data Protection/Privacy Legislation

### [Act on the Protection of Privacy as regards the Processing of Personal Data](#), No. 77/2000

The Act on the Protection of Privacy as regards the Processing of Personal Data (No. 77/2000) was passed in 2000 and came into effect on 1/1/2001. The act implements the EC Data Protection Directive ([95/46/EC](#)) and deals with how the protective principle relates to data quality, and presents criteria for the legitimacy of data processing. The act applies to any **automated processing** of personal data and to **manual processing** of such data if it is, or is intended to become, a part of a file. It has been amended by Act No. 90/2001, Act No. 30/2002, Act No. 81/2002 and Act no. 46/2003, Act No. 72/2003, Act No. 50/2006, Act No. 77/2010, Act No. 162/2010.

## eSignatures Legislation

### [Regulation No. 780/2011 on electronic signatures](#)

This regulation applies to the information to be included in qualified certificates, requirements of certification service providers who issue qualified certificates, requirements for secure signature creation devices, the mechanism for the registration, notifications and disclosures of certification service providers and the mechanisms of regulation of certification service providers issuing qualified certificates.

An electronic signature made using a qualified certificate does not constitute confirmation of the time of signature creation.

### [Act on Electronic Signatures](#), No. 28/2001

Based on a similar EC Directive, article 4 of the Act stipulates that fully qualified electronic signatures shall have the same force as handwritten signatures. Furthermore, it is stipulated that other electronic signatures can be legally binding. Supporting legislation comes through the [Electronic Commerce Act](#), 2002 and the [Administrative Procedures Act](#), as amended in 2003.

## eCommerce Legislation

### [Act on Electronic Commerce and other Electronic Services](#), No. 30/2002

The Act states that electronic contracts are equivalent to written contracts and that electronic services provided by a service provider established in Iceland shall conform to Icelandic law on the establishment and operation of the service. The Act does not apply to electronic services relating to taxation. However, in this field, there are two main acts applying to electronic commerce: the [Income Tax Act](#), No. 90/2003, and the [Value Added Tax Act](#), No. 50/1988. According to the former, a legal entity is taxable in Iceland if it is domiciled in this country. The latter introduces several special provisions concerning imports.

## eCommunications Legislation

### [Electronic Communications Act](#), No. 81/2003

The **Telecommunications Act** No. 107/1999 deregulated the telecommunications sector by terminating the state monopoly. A further aim of the act was to enhance competition and ensure that everyone had access to the basic services in this field. The legislation also provided for the unbundling of local loops under certain conditions. The [Act](#) implemented the latest EU directives in Iceland.

## eProcurement Legislation

[Public Procurement Act](#), No. 94/2001

The law was amended by [Act No. 84/2007](#), a new comprehensive **Act on Public Purchasing**. The Act incorporates the eProcurement provisions of European directives [2004/17/EC](#) and [2004/18/EC](#). Rules on the use of electronic transmission are liberalised regarding public procurement and dynamic procurement systems; the Act furthermore regulates the use of eAuctions. Other provisions of the previous legislation, such as the rules of procedure, remain largely unchanged.

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

### Current Status

Conditions on the re-use of public sector information are partly covered by the [Information Act](#) (No. 50/1996). The Act defines public access to information and the restrictions on the right to information. In relation to the European Directive on the re-use of Public Sector Information ([PSI Directive](#), 2003/98/EC), the Act includes almost all items with the exception of access and re-use of information through electronic means such as databases.

Source: [Europa - PSI Implementation Status](#)

## eGovernment Actors

### Main roles and responsibilities

#### National eGovernment

##### Policy/Strategy

###### Ministry of the Interior

The general organisational approach to eGovernment in Iceland is based on a centralised policy and strategy but decentralised implementation. The Ministry of the Interior is responsible for the formulation of the policy on the information society and eGovernment. There is an extensive collaboration and consultation with other governmental bodies and actors in the information society sphere.

##### Coordination

###### **Information Society Taskforce**

The policy is coordinated and supervised by a special project management team, the 'Information Society Taskforce' (or eGovernment Taskforce), operating under the auspices of the Ministry of the Interior. The Taskforce focuses on eGovernment issues in the policy and coordinates central eGovernment projects. This includes assisting public institutions in their efforts towards achieving the policy's main objectives. The Chairman of the Taskforce leads the efforts to increase the use of IT to improve eServices to citizens and to increase the effectiveness of government services.

##### Implementation

###### **Government offices and public bodies**

eGovernment implementation is highly decentralised and is undertaken by the Government offices (ministries) and other public bodies according to their role(s) and subject(s). The current eGovernment strategy [Iceland 2020](#), underlines that for the successful implementation of the policy, ministries and public bodies have to work towards:

- ▶ familiarising personnel with the future vision, guiding principle and measures in the policy;
- ▶ defining and understanding clientele needs;
- ▶ activating employees to find rewarding solutions that are easy to apply;
- ▶ constantly monitoring the implementation process to ensure constant adherence to the guiding principle of the policy.

##### Data Protection

###### Icelandic Data Protection Authority (DPA)

The Icelandic Data Protection Authority consists of a Board and a Secretariat. A managing director (Data Protection Commissioner) is in charge of the daily management of the Secretariat. The Icelandic Data Protection Authority exercises surveillance over processing of data to which the [Act on the Protection of Privacy as regards the Processing of Personal Data](#) applies. The decisions made by the Icelandic Data Protection Authority are final and may not be brought before any other administrative authority. The decisions on the other hand can be taken to the courts, and complaints concerning the administration of the Authority can be addressed to the Parliamentary Ombudsman.

## Regional & Local eGovernment

### Policy/Strategy

#### **Ministry of the Interior**

As mentioned, Icelandic eGovernment policy and strategy are highly centralised. This means that regional and local eGovernment projects and policies are set by the Ministry of the Interior, as with national eGovernment.

### Implementation

#### **Association of Local Authorities**

The country is divided into 79 municipalities (local authorities), which are independent but under the supervision of the Ministry of Interior (formed on 1 January 2011 when the Ministry of Justice and Human Rights and the Ministry of Transport, Communications and Local Government merged). Their responsibilities lie on social welfare, health, education, cultural matters and infrastructure. The [Association of Local Authorities](#) in Iceland is the forum for co-operation between the local authorities.

## eGovernment Who's Who

Main eGovernment decision-makers and executives

### Minister responsible for eGovernment



**Hanna Birna Kristjánsdóttir**  
**Minister of the Interior**

**Contact details:**

Ministry of the Interior  
Sölvhólgata 7  
150 Reykjavik  
Tel.: +354 545 9000  
Fax: +354 552 7340  
E-mail: N/A

Source: <http://eng.innanrikisraduneyti.is/>

## eGovernment Infrastructure

### Main eGovernment infrastructure components

#### Portals

##### [www.government.is](http://www.government.is)

This governmental portal is a website that links and redirects to all Icelandic ministries. It contains information and online facilities for all government departments (ministries, directorates, etc).

##### [www.island.is](http://www.island.is)

This portal plays a central role in the new policy on the Information Society for 2008-2012, which states that "An overview of online public services shall be available at [www.island.is](http://www.island.is), which shall serve as an Internet centre, i.e. one site that gives access to information and services from any public body". The portal has three main functions:

- ▶ It operates as government information and service portal. It provides easy access to information on public services and to a large number of public forms.
- ▶ It operates as a toolbox. Tools which are of use to all public bodies have been developed on the [island.is](http://www.island.is) website. These include centralised authentication, electronic document delivery (C2G and B2G), electronic document distribution (G2C and G2B) and an electronic service layer.
- ▶ Since May 2011 it provides 'My pages' services. There people obtain individualised access to information about themselves in key registers owned by the authorities and access to documents sent to them electronically by public bodies.

##### [psc.island.is](http://psc.island.is) / [eu-go.is](http://eu-go.is)

This portal is the online point of single contact for people who want to start a business or provide services in Iceland. The portal is organised according to the European Services Directive which obliges EU/EES countries to simplify all procedures involved in starting and carrying out a service activity. All information and necessary forms are available in both Icelandic and English.

##### [www.iceland.is](http://www.iceland.is)

The **[www.iceland.is](http://www.iceland.is)** portal is **supported** by the Ministry of Foreign Affairs as the official gateway to Iceland for foreigners. The portal contains a plethora of information on Iceland, its nature, society, trading and investment opportunities, as well as links to many related websites. The portal has absorbed the site [www.iceland.org](http://www.iceland.org), which used to function as the official gateway to the Icelandic Foreign Service, and thus it provides information about Icelandic embassies abroad.

##### [www.mcc.is](http://www.mcc.is)

The **Multicultural Information Centre** is a portal designed to provide assistance to immigrants through an extensive number of services. Its fundamental role is to facilitate communications between individuals from different backgrounds, and to enhance the services provided to foreign citizens residing in Iceland and to those interested in moving to Iceland. Among other services, the Multicultural centre offers assistance through telephone in English, Polish, Serbian/Croatian and Thai. The portal is the responsibility of the [Ministry of Welfare](#), established on 1 January 2011.

## [UT.is](#)

UT-Web of Information Technology is a comprehensive portal that provides useful information on IT matters. This portal is mainly targeted towards people working in IT-departments and managers in public institutions. Nevertheless, since the portal is of a general nature, it can be of use to anyone who seeks information on information technology and eGovernment. The Department of Administrative and Social Development at the Prime Minister's Office is responsible for the portal. The UT-Web has been operating since January 2006.

## Network

### Current status

Iceland has a large-scale infrastructure for telecommunications networks and services. Reykjavík offers one of the **largest optical-fibre networks** currently available in any capital city; mobile phone penetration is among the highest in the world.

The Telecommunications Fund was established by Act No. 132/2005, with the view to allocate financial resources for projects that are aimed at developing telecommunications infrastructure, at contributing to the safety and competitiveness of the Icelandic nation in the field of telecommunications, and at achieving further goals, insofar as such projects are provided for in the Telecom Policy Statement and are considered unlikely to be undertaken on market terms.

### [FS Net](#)

FS Net is a specialised **high-speed network** linking all upper secondary schools and lifelong education centres in Iceland. FS Net is structured for fast, independent data transport and builds on the IP protocol. All upper secondary schools and continuing education centres are connected through a 100-Mbps link, with branch locations of continuing education centres connected by 2-Mbps links. The network supports multicast and traffic prioritisation and is also connected to the [University and Research Network](#) (RH Net).

## eIdentification/eAuthentication

### [Íslandsrót](#) Certification Authority

*Íslandsrót* (Iceland Root) is the certification authority, responsible for issuing and distributing eCertificates. It is controlled by the Ministry of Finance and stands at the top of the organisation pyramid of electronic identification, constituting the source of trust in the system of distributed electronic certificates. On the basis of 'Iceland Root', the known as intermediate certificates can be issued and used as a certification while waiting for the issue of the final certificates. The final certificates can be tied to a specific person, such as private certificates or employee certificates. Various government departments also issue digital certificates. For example, the 1996 amendment to the [Customs Act](#) imposed electronic submissions using digital certificates for all import and export companies.

## eProcurement

### [Ríkiskaup](#)

According to European Commission's '[Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement](#)' report, Iceland's eProcurement platform is not available yet, in the sense that Iceland's government planned to have only one platform, Ríkiskaup, the State Trading Centre. However, Ríkiskaup already provides eNotification services and it supports further eProcurement

development. Buyers can send email to suppliers within the same contract group through Ríkiskaup. In addition, some institutions have procurement systems where they can order online from eCatalogues.

## Knowledge Management

### [Zunia](#): The Educational Gateway

This portal provides schools with convenient access to information and services on the Internet. Content is being recorded and linked to courses, academic subjects and curriculum goals. The Educational Gateway built on a **public-private partnership**, is run by a private company and intends to integrate the content and services provided by public and private parties.

### [Tungutaekni.is](#) website

An information website maintained by the [Icelandic Centre for Language Technology](#) and run jointly by the Institute of Linguistics at the University of Iceland, the School of Computer Science at the Reykjavik University and the Department of Lexicography at the Árni Magnússon Institute for Icelandic Studies. For over 1 000 years, Icelandic has served not only as the language of Icelanders, but as the medium through which one of Europe's greatest literary treasures was preserved: **the medieval sagas**. However, since the advent of computers Icelandic, like many other languages, has found itself under increasing pressure, particularly due to the extensive use of English. One of the main roles of the centre is to collect information on language technology in Iceland and make it available on the Internet to **facilitate** cooperation among interested parties and the use of available resources.

### [Icelandic Library Consortium](#)

It runs a union **catalogue** for **Icelandic libraries**, known as *Gegnir*. The company, which was founded in November 2001, is owned by the Icelandic Government and a series of municipalities around the country. Its purpose is to run a central, web-based library system for most of the libraries in Iceland, thus making the best possible use of the country's modest library and information resources. The contract between Ex Libris and the Consortium of Icelandic libraries assumes that the new library system will be used by all or almost every one of the approximately 400 libraries in the country, and that legacy data will be added to the new system in steps, based on their existing systems.

### [Hvar.is](#) website

'Hvar.is' is the 'Iceland Consortia for eSubscriptions' website - a countrywide access portal to **electronic databases** and **eJournals**. It provides information and access to more than 14 000 full-text journals, abstracts of articles from over 6 000 journals and 12 databases to every resident of Iceland, who is connected to a domestic Internet service provider. According to the Icelandic Government's point of view, the idea of providing nationwide access to databases of electronic bibliographies and full-text journals unites two lines of thought: satisfying the urgent demand of libraries and their users for a diverse set of databases and journals, and applying the adopted government policy of equal access for all Icelanders to the information society.

### [Vísindavefur](#) website

The Icelandic Web of Science was established in 2000. It contains **information** on all **aspects of science**, covering fields from astronomy to ancient manuscripts. Visitors can find answers to a wide variety of questions; should information be missing they have direct access to experts responsible for maintaining and updating the web. The Vísindavefur is supported both by public institutions and private companies.

# eGovernment Services for Citizens

## Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

### The 12 services for citizens are as follows:

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

### 1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Ministry of Finance, Directorate of Internal Revenue
Website:	<a href="https://secure.rsk.is/Thjonustusidur/Vefur/">https://secure.rsk.is/Thjonustusidur/Vefur/</a>
Description:	Businesses submit electronic tax returns since 1997 and individuals since 1999. The system offers online guidance and has pre-entered all data that a tax payer needs to fill in. Rule-based auditing is also in place. Over 90 % of the tax payers file electronically.

### 2. Job search services by labour offices

Responsibility:	Central Government, Ministry of Welfare, Directorate of Labour
Website:	<a href="http://www.vinnumalastofnun.is/heim/">http://www.vinnumalastofnun.is/heim/</a> ; <a href="http://www.studentamidlun.is">http://www.studentamidlun.is</a> ; <a href="http://www.reykjavik.is/">http://www.reykjavik.is/</a>
Description:	Fully functional job search online service with multilingual information on jobs. All services offer pre-selected jobs related to the profile of the job searcher. Vacancies are automatically published in the <a href="#">European Employment Services Job Mobility Portal</a> .

### 3. Social security benefits

#### a. Unemployment benefits

Responsibility: Central Government, Ministry of Welfare, Directorate of Labour

Website: <http://www.vinnumalastofnun.is/heim/>

Description: Citizens apply electronically and follow the entire application procedure through the web. Case handling and decision making is web based. One exception: The applicant has to show up once, show his/her ID and sign the application. S/he also has to bring some certificates on paper, e.g. certificates from former employees.

#### b. Child allowances

Responsibility: Central Government, Ministry of Finance, Directorate of Internal Revenue

Website: <https://www.rsk.is/english/individuals/child-benefit/>

Description: This service is automatically granted by the tax authorities after receipt of annual tax declaration.

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

Responsibility: Central Government, Ministry of Welfare, Social Insurance Administration

Website: <http://www.tr.is/> (Information); <https://www.tryggur.is/> (Personalised pages)

Description: Discount cards are sent out automatically to those who are entitled to (have reached a certain level of total cost). This is based on information from private practicing doctors, hospitals and health care centres. If people have paid too much, they will be automatically reimbursed; that sum will be deposited in a bank account.

#### d. Student grants

Responsibility: Central Government, Ministry of Education, Science and Culture

Website: N/A

Description: This service is not relevant as students at higher education (university) can only receive loans.

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

#### a. Passport

Responsibility: Central Government, Ministry of the Interior

Website: <http://www.skra.is/english/icelandic-passports/>

Description: To apply for passport is a fully automated electronic procedure where application forms are not needed.

#### b. Driver's licence

Responsibility: Regional Government, Ministry of the Interior

Website: <http://www.syslumenn.is/allir/utgefin-leyfi/leyfi-til-sinubrennu/>

Description: Information is available, enabling citizens to start the procedure in order to obtain a driving licence.

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

Responsibility:	Central Government, Ministry of the Interior, Road Traffic Directorate
Website:	<a href="http://www.us.is">http://www.us.is</a>
Description:	Change of ownership must be confirmed through a bank. Payment is also done through the bank. Each partner involved must log into his/her personalised web page at the bank and confirm the change of ownership. When all partners have confirmed the change of ownership and payment has been completed, all partners receive a confirmation email.

### 6. Application for building permission

Responsibility:	Local Government (Municipalities)
Website:	<a href="http://www.samband.is/">http://www.samband.is/</a>
Description:	Most of the municipalities have PDF-forms available on the web.

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

Responsibility:	Central Government, Ministry of the Interior, Icelandic Police
Website:	<a href="http://www.logreglan.is/default.asp?cat_id=73">http://www.logreglan.is/default.asp?cat_id=73</a>
Description:	The police scan incoming mail or inquiries submitted online through the standard inquiry form and responds either by phone, or by visiting a given address. This has to be followed up by a formal written report.

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

Responsibility:	Central Government and Municipalities forming <i>Gegnir</i> , 'The Icelandic Library Consortium', Ministry of Education, Science and Culture
Website:	<a href="http://gegnir.is/F?RN=445439780">http://gegnir.is/F?RN=445439780</a> ; <a href="http://www.hvar.is">www.hvar.is</a>
Description:	The <a href="http://gegnir.is">Icelandic Library Consortium</a> runs a union catalogue for Icelandic libraries, known as <i>Gegnir</i> . The company's purpose is to run a central, web-based library system for most of the libraries in Iceland.

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

Responsibility:	Central Government, Ministry of the Interior, Multicultural and Information Centre
Website:	<a href="http://www.mcc.is/english/eng-administration/registers-iceland/">http://www.mcc.is/english/eng-administration/registers-iceland/</a>
Description:	Request for a certificate can be sent by email, or by a special enquiry form.

**10. Enrolment in higher education/university**

Responsibility:	Central Government, Ministry of Education, Science and Culture
Website:	<a href="http://www.hi.is/">http://www.hi.is/</a> ; <a href="http://www.unak.is/">http://www.unak.is/</a> ; <a href="http://www.bifrost.is/">http://www.bifrost.is/</a> ; <a href="http://www.ru.is/">http://www.ru.is/</a> ; <a href="http://www2.holar.is/">http://www2.holar.is/</a>
Description:	The largest university, <i>Háskóli Íslands</i> , provides a full electronic service. The other universities offer a form which can be sent in electronically.

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

Responsibility:	Central Government, Ministry of the Interior
Website:	<a href="http://www.skra.is/?PageId=0ec62547-8050-45b9-89cf-2bd4ccd16fe6">http://www.skra.is/?PageId=0ec62547-8050-45b9-89cf-2bd4ccd16fe6</a>
Description:	A form (PDF), available on the web, can be filled in electronically, then printed out and sent by mail or fax.

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

Responsibility:	Central Government, Ministry of Welfare
Website:	<a href="http://www.fsa.is">http://www.fsa.is</a> (North region); <a href="http://www.fsi.is">http://www.fsi.is</a> (North west region); <a href="http://www.sjukrahusfn.is">http://www.sjukrahusfn.is</a> and <a href="http://www.hsa.is">http://www.hsa.is</a> (East region); <a href="http://www.hve.is/">http://www.hve.is/</a> (West region) <a href="http://www.hjarta.is">http://www.hjarta.is</a> (Hjartavernd, The Icelandic Heart Association)
Description:	At the national, regional and local hospitals and health care centres, the patient has to make an appointment by phone. Booking online is done by the private company <i>Hjartavernd</i> .

## eGovernment Services for Businesses

### Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

#### The 8 services for businesses are as follows:

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

#### 1. Social contributions for employees

Responsibility:	Central Government, Ministry of Finance, Directorate of Internal Revenue
Website:	<a href="https://www.rsk.is/english/individuals/taxable-income/">https://www.rsk.is/english/individuals/taxable-income/</a>
Description:	There are two ways of declaring social contribution for employees (withheld tax and social security contribution), a web form for small enterprises (less than 30 employees) and, for companies which can generate an XML-document in their salary systems, a means of securely transmitting that form to the tax authorities. In both cases, following a verification procedure, an invoice is generated and transmitted to the banks. The invoice can then be settled electronically.

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

Responsibility:	Central Government, Ministry of Finance, Directorate of Internal Revenue
Website:	<a href="https://www.rsk.is/english/individuals/taxable-income/">https://www.rsk.is/english/individuals/taxable-income/</a>
Description:	Businesses have been allowed to submit electronic tax returns since 1997, and individuals since 1999. A fully interactive system is operational.

### 3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance, Directorate of Internal Revenue
Website:	<a href="https://secure.rsk.is/Thjonustusidur/Vefur/">https://secure.rsk.is/Thjonustusidur/Vefur/</a>
Description:	The service is fully interactive.

### 4. Registration of a new company

Responsibility:	Central Government, Ministry of Finance, Directorate of Internal Revenue
Website:	<a href="https://www.rsk.is/english/companies/capital-gains/">https://www.rsk.is/english/companies/capital-gains/</a>
Description:	General information and forms to download in order to register a company. More information can be obtained in the relevant recent legislation on <a href="#">Establishing a company in Iceland</a> (1 May 2006).

### 5. Submission of data to statistical offices

Responsibility:	Central Government, Ministry of Economic Affairs, Statistics Iceland
Website:	<a href="http://www.hagstofa.is/">http://www.hagstofa.is/</a>
Description:	Statistic Iceland has direct access to information from tax authorities (i.e. VAT, tax withholding, social contribution, income tax) and direct access to import and export registers of custom authorities. Information on wages and prices is directly sent from the largest databases of private and public companies; electronic forms are available for collecting data on accommodation (password protected).

### 6. Customs declarations

Responsibility:	Central Government, Ministry of Finance, Directorate of Customs
Website:	<a href="http://www.tollur.is">http://www.tollur.is</a>
Description:	An interactive online service which allows users to receive and send answers to customs' declarations and use digital signatures as a safety measure. Features include import/export procedures for businesses, fully automated customs procedures (enabling up to 100 % of all declarations to become electronic). A full electronic case management procedure is available.

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

Responsibility:	Central Government, Ministry for the Environment, The Environment Agency
Website:	<a href="http://www.ust.is">http://www.ust.is</a>
Description:	Information and forms to download.

## 8. Public procurement

Responsibility: Central Government, Ministry of Finance, The State Trading Centre

Website: <http://www.rikiskaup.is>

Description: Information and forms to download.



European Commission - eGovernment ePractice

The eGovernment factsheets are one of the ePractice ([epractice.eu](http://epractice.eu)) services. ePractice is an information and exchange service for European professionals.

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

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

Production/Publishing: Initial production: EUROPEAN DYNAMICS SA

