

[eGovernment in]

Norway

Norge



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- Country Profile
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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Norway. 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): 5 051.3 inhabitants (2013)

GDP at market prices: 384 747.1 million Euro (2012)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-28 = 100): 195 (2012)

GDP growth rate: 0.6 % (2013)

Inflation rate: 2.0 % (2013)

Unemployment rate: 3.6 % (2013)

Government debt/GDP: 28.8 % (2012)

Public balance (government deficit or surplus/GDP): 13.6 % (2013)

Source: [Eurostat](#)

Area: 323 802 km²

Capital city: Oslo

Official EU language: Norwegian (*Bokmål* and *Nynorsk*) and *Sámi* in some districts*

Currency: Norwegian kroner

Source: [Norway official website](#)*

Source: [Europa website](#)

Political Structure

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

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

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

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

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

Norway is divided into 18 [counties](#) and 428 [municipalities](#) (2013). The powers of the county and municipal councils for self-government have been delegated by the State, and are set out in legislation, not in the Constitution.

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

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

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 94 % (2013)

Percentage of enterprises with Internet access: 97 % (2013)

Percentage of individuals using the Internet at least once a week: 93 % (2013)

Percentage of households with a broadband connection: 88 % (2013)

Percentage of enterprises with a broadband connection: 89 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 56 % (2013)

Percentage of enterprises having received orders online within the previous year: 28 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 69 %, downloading forms 49 %, returning filled forms 50 % (2013)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 79 %, downloading forms 85 %, returning filled forms 86 % (2013)

Source: [Eurostat](#)

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

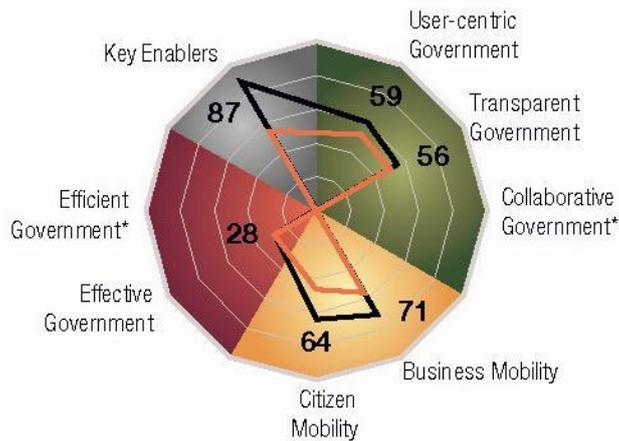
eGovernment State of Play

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.

eGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

■ User Empowerment
 ■ Single Market
 ■ Efficiency & Effectiveness
■ Pre-conditions
 NO
 EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

Recent news

February 2014

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

January 2014

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

News 2012-2001

2012

In early *October 2012*, the Norwegian Government [proposes](#) via the 2013 State budget a comprehensive [digitisation initiative](#) in line with the digitisation programme. The Government's goal is to make digital all communication between the citizens and the public sector. Ms Rigmor Aasrud, Minister of Government Administration, Reform and Church Affairs adds that the Government is planning a broad and strong commitment to ICT clearly demonstrating that the objectives of the digitisation programme are followed, introducing key ICT initiatives across the government.

Exchanging electronic business documents has been subject to several barriers which may impede the data to flow between organisations. The challenge is not only to interconnect information systems but also to enable the sharing of business processes and meaningful information within a legal context across borders. In *April 2012* tests performed [show](#) that DIGIT and Difi were able to seamlessly exchange electronic invoices without any need of adapting their information systems. Interoperability was the result of the adoption of Open Standards and the creation of implicit agreements, which work across borders, at organisational, semantic and technical levels.

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

- ▶ In *January 2012*, Britt Inger Kolset, coordinator for SuksIt, an IT project by seven municipalities in the Kongsberg region in Norway, [supports](#) that hosted collections of open source IT applications will

make it easier for public administrations to use this type of software. The example of the Kongsberg region was presented during the workshop organised by the European Commission's ISA Programme on 12 January 2012 in Granada, Spain, in the context of the Open SourcIn *November 2011*, the volume of sales of goods and services makes through the public eProcurement portal of Norway, eHandel, reaches a record value of NOK 660 million (approx. € 85.6 million), with over 48 200 transactions. In addition, 401 suppliers used of the platform while the number of public entities present on the portal on the same month was 151, against 99 in November 2010.

- ▶ The Agency for Public Management and eGovernment ([Difi](#)) [publishes](#) on Norway's [public eProcurement portal](#) the [lists](#) of Pan-European Public Procurement OnLine project ([PEPPOL](#)) Access Points, Enterprise Resource Planning (ERP) vendors and public sector entities that can receive PEPPOL documents. A [list](#) of public sector entities ready to receive invoices and credit notes in the PEPPOL BIS/EHF format is made available along with a [list](#) of the ERP vendors and web portal services that can send and receive PEPPOL documents. The advantage of using PEPPOL Access Points is that a supplier or a buyer does not need to consider the data format or standard that is required at the receiver end.
- ▶ On [21 October 2011](#), the Ministry of Finance [publishes](#) the tax rolls for 2010. The Parliament decided in 2011 to make this information accessible on the website of the Tax Administration - '[Skatteetaten.no](#)' - only, after logging on the authentication portal '[ID port/MinID](#)' with one of the following eID solutions: [MinID](#), [Buypass ID](#) or [Commfides e-ID](#). The tax rolls are records of a taxpayer's (natural or legal entities) name, year of birth (or year of creation for businesses), zip code, city, taxation municipality, net income, net assets and assessed tax amount.
- ▶ As of [1 July 2012](#), all suppliers who sell to the Norwegian state [require](#) to send their invoices electronically. The invoices have to be sent in the EHF format, a Norwegian implementation of the Pan-European Public Procurement OnLine project ([PEPPOL](#)) business interoperability specifications (BIS). This obligation also applies to SMEs and one-man firms, which account for more than half of the private businesses in the country. The [Agency for Public Management and eGovernment](#) ([Difi](#)) invited suppliers offering web-based invoicing solutions to adapt their solutions to the Norwegian PEPPOL-enabled format for eInvoicing.
- ▶ [FiksGataMi](#), an open source-based service to report faults and issues to local authorities, is [launched](#) nationwide on [7 March 2011](#). It enables citizens to report and discuss faults and problems in their local communities, such as graffiti, unauthorised dumping of rubbish and holes in the road or defective street lighting. FiksGataMi automatically sends an email to the local authority responsible for the particular geographical location. All of Norway's municipalities are covered by this service.
- ▶ In [March 2011](#), a report commissioned by the Government [concludes](#) that increasing **ICT cooperation** in the municipal sector and between central and local governments could lead to substantial benefits. The report entitled '[Joint ICT development in the municipal sector](#)' is compiled by an independent consulting company, and describes the opportunities and challenges offered by ICT to local government.
- ▶ In [February 2011](#), a Polish producer and integrator of IT solutions, [win](#) a tender on **electronic signature** published by the [Agency for Public Management and eGovernment](#) ([Difi](#)). The aim of the agreement is for Norwegian public entities to be able to check and validate eSignatures - in terms of correctness and quality - based on electronic identities (eIDs) from more than 300 providers in Europe.

2010

- ▶ As of *December 2010*, all 19 county administrations in Norway [use](#) open source in some form, compared to 76 % in 2005. According to Martin Bekkelund, business developer at [Friprog](#), the country's open source competence centre, public administrations in Norway are increasingly turning to open source. Uses vary from server operating systems, content management systems to OpenOffice.
- ▶ In *September 2010*, more than 8 800 requests for access to **public documents** are [made](#) to the electronic database of public mail records ([OEP](#)), while 1 416 disclosure requests are sent through

the old test system 'Electronic Mail Records' (EMR). This underlines how successful the OEP has been among citizens since its launch in May 2010.

- ▶ In *July 2010*, the [Agency for Public Management and eGovernment](#) (Difi) begins [developing](#) an **improved version** of the eGovernment portal '[Noreg.no](#)', inviting the public to provide their input through the dedicated blog at '[beta.norge.no](#)'. Difi's plans included the integration in several phases of the personalised, one-stop self-service portal 'Miside' ('[MyPage](#)') with the existing '[Noreg.no](#)' in an effort to further structure the eGovernment portal around citizens' needs and daily lives.
- ▶ The electronic database of **public mail records** (([OEP](#)) [grants](#) online access to documents of the central administration to anyone interested in obtaining them; the OEP constitutes the first initiative of this kind worldwide. It facilitates users to follow the political decision-making process on the Internet across agency boundaries.
- ▶ The service '[Slettmeg.no](#)' is [launched](#) in *March 2010*, providing online advice to people who find unwanted and offending material about themselves on the Internet. It is a two-year trial project offering advice and guidance via its website and its phone, email and chat services.
- ▶ **Altinn** - the national reporting channel for businesses - is [appointed](#) as Norway's **Point of Single Contact** (PSC) tasked with the provision of all information required by any European service provider interested in starting a business in Norway.
- ▶ On *1 January 2010*, the content of public sector's websites [are available](#) in **open formats**. This new regulation enhances the equal accessibility of users and suppliers to the information available on the websites of both central and local government. Under the new regulations, all public websites are required to use HTML as the primary format for publishing content on their websites.
- ▶ On *26 November 2009*, the new version of MinID is [launched](#) as the first electronic ID, making use of the ID-Gateway - the new, common platform for eID in the public sector- aiming to reduce the risk of **ID theft** and to progressively offer more advanced public services.

2009

- ▶ On *25 September 2009*, the Norwegian Government [adopts](#) a new regulation on **mandatory IT standards**, applicable to the entire public sector. As of 1 January 2010, open document standards are set to become mandatory for all public websites. The new regulation ensures **equal accessibility** to the content of all public and communal websites.
- ▶ In *August 2009*, the Ministry of Local Government and Regional Development [launches](#) a new [database](#), whose purpose is to provide **transparent information** about the efficiency of the welfare services delivered by each of the country's municipalities.

At that same month, [Agency for Public Management and eGovernment](#) (Difi) [launches](#) a new portal, '[Anskaffelser.no](#)', for all actors involved in **public procurement**. It contains tools and information, and its expertise favours efficient procurement transactions with the public sector. '[Anskaffelser.no](#)' is a guide to the entire procurement process, providing assistance on the regulations as well as the overview of laws, disciplinary policies, news and tools.

- ▶ In *July 2009*, the Government [adopts](#) new **obligatory IT standards** for the state sector. Users can now have equal and easier access to information material offered by the Government - graphics, videos, sound or picture material - regardless of the type of software and technical equipment they choose to use. This is the second step in a long-term effort by the Ministry of Government Administration, Reform and Church Affairs to establish recommended and obligatory IT standards to be used by public institutions and enterprises.

2008

- ▶ In *November 2008*, the new [eCitizen 2.0 report](#) is [published](#), and recommends that the public sector ought to regard citizens as **collaborating partners** to a large extent, rather than passive recipients of information. The recommendations from the researchers imply that public information is made

freely available and reusable, and that public institutions must be willing to experiment and take risks to a larger extent.

- ▶ In *October 2008*, the [Norwegian Institute for Adult Learning \(VOX\)](#) **disclosed** the results of the 'Citizen and user' survey on the **digital competence** of the Norwegian population. The aim was to learn more about digital competence in Norway, while determining the extent of the digital divide in the population.
- ▶ On *1 July 2008*, the ANIME project is **launched** at the [Norwegian Computing Centre](#). This project aimed to identify issues that need to be resolved in order to ensure that exclusion does not start on the login screen of information systems. The purpose of ANIME is the structured research into the state and new strategies in providing inclusive identity management to service providers and users.
- ▶ The Ministry for Government Administration and Reform **announces** in *April 2008* plans to introduce a common hub for **electronic identification (eID)**, which allows the use of a single eID to access the eServices of different public-service providers. This new initiative is aimed at simplifying access to on-line public services by providing a common eID interoperability hub, so as to enable citizens to use the same eID to log onto diverse public electronic services.
- ▶ In *May 2008*, the European Commission **launches** the Pan European Public Procurement Online ([PEPPOL](#)) project, whose aim is to create the conditions for linking the existing **national eProcurement systems**. As a member of the European Economic Area, Norway participates in this large scale pilot.

2007

- ▶ In *December 2007*, the Government **announces** that all information on state-operated web sites should be accessible in the **open document formats**. This new regulation allows citizens to freely choose the software of their preference for accessing information from public offices.

In the same month, the Government **sets out** a comprehensive set of **guidelines** regarding the usability of public service web forms. The [ELMER 2](#) guidelines are set to become mandatory for all public administrations and government agencies by the end of 2008.
- ▶ On *12 February 2007*, the web portal '[government.no](#)' is launched, providing **public information** from the Norwegian Government and its ministries. The new website is based on advanced technology featuring far better accessibility and a structure adjusted to meet the interests and terms of the public.

2006

- ▶ In *December 2006*, the Government released the white paper '[An Information Society for All](#)' to the Parliament. It emphasises the need for reform and efficiency improvements in Public Administration based on effective and standardised technical solutions.

In that same month, the citizen web portal '[MyPage](#)' is launched, bringing together public services in one place customised according to the users' needs. The portal enables citizens to review the information various agencies have on them in their registers and allows users to carry out actual services linked to an agency or local authority.

The Norwegian electronic public procurement portal [Ehandel.no](#) is **launched** on *1 December 2006*, offering an extended range of **Internet-based services**. The new services provide access to functionality for ordering, invoice and contract handling, integration towards the eBusiness platform and the systems maintained by the different entities, as well as support for implementation and training. The services will typically be used by public entities that do not have their own tools for ordering and invoice handling.
- ▶ In *October 2006*, the Ministry of Government Administration and Reform releases a status report (Action Plan), entitled '[eNorway 2009-The Digital Leap](#)', stating that most of the actions are well on their way to being accomplished, or in progress.

- ▶ In *March 2006*, the Government releases its long awaited **legal package** with updated rules for future public procurement. The legal package consists of two parts: a proposal for certain changes in the current Norwegian [Public Procurement Act](#), and revised provisions of the current Act and the public utilities. The revised provisions allow for eProcurement as a fully accepted alternative to the traditional way of conducting business.
- ▶ In 19 May 2006 the [PSI Directive](#) is implemented in Norway. This Directive aims to facilitate that public companies are open and transparent, so as to strengthen information and freedom of expression, democratic participation, legal protection for the individual, the trust of the public and control from the public domain.

2005

- ▶ In *November 2005*, the Ministry of Modernisation launches two initiatives to accompany the '[eNorway 2009-The Digital Leap](#)' plan: a coordination forum for eGovernment, and a common solution and portal for handling electronic IDs and electronic signatures.
- ▶ In *October 2005*, the strategy document '[Strategy and actions for the use of electronic business processes and electronic procurement in the public sector](#)' is presented as a follow-up to the '[eNorway 2009-The Digital Leap](#)' Action Plan.
- ▶ In *June 2005*, the '[eNorway 2009-The Digital Leap](#)' Action Plan for a digital society heralds a process of major renewal and redefinition of electronic public services and government. It is based on three priorities: the individual in the digital Norway; innovation and growth in business and industry; and a coordinated and user-adapted public sector.

In that same month, the Minister of Modernisation, Morten Andreas Meyer, announces the intention to move to **Open Source software**.

- ▶ In *January 2005*, a general, functional specification of the requirements applicable to the procurement of **PKI (Public Key Infrastructure)** is published. The specification is to be used in connection with electronic communication with and within the public sector.

2004

- ▶ In *October 2004*, the Ministry of Modernisation is formally established to spearhead the Government's efforts to modernise the public sector with responsibility for IT policy and eGovernment drive.
- ▶ In *December 2003*, the [Altinn](#) project is created as a net-based solution for reporting financial data from businesses to the Tax Directorate, the *Brønnøysund* Register Centre of Legal Entities and Statistics Norway.
- ▶ In *July 2003*, the Ministry of Trade and Industry [publishes](#) a national strategy for **securing ICT systems** in the country. The strategy proposed 40 initiatives for improving eSecurity, such as establishing a coordination committee for ICT security and running campaigns to raise consciousness about challenges and problems related to the use of ICT systems.
- ▶ In *February 2003*, the Ministry of Labour and Government Administration [publishes](#) the 'Strategy for ICT in the Public Sector 2003-2005'. It mainly focuses on promoting **user-oriented services**, increased efficiency and simplification at the local level. The document is a supplement to the 'eNorway 2005 action plan', itself inspired by the 'eEurope 2002 strategic plan'.

2002

- ▶ On *1 July 2002*, the Government bill 'Regulation on Electronic Communication with and within the Public Administration prepared by the Ministry of Labour and Government Administration' is ratified. The regulation created the **legal framework** for a secure and effective use of electronic communication. Furthermore, the [KOSTRA](#) (Municipality-State-Reporting) system, which started in 1995 allowed municipalities to report to the state becomes fully operational.

- ▶ In *June 2002*, the 'eNorway 2005 action plan' on eGovernment and digital services is released by the Ministry of Trade and Industry. It elaborated on the Government's vision for ICT development.
- ▶ In *April 2002*, the Norwegian Centre for Information Security ([NorSIS](#)) is established by the Ministry of Trade and Industry, responsible for coordinating activities related to ICT security in Norway. The centre receives reports on security-related incidents from companies and departments, and works on obtaining an overall impression of threats towards Norwegian ICT systems.

2001

In 2001, the strategy 'Step by Step - Programme for Innovation and Modernisation in the Public Sector' is introduced by the Ministry of Labour and Government Administration. One of the proposed reforms is '24/7 Public Administration' aiming to provide constant availability of public information and services.

News 2000 and before

- ▶ In *2000*, the first version of the **eNorway plan** for ICT policy is released by the Ministry of Trade and Industry. Set as a continually updated rolling plan, the second version 'eNorway 2.0' is published in December of the same year.
- ▶ Following the establishment of a 'Vulnerability Commission' in *1999*, the Ministry of Trade and Industry put forward a 'National Strategy for Information Security', thus prioritising a list of measures to be implemented.
- ▶ In *1996*, the **Public Administration Network** project is initiated by the Government and the Association of Local and Regional Authorities, with a view to establishing a secure, trustworthy and effective communications infrastructure for the Norwegian public sector.

In that same year, previous objectives to make all official documents available on government website are fulfilled through the Odin website.

- ▶ In *1990*, the '**National Infrastructure for IT**' programme is launched, aiming at easier and efficient information exchange between public administrators and businesses or citizens.
- ▶ In *1988*, concerns over the development of a coordinated policy/strategy led to the official report 'Computer Policy in Central Government in the 1990s'.

During the same year, the 'National Infrastructure for Electronic Common Data Handling' programme is launched, boosting **infrastructure development** and setting out a framework for standardisation, electronic data exchange and information resource management.

- ▶ In *1982*, the Ministry of Labour and Government Administration develops the **first national IT policy** entitled 'Decentralisation and Efficiency of Electronic Administrative Processes in the Public Administration'.

eGovernment Strategy

Main strategic objectives and principles

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

The objectives of the Government include:

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



Key principles under this eGovernment strategy include the following:

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

ICT/Information Society policy

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

Advanced use of ICT in business and public sector depends on a good infrastructure (broadband) and good knowledge of the population in ICT. It is important that the technology can be used by everyone, including the visually and hearing impaired. In addition, it is necessary to increase knowledge in the R & D of ICT, by providing advanced ICT skills to succeed with the objectives of ICT policy.

Priority areas

The main priority areas of that policy are:

- ▶ Ensure an information society for all including by facilitating the supply and distribution of high-speed broadband , increase digital literacy in the population, and ensure universal design of ICT.
- ▶ Contribute to innovation and value creation in business by facilitating the development and use of services based on digital content , promoting digital culture industry , make public data available for further use, and promoting smart, energy-efficient ICT solutions in transport, energy and construction . The digitization of business processes and the development of innovative solutions for the healthcare sector will also contribute significant added value.
- ▶ Digitise public services, including through coordinating ICT projects that have an impact across the public sector, promoting the development of self-service solutions, adapting regulations to promote digital solutions , and ensure that common ICT solutions are established and made available to all management.

Difi's strategy 2012-2015

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

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

Difi helps line shift on three main areas:

▶ **More and better digital services**

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

▶ **Solid infrastructure**

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

▶ **Citizens take the services in use**

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

Previous eGovernment strategy

DIFI's Strategy 2009-2012

The [Agency for Public Management and eGovernment](#) (Difi), entrusted with renewing the public sector, has set out a broad '[Strategy for 2009-2012](#)', which aims at providing direction and priorities in developing the public sector, through eInitiatives across Government.

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

Create the world's best public sector

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

Promote development through cooperation

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

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

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

An Information Society for All (2006-2007)

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

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

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

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

Freedom of Information Legislation

[Constitution of Norway](#)

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

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

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

Data Protection/Privacy Legislation

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

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

[Personal Data Regulations](#)

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

eSignatures Legislation

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

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

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

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

eCommerce Legislation

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

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

eCommunications Legislation

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

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

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

The Regulation was ratified on 1 July 2002 and was lastly adopted on 1 July 2004 following subsequent amendments. It creates the legal framework for secure and effective use of electronic communication.

eProcurement Legislation

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

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

Re-use of Public Sector Information (PSI)

Current status

Norway has notified full transposition of the European Directive on re-use of Public Sector Information ([PSI Directive](#)). The directive will, in all likelihood, primarily be implemented in an upcoming Freedom of Information Act; it will however necessitate changes in other legislative acts regulating access to public information on specific areas.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

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

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

Coordination

Ministry of Local Government & Modernisation

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

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

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

[Information Security Coordination Council \(KIS\)](#)

KIS, operating under the supervision of the Ministry of Government Administration, Reform and Church Affairs, coordinates regulations relevant to information security and undertakes the coordination of inspection practice within information security.

Implementation

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

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

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

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

Support

Ministry of Local Government & Modernisation, the Department of ICT Policy and Public Sector Reform

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

Government Administration Services (GAS)

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

Norwegian Centre for Information Security (NorSIS)

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

ICT-Norway

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

Audit/Assurance

Office of the Auditor General of Norway

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

Data Protection

Data Protection Agency

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

Privacy Appeals Board

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

Regional & Local eGovernment

Policy/Strategy

Regional and Local Authorities

The general approach to eGovernment in Norway is decentralised. Norway is divided into 18 counties and 428 municipalities (2013) with independent decision-making responsibility in the ICT area.

Implementation

Regional and Local Authorities

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

Support

Norwegian Association of Local and Regional Authorities (KS)

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

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

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



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Ministry of Local Government & Modernisation

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

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

['Norway.no'](#) portal

The one stop services portal is a gateway to the public sector in Norway which assists citizens in finding public information and accessing public services more easily. It offers information on the public sector structured around topics of interest, as well as a comprehensive inventory of public authorities. In addition, it contains a citizen's helpdesk accessible via telephone, email, e-chat or SMS. The helpdesk can direct users to other public agencies as well. 'Norway.no' has been given further responsibilities on information policy in the public sector, national evaluations of public websites, supervision of conformance to accessibility guidelines and categorisation systems for public information.

'MyPage'

Users can access the one-stop online service centre 'MyPage' from 'Norway.no'. It offers citizens a secured interaction point to: use online public services; submit public service application forms and data; access their personal data stored in public registers. The [Agency for Public Management and eGovernment](#) (Difi) is responsible for managing and developing content for 'MyPage', as well as providing guidance and information on how to use the online service centre.

[Altinn](#) portal

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

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

[Standardisation](#) portal

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

['GeoNorge'](#) portal

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

Moreover, 'GeoNorge' makes available geographical data in digital format to citizens; the data is collected in a central system ([Norway WEB digital download](#)) which can be accessed by citizens via a

user name and password authentication mechanism. By accessing the system, citizens can consult and download files on elevation data, administrative boundaries, transformation formulas, as well as related topics like cultural heritage, herding and many more. The system provides both county and national data.

['Regelhjelp.no'](#) portal

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

Network

Current infrastructure

Norway has an adequate infrastructure for telecommunications networks, services and eGovernment which allows for system interoperability and data interchange between administrations. In certain areas, the Government has taken the initiative to support the creation of specific infrastructure as exemplified in the National Health Network which links five regional networks and provides a single information exchange platform in the health and social sectors. Similarly, data sharing communications services connect ministries. The Government Administration Service provides the '[government.no](#)' portal available through the web and offers other Internet services including common archives and case handling systems.

eIdentification/eAuthentication

eID

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

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

[MinID](#)

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

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

Buypass and Commfides enable citizens to access public services that require a medium-high level of security, as well as services that require the highest level of security. This applies to health information and the signing of documents, among other services. Few services currently require the highest level of security; however, many such services are being planned.

[ID-Gateway](#)

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

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

eProcurement

['Anskaffelser.no'](#) portal

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

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

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

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

Knowledge Management

[KOSTRA](#)

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

[National Register](#)

Information on everyone living in Norway is gathered for tax, electoral and population analyses by local tax assessment offices. This information is registered in the National Register (*Folkeregisteret*), and is overseen by the Directorate of Taxes (*Skattedirektoratet*). Information from the National Register (e.g. names, addresses, citizenship, identification numbers, employment and civil status of individuals) is only accessible by authorised public sector offices. However, members of the public may apply for access to information from the National Registry for legal purposes. Applications for information from the National Registry are processed by local tax assessment offices and the Office of the National Registrar.

Centralised Public Register Systems

Centralised public register systems are well catered for in Norway. Due to the decentralised approach which has relied on agencies and local entities as being the driving forces, certain major agencies, which depend on database registers, have developed complex systems the traditional way within their respective policy sector. Interaction and exchange of information between systems has been made possible by unique identity definitions for individuals and business entities. Examples of such agencies which have developed centralised database register information in this manner are the [Tax Directorate](#), the [Brønnøysund Register Centre](#) and the Norwegian Land Information System jointly developed by the Ministry of the Environment and the Ministry of Justice and the Police.

[National archival services of Norway](#)

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

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

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

Other Infrastructure

['Norway Digital' programme](#)

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

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 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: Tax Directorate, Local tax assessment offices

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

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

2. Job search services by labour offices

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

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

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

3. Social security benefits

a. Unemployment benefits

- Responsibility: Ministry of Labour, Norwegian Labour and Welfare Administration (NAV)
- Website: <http://www.nav.no/>
- Description: Specific information on unemployment benefits and entitlements can be found at the description of the [Norwegian Social Insurance Scheme 2007](#). Full online registration and interaction available.

b. Child allowances

- Responsibility: Ministry of Labour, Norwegian Labour and Welfare Administration (NAV), Norwegian Directorate for Children, Youth and Family Affairs (Bufdir)
- Website: <http://www.nav.no/>; <http://www.bufetat.no/>; <http://www.bufetat.no/>
- Description: 'Bufdir' is responsible for providing services for children, young people and families in need of assistance and support. For employment guidelines about maternity and paternity leave, the [Norwegian Labour Inspection Authority](#) can supply information. Online sophistication is limited to information and downloadable forms for manual submission. Specific information on family allowances can be found at the description of the [Norwegian Social Insurance Scheme 2007](#).

c. Medical costs (reimbursement or direct settlement)

- Responsibility: Norwegian Labour and Welfare Administration (NAV)
- Website: <http://www.nav.no/>
- Description: NAV serves a broad participatory role in the world of work and society, and contributes to the financial security of the individual. This depends on close interaction with the user, working life and local authorities, and a sharper focus on people with special needs in relation to the labour market and others in a challenging life situation.

d. Student grants

- Responsibility: Central Government, Ministry of Education and Research, State Educational Loans Fund
- Website: <http://www.lanekassen.no/>
- Description: The entire process from the initial application to the payment of student loans and grants is supported electronically and is based on the Enterprise Resource Planning (ERP) platform. Application, data control and payment are handled electronically. Electronic signatures through PKI, using the [Altinn](#) system, enable students to sign electronically.

4. Personal documents: passport and driver's licence

a. Passport

- Responsibility: National Police Directorate, Police Districts and Stations
- Website: <http://www.politi.no>
- Description: Information and printable paper forms to be submitted enabling citizens to start the procedure to obtain a passport.

b. Driver's licence

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

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

Description: Different rules apply to persons with a driving licence issued in the European Economic Area (EEA) and to those with a driving licence issued outside this area. The NPRA has published a document entitled 'Permission to drive in Norway - how?' which outlines the new regulations concerning driving licences. Online information and forms to download are available, but no online submissions.

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

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

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

Description: The Norwegian on-line service 'Autoreg' provides a RANGE of online services related to new and used cars. In particular, the following services are offered: registration of new vehicles; re-registration and change of ownership of used vehicles; assigning Vehicle Registration Number; and online payment of taxes.

6. Application for building permission

Responsibility: Municipalities

Website: <http://app.norway.no/>; <http://byggsoek.no>

Description: An eApplication of building permissions has been implemented in Norway. *ByggSøk* Information is a system for information required when preparing a plan or application. All municipalities are able to publish information on a joint website related to zoning and building. It provides general and municipality-specific information related to zoning plans and building applications. Building applications are registered via the Internet. The applicant is guided through a customisable application process and receives assistance during the process.

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

Responsibility: National Police Directorate, Police Districts and Stations

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

Description: Online information and forms to download for manual submission.

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

Responsibility: Participating libraries (39)

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

Description: A local public library can be contacted by eChat, email or SMS through 'Ask the Library', the digital reference service, regarding availability of books, reservations or general queries. 200 librarians from over 55 libraries throughout Norway provide assistance.

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

Responsibility: Central Government, National Register

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

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

10. Enrolment in higher education/university

Responsibility: Universities and Colleges Admission Service (NUCAS)

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

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

11. Announcement of moving (change of address)

Responsibility: Central Government, National Register

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

Description: Registering a change of address with the National Registry is mandatory. This is done by completing the relevant form (*Flyttemeldingsskjema*) and sending it to the local tax assessment office. [Norway Post](#) should also be notified. Pertinent services can also be accessed through the '[Altinn](#)' portal, while Norwegian citizens have the possibility to completely treat online the announcement of a change of address within the country.

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

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

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

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

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 employee
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, National Insurance Administration, Local social security offices
Website: <http://www.nav.no/>
Description: Declaration of social contributions for employees can be fully processed online.

2. Corporate tax: declaration, notification

Responsibility: Tax Directorate, Local tax assessment offices
Website: <http://www.skatteetaten.no/>
Description: The [Tax Directorate](#) supplies online brochures outlining corporate tax payment and tax return procedures. [Bedin](#), which represents the Ministry of Trade and Industry, also provides business information on taxation. Online services are fully interactive and can also be accessed through the '[Altinn](#)' portal.

3. VAT: declaration, notification

Responsibility: Tax Directorate, Local tax assessment offices
Website: <http://www.skatteetaten.no/>
Description: The [Tax Directorate](#) supplies online brochures outlining VAT payment and return claims. [Bedin](#), which represents the Ministry of Trade and Industry, also provides business information on taxation. Online services are fully interactive and can also be accessed through the '[Altinn](#)' portal.

4. Registration of a new company

Responsibility: Central Government, Ministry of Trade and Industry

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

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

5. Submission of data to statistical offices

Responsibility: Statistics Norway

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

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

6. Customs declarations

Responsibility: Central Government, Directorate of Customs and Excise

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

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

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment

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

Description: Information and forms to download.

8. Public procurement

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

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

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

European Commission - eGovernment Practice

The eGovernment factsheets are one of the ePractice (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).

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