FINLAND

Use of Internet with Public authorities

<table>
<thead>
<tr>
<th>to Interact</th>
<th>to Download forms</th>
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<tbody>
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<td>83%</td>
<td>79%</td>
</tr>
<tr>
<td>to Obtain info</td>
<td>69%</td>
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<tr>
<td>to Send forms</td>
<td>66%</td>
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</tbody>
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eGov State of Play indicators

- User Centricity: 90
- Citizen cross border mobility: 63
- Key Enabler: 52
- Transparency: 63
- Business cross border mobility: 63

Good – Fair – Moderate – Insufficient

eGov services to business and citizens

- Suomi-fi Messages Service: This service replaces the previous citizen’s portal, for them to access their messages and communicate with the government.
- Koski: The Finnish National Agency for Education has put in place an online portal where all degrees, diplomas, and examinations are gathered.
- suomi.fi: The Enterprise Finland service has been incorporated into the general website of suomi.fi

Strategy & Legal frameworks

- National Architecture for Digital Service
- Roadmap to enhance digital services
- Preparing new national data protection legislation

Actors

- Finland and Estonia set up a joint institute on X-Road technology used in the Finnish Data Exchange Layer.
- The coordination group of Chief Information Officers (TIETOKEKO) is appointed for its third term 2018-2019.

Infrastructure

- Palveluväylä: A new joint eGovernment infrastructure created between Finland and Estonia. The infrastructure will assist the development of the X-Road technology.
- Tutki Hankintoja: A new service of information about government spending on procurement. It offers citizens and companies information about state purchases and public funds spent.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.