**Highlights**

**Political Communications**

The new policy on sustainable public procurement was published in April 2021. A three-year action plan for the years 2021—2024 emphasizes sustainability, the use of digital procurement, systems, innovation, data and accessibility for SMEs.

**Legislation**

A new legislation on Digital Inbox via Island.is took effect in July 2021. It requires the public sector to use the inbox as a primary method of formal communication with citizens and companies by the end of 2024.

**Governance**

The Joint Committee of Digital Transformation in the Public Sector was established early in 2022. The purpose of the committee is to harmonise the digital efforts based on the digital strategy and the state’s strategic plan for municipal affairs.

**Infrastructure**

A significant investment was made as part of COVID-19 response in digital infrastructure and Island.is portal. For example, driving licenses were made available in digital form in phone wallets, and criminal record checks were digitised.

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**Digital Public Administration indicators**

Percentage of individuals using the internet for:

- Interacting with public authorities: 94% (+6%)
- Obtaining information: 83% (7%)
- Downloading official forms: 55% (-5%)
- Submitting completed forms: 85% (-2%)

<table>
<thead>
<tr>
<th>Policy</th>
<th>EU27 average</th>
<th>Iceland</th>
<th>EU Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting with public authorities</td>
<td>58%</td>
<td>94%</td>
<td>58%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>47%</td>
<td>83%</td>
<td>51%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>38%</td>
<td>55%</td>
<td>53%</td>
</tr>
<tr>
<td>Submitting completed forms</td>
<td>44%</td>
<td>85%</td>
<td>61%</td>
</tr>
</tbody>
</table>

Source: Eurostat 2022

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**eGovernment indicators**

eGovernment performance across policy priorities

- User-centricity: 95
- Transparency: 92
- Cross-border services: 65
- Data and key indicators: 93
- Internal information services and systems: 54.5
- Open Data and openness: 59.5

Source: eGovernment Benchmark report 2022

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**State-of-Play of Interoperability**

Scoreboard 1: Twelve principles

Scoreboard 2: Interoperability layers

Scoreboard 3: Conceptual model

Source: European Interoperability Framework Monitoring Mechanism 2021