Digital Public Administration infographic 2022 Switzerland

Highlights

Political Communications

The Federal Department of Environment, Transport, Energy and Communications (DETEC) drew up a concept and an action plan to support the towns and the cities, the municipalities and the cantons in the development of Smart Cities, Smart Villages and Smart Regions.

Legislation

The Confederation and the cantons approved the public-law framework agreement on Digital Public Services Switzerland in September 2021, so as to ensure a strategic coordination of federal, cantonal and communal digitalization activities .
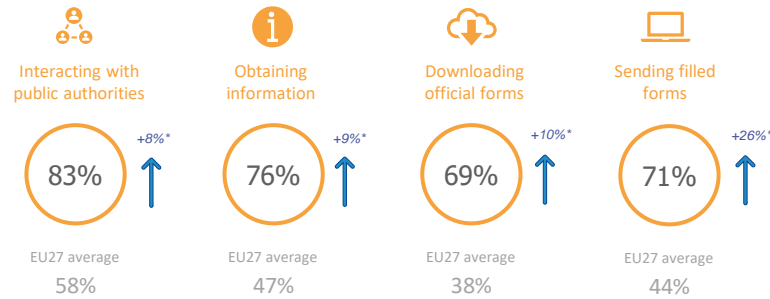
Governance

The Digital Public Services Switzerland Office supports the Digital Public Services Officer for the Confederation and Cantons. The operational tasks of the Swiss Informatics Conference (SIK) and eGovernment Switzerland are continued by the DPSS office.

Infrastructure

The Data Science Competence Centre (DSCC) is a service provider within the federal administration and as such, provides data science services and expertise to the entire Swiss public sector and administration (Confederation, cantons and communes).

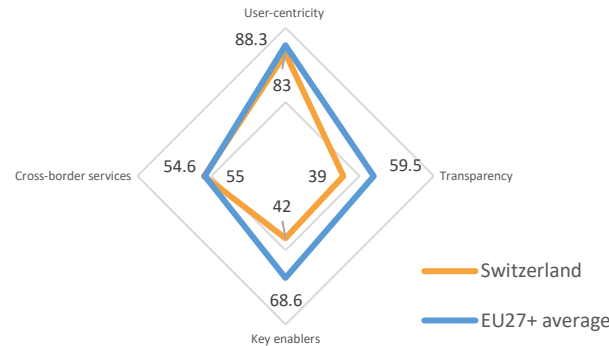## Digital Public Administration indicators

Percentage of individuals using the internet for

Interacting with public authorities	Obtaining information	Downloading official forms	Sending filled forms
83% *+8%*	76% *+9%*	69% *+10%*	71% *+26%*
EU27 average 58%	EU27 average 47%	EU27 average 38%	EU27 average 44%

Source: Eurostat 2022

eGovernment indicators

eGovernment performance across policy priorities

User-centricity 88.3 / 83
Transparency 59.5 / 39
Key enablers 68.6 / 42
Cross-border services 54.6 / 55

— Switzerland
— EU27+ average

Source: eGovernment Benchmark report 2022

State-of-Play of Interoperability

SCOREBOARD 1 TWELVE PRINCIPLES
Principle 1–12
Switzerland / EU Average

SCOREBOARD 2 INTEROPERABILITY LAYERS
Interoperability governance, Integrated public service governance, Legal interoperability, Organisational interoperability, Semantic interoperability, Technical interoperability
Switzerland / EU Average

SCOREBOARD 3 CONCEPTUAL MODEL
Conceptual Model, Internal information sources and services, Base Registries, Open Data, Catalogues, External information sources and services, Security and Privacy
Switzerland / EU Average

Source: European Interoperability Framework Monitoring Mechanism 2021

interoperable europe