Digital Government Infographic 2019
Finland

Services for Citizens and Businesses

The new national study credit, degree and qualification disclosure service Koski brings together all study credits, degrees and qualifications stored in different data warehouses.

Political Communications

The Artificial Intelligence Programme was launched, with the aim of steering Finland towards the age of AI, taking into consideration measures reaching far into the future and at the same time measures that are relevant today.

Legislation

Various new legislations have recently come into force in Finland on the subject of digital government: Act on Providing Digital Services; Act on Secondary Use of Health and Social Data; Act on eInvoices.
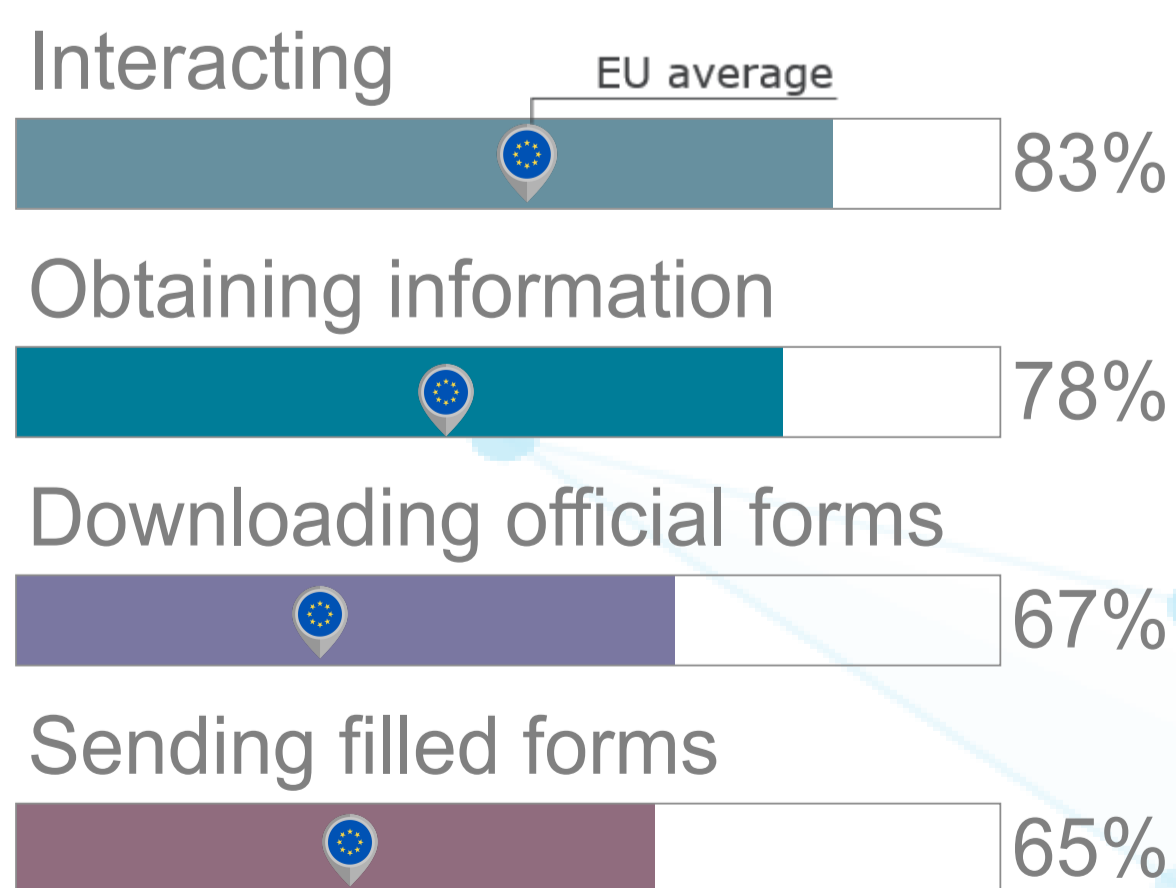
Governance

The law on a new Digital and Population Data Agency has been approved and the new Agency will start in the beginning of 2020.

Infrastructure

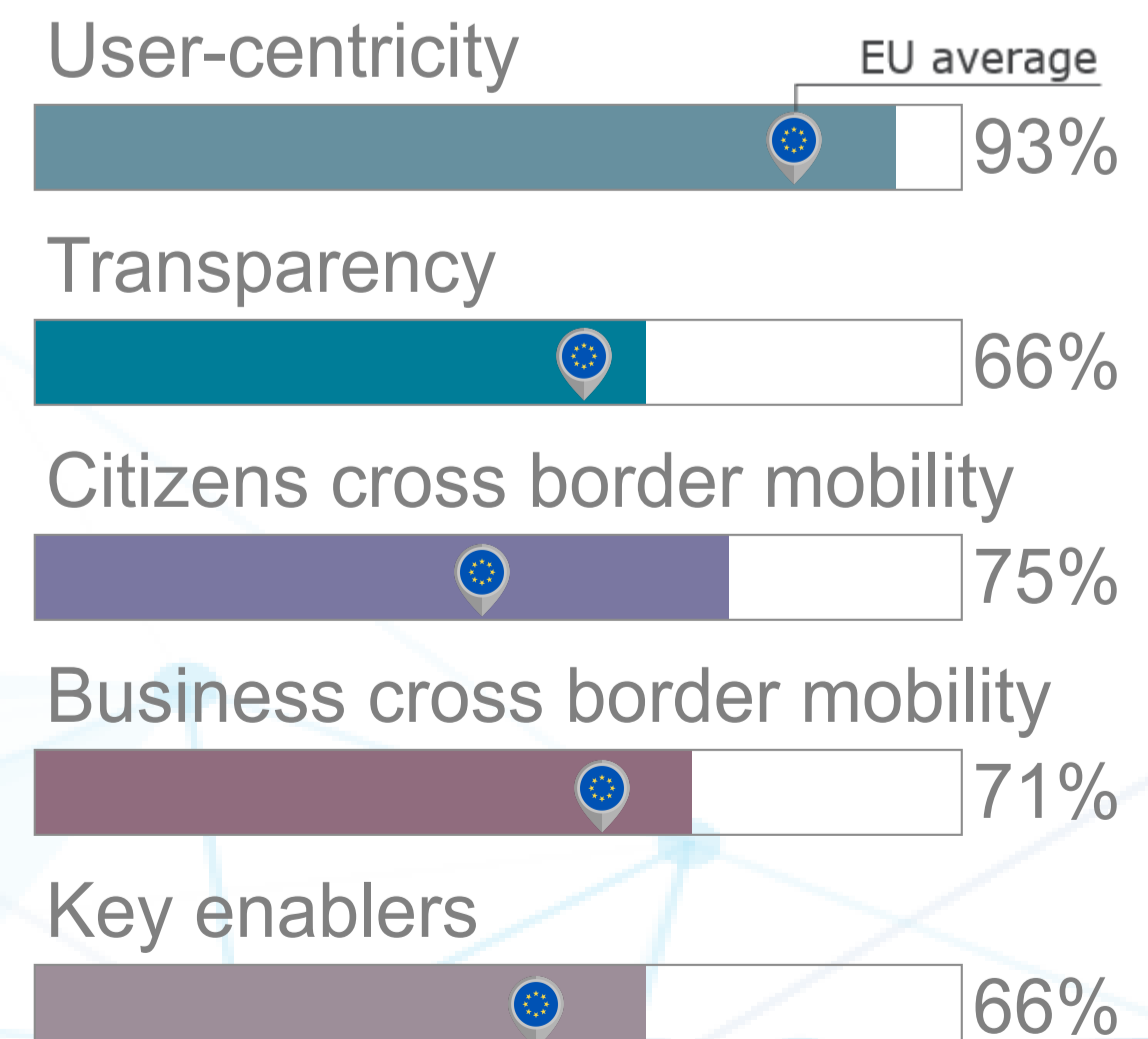The new eAuthorisations service verifies a person's or organisation's autorisation to use digital services.

Digital Government Indicators

Individuals using internet for interacting with public authorities

	EU average	
Interacting		83%
Obtaining information		78%
Downloading official forms		67%
Sending filled forms		65%

Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities

	EU average	
User-centricity		93%
Transparency		66%
Citizens cross border mobility		75%
Business cross border mobility		71%
Key enablers		66%

Data source: eGovernment Benchmark Report 2018.