The Act on Information Management in Public Administration (906/2019) entered into force on 1 January 2020, defining the entire lifecycle of information in Finnish public administration.

A key development in 2020 is the launch of the next version of the X-Road data exchange between Finland and Estonia. X-Road technology provides the main data exchange solution for Finnish public sector organisations. It is managed by the Nordic Institute for Interoperability Solutions (NIIS).

Political Communications

The Finish government launched the AuroraAI national artificial intelligence programme on 6 February 2020, with the aim of creating a service model where, by using artificial intelligence, public services are arranged so that they support people in their life-events and organisations in their business.

Governance

The responsibility for Finland’s eGovernment strategy/policy lies within the Ministry of Finance, which is also the body responsible for interoperability activities.

Digital Public Administration indicators

<table>
<thead>
<tr>
<th>Percentage of individuals using the internet for</th>
<th>Finland</th>
<th>EU28 average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting with public authorities</td>
<td>87%</td>
<td>55%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>84%</td>
<td>44%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>74%</td>
<td>33%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>72%</td>
<td>38%</td>
</tr>
</tbody>
</table>

* This is the trend evolution compared data from Eurostat in 2018.

Source: Eurostat 2019

State-of-Play of Interoperability

Source: European Interoperability Framework Monitoring Mechanism 2019

Legend:

- EU27 average
- Higher performance
- Middle-upper performance
- Middle/lower performance
- Lower performance

Key enablers

- User-centricity
- Transparency

Business cross border mobility

- Finland: 78
- EU27+ average: 75

Citizens cross border mobility

- Finland: 74
- EU27+ average: 70

Source: eGovernment Benchmark report 2020