In June 2019, Iceland signed a contract which will make Microsoft the sole IT supplier for its entire public sector. In May 2019, the government agreed to implement an Action Plan for the promotion of digital public services, valid until the end of 2020.

In June 2019, the Act No. 78/2019 transposed into national law the NIS Directive 2016/1148/EU. During the same month, the Act No. 55/2019 and subsequent regulations No. 100/2020 and No. 310/2020 transposed the eIDAS Regulation into Icelandic law.

The responsibility for Iceland’s eGovernment strategy/policy lies within the Ministry of Finance and Economic Affairs. The Ministry is also the body responsible for interoperability activities.

The Financial Management Authority has been authorised to become a PEPPOL Authority (PA).

**Digital Public Administration indicators**

<table>
<thead>
<tr>
<th>Percentage of individuals using the internet for</th>
<th>Iceland</th>
<th>EU28 average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting with public authorities</td>
<td>89%</td>
<td>55%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>68%</td>
<td>44%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>50%</td>
<td>33%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>80%</td>
<td>38%</td>
</tr>
</tbody>
</table>

**Iceland**

- **User-centricity**: 95
- **Key enablers (Iceland)**
  - 68%
  - 61.4%
  - 65.6%
  - 85
- **Business cross border mobility**
  - 67
- **Citizens cross border mobility**
  - 50.8

**EU28 average**

- **User-centricity**: 81
- **Key enablers (EU27+ average)**
  - 66.5
- **Business cross border mobility**
  - 54
- **Citizens cross border mobility**
  - 46

**State-of-Play of Interoperability**

Source: European Interoperability Framework Monitoring Mechanism 2019

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