Digital Public Administration infographic 2021 ICELAND

Highlights

Political Communications

The new policy on sustainable public procurement was published and an action plan for 2021-2024 has been approved which emphasises the use of eProcurement and data to achieve cost-efficient and environmentally friendly procurement.
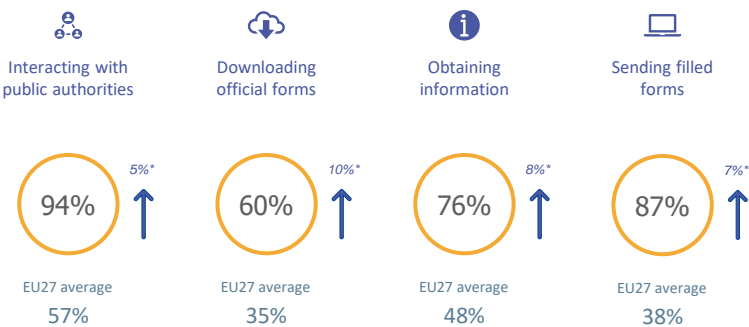
Legislation

The Draft Digital Cloud Policy was published for consultation in December 2020. The policy is expected to be published in 2021 and will establish the framework for the use of cloud solutions by public bodies.

Governance

No update in the field of digital public administration has been reported to date.

Infrastructure

The Ísland.is portal was revamped, introducing digital driving licenses for phone wallets, life events, digital criminal record checks, a central web services data catalogue, and the first connections to government data were implemented through the secure X-road data exchange layer.
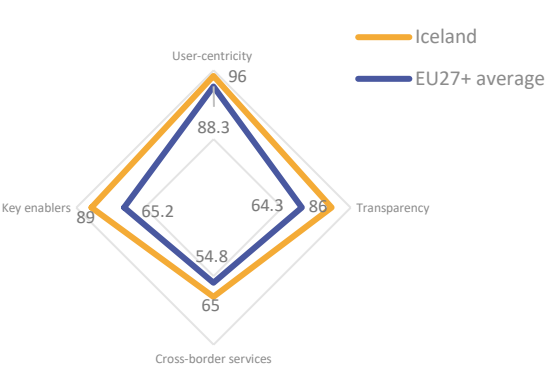
Digital Public Administration indicators

Percentage of individuals using the internet for

Interacting with public authorities	Downloading official forms	Obtaining information	Sending filled forms
94%	60%	76%	87%
5%* ↑	10%* ↑	8%* ↑	7%* ↑
EU27 average 57%	EU27 average 35%	EU27 average 48%	EU27 average 38%

* This is the trend evolution compared data from Eurostat in 2019.

Source: Eurostat 2020

eGovernment indicators

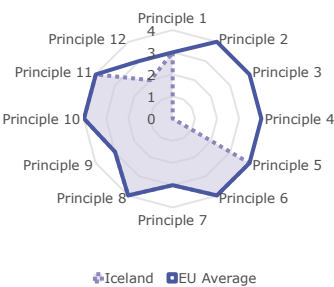### eGovernment performance across policy priorities

— Iceland
— EU27+ average

User-centricity 96 / 88.3
Transparency 86 / 64.3
Cross-border services 65 / 54.8
Key enablers 89 / 65.2

Source: eGovernment Benchmark report 2021

State-of-Play of Interoperability

SCOREBOARD 1 — TWELVE PRINCIPLES

◆ Iceland ■ EU Average

SCOREBOARD 2 — INTEROPERABILITY LAYERS

◆ Iceland ■ EU Average
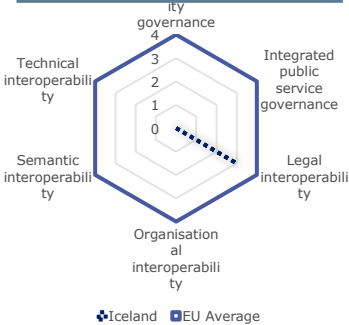
SCOREBOARD 3 — CONCEPTUAL MODEL

◆ Iceland ■ EU Average

Source: E... ...anism 202...

interoperable europe