



European
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WHAT'S INSIDE

eGovernment in Switzerland

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Joinup is a collaborative platform created by the European Commission under the Interoperability Solutions for Public Administrations (ISA) in Europe Programme. Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 8,136,689 inhabitants (2014)

GDP at market prices: 516,068 million Euros (2013)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 157.4 (2013)

GDP growth rate: 1.9 % (2013)

Inflation rate: 0 % (2014)

Unemployment rate: Not available

General government gross debt (Percentage of GDP): Not available

General government deficit/surplus (Percentage of GDP): Not available

Source: [Swiss Federal Statistical Office**](#)

Area: 41,285

Capital city: Bern

Official EU language: German, French

Currency: CHF

Source: [Eurostat](#) and [Swissworld*](#)

Political Structure

Switzerland is a landlocked country and a multi-ethnic, multilingual and multi-confessional nation. Since 1848 it has been a federal republic under a three-level structure: the Confederation, the cantons and the communes.

The Confederation is the name used for the state. Power is exercised via a three-tier system comprising the [Federal Council](#) (executive), the bicameral parliament called the [Federal Assembly](#) (legislative) and the [Federal Supreme Court](#) (judicial). The country consists of 26 states known as the cantons. These originate from the states originally united in 1848 to form the Confederation to which they relinquished each part of their sovereignty. The cantons are further subdivided into communes or municipalities.

The Federal Assembly (Swiss Parliament) consists of two houses: the Council of States which has 46 representatives (two from each canton and one from each half-canton) who are elected under a system determined by each canton, and the National Council, which consists of 200 members who are elected under a system of proportional representation depending on the population of each canton. Members of both houses serve for four years. When both houses are in joint session, they are known collectively as the Federal Assembly. Through referendums, citizens may challenge any law passed by Parliament and, through initiatives, introduce amendments to the federal constitution, thus exercising a form of direct democracy.

The Federal Council constitutes the federal government, exercises central administration and serves as collective Head of State. It is a collegial body of seven members, elected for a four-year mandate by the Federal Assembly, which also exercises oversight of the Council. The President of the Confederation is elected by the Assembly from among the seven members, traditionally in rotation, for a one-year term, in order to chair the government and assume representative functions. However, the President is a *primus inter pares* (the first among equals) with no additional powers, and remains the head of a department of the administration.

Head of Government: President [Simonetta Sommaruga](#) (since 2015).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Switzerland compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Switzerland: 91% (2014)

Percentage of individuals using the internet at least once a week in Switzerland: 86% (2014)

Percentage of households with a broadband connection in Switzerland: 86% (2014)

Percentage of individuals having purchased/ordered online in the last three months in Switzerland: 62% (2014)

Percentage of individuals using the internet for interacting with public authorities in Switzerland: 71% (2014)

Percentage of individuals using the internet for obtaining information from public authorities in Switzerland: 63% (2014)

Percentage of individuals using the internet for downloading official forms from public authorities in Switzerland: 50% (2014)

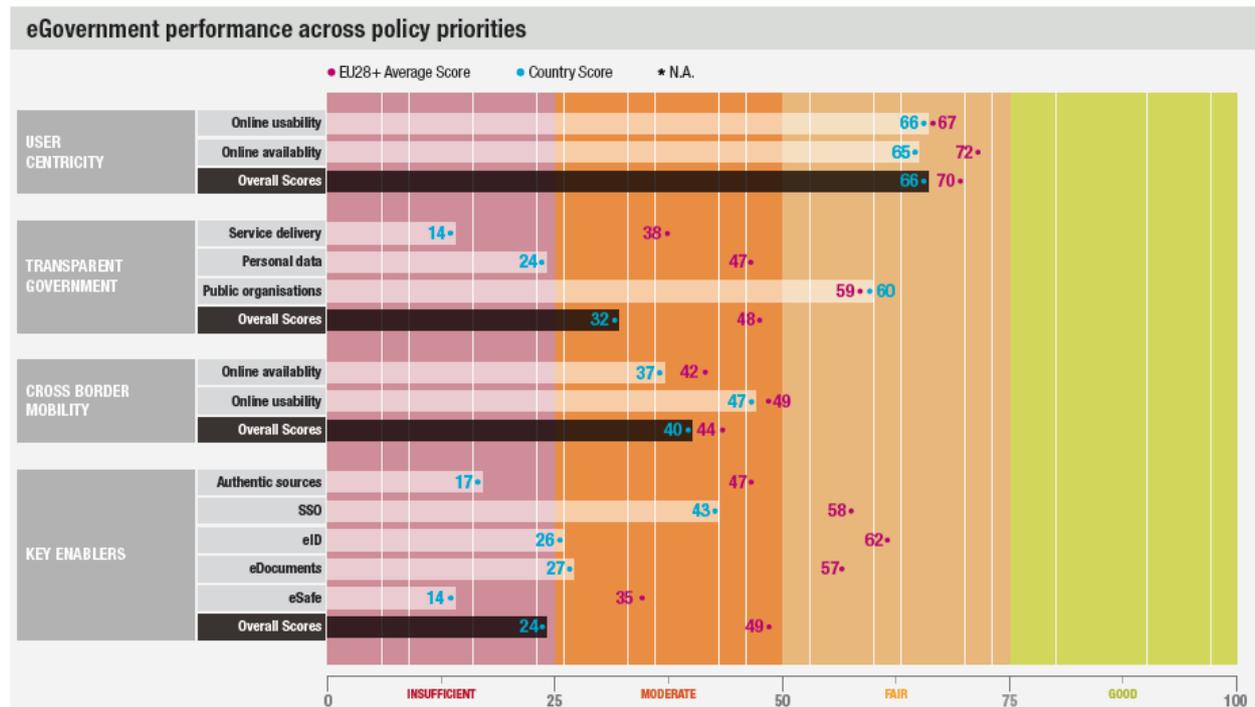
Percentage of individuals using the internet for sending filled forms to public authorities in Switzerland: 44% (2014)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)¹ study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Switzerland compared to the EU average score.



²Source: http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5572

¹ http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5812

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent news

December 2014

Thrust of eGovernment cooperation in Switzerland from 2016 defined

A framework agreement under public law which will remain valid until the end of 2015 forms the basis for eGovernment cooperation in Switzerland. Against this backdrop, the eGovernment Switzerland steering committee instructed the programme office in autumn 2013 to create the necessary basis for eGovernment cooperation from 2016. The existing eGovernment strategy will be further developed in the project entitled "eGovernment Switzerland from 2016" and will be revised in the eGovernment framework agreement. A priority plan will now be drawn up. These core documents are to be instruments to implement eGovernment in Switzerland even more efficiently and effectively. They will be submitted to the Confederation, the cantons, the communes and interested parties for consultation in spring 2015.

In December 2014, the steering committee established which overarching objective the Confederation, the cantons and the communes jointly want to pursue from 2016. The members of the steering committee underlined the need for user-oriented further development and optimisation of the administration through eGovernment. In the future, the offering and use of online services should be commonplace and integrated into all aspects of daily life for the administration, businesses and the general public. The objective which should be enshrined in the 2016 eGovernment strategy is thus that eGovernment is a matter of course: fast, transparent and efficient electronic authority services for the population, businesses and the administration.

In December 2014, the steering committee E-Government has commissioned a [detailed planning](#) for the e-government from 2016. The current framework agreement runs out at the end of 2015. Confederation, cantons and communities agreed on the guiding principle of fast, transparent and economical eServices for the population, economy and administration. A group of eGovernment experts from all state levels support the office E-Government Switzerland as an extended project team. The steering committee intends to focus on national efforts and to prioritise the projects more specifically. The documents created by the project group will support a more efficient and effective implementation of the eGovernment across all federal levels. They will be presented to the confederation, cantons and communities for consultation in spring 2015.

October 2014

The Steering Committee eGovernment Switzerland launches the eGovernment Action Plan 2015, at its meeting on 15 October 2014. Six new projects 'Open Government Data', 'Address Change', 'eGovernment Architecture', 'Platform for Process Exchange', 'Service for identification and access management' and 'Implementation of cloud computing strategy in Switzerland' will receive financial support in the frame of the Action Plan.

Mai 2014

Launch of de eGovernment Map Switzerland

The eGovernment Map Switzerland is a web application which is meant to provide an overview of implemented eGovernment services and solutions in Switzerland. In the pilot version, which was launched in May 2014 at www.egovernment-landkarte.ch, information on 42 authority services can be found in four dimensions:

- Authority service.
- Solution (technical perspective).
- Place of implementation: canton or commune.
- ICT provider of the authority solution.

It is possible to carry out a simple search for information on the introduction of eGovernment services in the web application. Primarily those in charge of eGovernment in the authorities should benefit from the tool.

April 2014

Open Government Data Strategy for Switzerland adopted

Within the scope of the «OGD Switzerland» project, the Federal IT Steering Unit has been developing an OGD strategy for Switzerland. This was adopted by the Federal Council on 16 April 2014. The OGD strategy determines the focus of the Federal Administration's activities in the area of OGD up until 2018 and is binding for the Confederation. It will be implemented in the competent departments and federal offices. In the interests of coordinated implementation of OGD at all federal levels, the Confederation is striving for OGD cooperation with the cantons and communes on the basis of this strategy. The strategy will be supplemented by a catalogue of measures.

March 2014

On 3 March 2014, the Simap.ch public eProcurement portal, which is used by federal, cantonal and communal procurement authorities in Switzerland, was expanded and [upgraded](#). The improvements include new bidder profile features and standardised forms. The aim of this portal is to facilitate business relations between the contract-awarding authorities, the bidders and the public sector and provide related services such as information, consultancy and training under the supervision of the [Association simap.ch](http://Association.simap.ch).

February 2014

On 26 February 2014, the Federal Council authorised 12 Swiss cantons to use electronic voting in federal votes. The initial authorisation is valid for a period of two years, and enables around 169 000 voters to cast their vote via the Internet. All participating cantons have already successfully conducted trials of electronic voting. Under this general authorisation, the Federal Council allows cantons to use the electronic channel for federal votes under specified conditions. As part of the approval procedure, the Federal Chancellery will in future confirm that the conditions defined by the Federal Council are met before every vote. In case of extension of testing to additional canton communities or in the case of a system change, the cantons must apply for a new general authorisation.

December 2013

The Steering Committee eGovernment Switzerland launches the eGovernment Action Plan 2014, following up its meeting on 19 November 2013. Four new projects 'Open Government Data', 'Register extracts (civil status beings)', 'eBill' and 'Implementation of cloud computing strategy in Switzerland' will receive financial support in the frame of the Action Plan. The Steering Committee also instructed the Secretariat to start the development process of eGovernment Switzerland from 2016.

With the eGovernment Action Plan in 2014, five prioritised projects will continue to be supported in the next year. These projects are 'A1.06 Application for construction permit', 'A1.12 Change of address, notification of departure and arrival,' 'B1.13 eCH Process Exchange Platform for Municipalities and Cantons', 'B1.14 eGovernment Map Switzerland' and 'B2.06 Service for identification and access management'. In this way, the Steering Committee eGovernment Switzerland is building on the previously achieved milestones and enables the completion of the planned services.

March 2013

On 14 March 2013, Danielle Gagnaux, the Chancellor of Fribourg canton and André Simonazzi, the Federal Council spokesman, launch a revamped version of the ch.ch portal, which provides a quick way of finding information about the confederation, cantons and communes. Focused on the information needs of the public, the updated ch.ch portal includes on a single platform all the information from the federal, cantonal and municipal authorities that people need on a daily basis. The portal is an integral part of eGovernment Switzerland. The objective of the digital administration strategy of the Federal Council is to allow the public and businesses to quickly handle important administrative matters with the authorities electronically; ch.ch is a major tool for achieving this goal.

News 2012-2001

2012

- ▶ At its session of 5 April 2012, the Steering Committee of the Swiss eGovernment programme, [approved](#) the first phase of the eGovernment action plan which promotes specific projects, from the geographic map of Swiss eGovernment to procedures for filing tax returns or notifying a change of address. The Steering Committee also took stock of progress in the implementation of the Swiss eGovernment Strategy which is well on the way; the Steering Committee acknowledged two new priority projects (listed in the catalogue of priority projects of the Strategy) as 'implemented'.

2011

- ▶ In November 2011, the Federal Council [approves](#) a new framework agreement between the Confederation and the cantons on eGovernment cooperation for the period 2012-2015. The action plan aims at encouraging targeted projects and a series of measures to strengthen collaboration and coordination at federal level. It is scheduled to enter into force on 1 January 2012.
- ▶ On 15 November 2011, a new eGovernment application is released aimed at providing information about Swiss eGovernment programmes and evaluating the benefits of

eGovernment projects. The [eGovernment Switzerland Programme Office](#), an administrative unit of the eGovernment Switzerland Steering Committee, has developed the 'E-Gov-App' for a popular smartphone and tablet computer. The application was initially presented in Bern on the occasion of the 5th National eGovernment Symposium.

- ▶ In *June 2011*, six additional eGovernment projects are launched in Switzerland. At its session of 20 June 2011, the Steering Committee eGovernment Switzerland is informed of the progress in the implementation of the Swiss eGovernment strategy. On this occasion, it approves the completion of six eGovernment projects, two of which concern services: the platform for company creation and 'ASA 2011', eGovernment in agriculture. The remaining four cover infrastructure elements and the standards defining organisational and legal framework conditions. Their realisation expected to greatly facilitate the current and future delivery of eGovernment services.
- ▶ In *March 2011*, the Steering Committee for eGovernment in Switzerland identifies a few strategic areas intended to give fresh impetus to eGovernment. It calls on all levels of government to further strengthen management, to focus on selected projects and to achieve better collaboration. These strategic areas will constitute the basis for the renewal of the ['Framework Agreement on eGovernment Cooperation in Switzerland'](#).

During the same month, a new eGovernment application was released aimed at providing information about Swiss eGovernment programmes and evaluating the benefits of eGovernment projects. The [eGovernment Switzerland Programme Office](#), an administrative unit of the eGovernment Switzerland Steering Committee, has developed the 'E-Gov-App' for a popular smartphone and tablet computer. 'E-Gov App' is regularly updated and complemented by other features, and it is available free of charge in French and German.

2010

- ▶ In *November 2010*, the Swiss State Secretariat for Economic Affairs (SECO) issues its first progress report on [SuisseID](#) – the first electronic proof of identity at national level – as part of the third phase of the short-term stabilisation measures. The report reveals that businesses and institutions have surpassed an important volume of orders since May 2010 when the project originated; in September 2010, the SECO had already received 110 000 requests for a SuisseID mainly from organisations specialised in electronic commerce, eGovernment and eHealth.
- ▶ In an effort to facilitate the eGovernment processes between citizens and the public administration, the Federal Council approved on *1 September 2010* an Order on the information system for the management of animal experiments. Thanks to the system, the researcher's requests for authorisations for animal testing will be submitted electronically and thus, will be processed more efficiently.
- ▶ On *28 July 2010*, an updated version of the 'Simap.ch' platform - the information system for public procurement in Switzerland - is released. The main changes consist of new or revised technical functionalities for the use of the representatives of the public contracting authorities and the bidders.
- ▶ At the session of Switzerland's eGovernment Steering Committee on *25 May 2010*, each Committee member receives a personal [SuisseID](#), the first secure electronic proof of identity at national level. Likewise, the Committee takes note of the successful implementation of the Swiss eGovernment programme and appoints the leading partners of the last two priority projects initiated.

Beginning in *May 2010*, the [SuisseID](#) is used within the framework of over 50 online services. Developed under the aegis of the [State Secretariat for Economic Affairs](#) (SECO) in cooperation with certification providers, the SuisseID is the first standardised

concept to provide an electronic proof of identity in Switzerland. It supports both a legally binding electronic signature as well as a method for a secure authentication.

During the same month, [SuisseID](#) is officially launched, allowing holders to sign documents by electronic means and to securely authenticate online services. The tool is of high importance for the implementation of the priority projects listed in the national eGovernment strategy. Furthermore, SuisseID creates synergies between eGovernment and eCommerce.

- ▶ Since the beginning of *January 2010*, 1.2 million resources of the Federal Department of Justice and Police (FDJP), the Federal Department of Foreign Affairs (DFA) - apart from the Swiss Representation abroad - and the Federal Department of the Environment, Transport, Energy and Communications (DETEC) are searchable online via the search engine of the [Swiss Federal Archives](#). The Federal Archives allow users - regardless of location - to perform research and have an overview of issues and topics covered in its records. Different search options are available, ranging from a simple or full search in the text to archive plan and field search.

2009

- ▶ On *21 October 2009*, the Swiss Federal Council [approves](#) the **updated ID act** and the **ordinance on ID** to come into force on 1 March 2010, thus creating the legal background for the definitive introduction of the electronic passport - the '[Pass 10](#)' - in Switzerland.
- ▶ On *25 September 2009*, the Swiss Parliament [adopts](#) the 'Federal Law on Temporary Economic Stabilisation Measures in the fields of Labour Market, ICT and Purchasing Power', aimed at fostering a reliable and operational electronic economic area. To this end, the SuisseID shall be developed to facilitate secure authentication within the framework of electronic transactions concerning both businesses and the public administration.

Since *1 September 2009*, the [Federal Office of Justice](#) (FOJ) offers a new online service facilitating citizens and businesses to order electronic, digitally signed **criminal records excerpts** via the Internet. The relevant digital services have been implemented in form of modules developed by FOJ in cooperation with the [State Secretariat for Economic Affairs](#) (SECO), under the name 'Open eGov'. This marks the first time that a Swiss authority [provides](#) these kinds of excerpts in the form of electronic documents with a digital signature.

- ▶ In *March 2009*, the [Guide-eGovernment](#) is published (available in German, French and Italian). This document is a follow-up to the original edition of April 2006, describing a praxis-oriented approach for the development of eGovernment services.

2008

- ▶ In *December 2008*, the [launch](#) of the new portal of debt enforcement ('[Portail des Poursuites](#)' in French, '[Betreibungsschalter](#)' in German and '[Sportello delle Esecuzioni](#)' in Italian) marks an additional step forward in the implementation of the eLP project developed by the [Swiss Federal Office of Justice \(FOJ\)](#). Creditors who reside in Switzerland wishing to initiate debt enforcement proceedings can now fill out a debt collection request online on this new portal which furthermore allows finding the competent cantonal or communal debt collection office in Switzerland.
- ▶ In *November 2008* the new website [eGovernment Switzerland](#) begins serving as the main information platform for the implementation of the Swiss eGovernment strategy.

- ▶ In *September 2008*, the newly established 'Swiss eGovernment Architecture Community' (SEAC), bringing together industry, government authorities and academia, aims to set guidelines for next-generation IT architectures in the Swiss public sector. It has been put in place by the Swiss Federal Department of Finance (FED), which has overall responsibility for ICT within the country's Federal Administration. According to the [Swiss eGovernment Strategy](#) published in 2007, the Swiss eGovernment Architecture is to support, among other targets, the electronic handling of all communications between businesses and public bodies, as well as the electronic information exchange among public bodies.
- ▶ In *June 2008*, as a signatory to the Schengen Agreement on external border controls, Switzerland commits itself to introducing biometric passports by 2010. These will include an electronically encoded photo and fingerprints on a chip. The National Council, the lower house of the federal parliament decides that Switzerland's national identity card should include a similar chip with the same data and come out in "credit card" format already used for Swiss ID documents.
- ▶ In *January 2008*, the [Sedex](#) (secure data exchange) IT platform goes live. It is designed to facilitate the secure exchange of data between federal, cantonal and local population registers.

2007

- ▶ In *November 2007*, the Swiss federal administration adopts the eCH-0038-Records Management Framework model as a federal standard for eGovernment. The standard treats records management as a process-oriented approach to information management, using a Swiss adaptation of ISO 15489 as its reference model.
- ▶ In *October 2007*, Geneva State Chancellery announces that quantum cryptography is to be used for ballot data sent to the central government repository. Scheduled for the national parliamentary elections on 21 October, the experiment may lead to the first quantum communications network.
- ▶ In *September 2007*, the Swiss government approves the 'Framework Agreement on eGovernment Co-operation in Switzerland', drawn up jointly by the federal and cantonal authorities. The 'eGovernment Switzerland' office within the [Federal Strategy Unit for IT](#) (FSUIT) is to ensure coordination.
- ▶ In *July 2007*, two new Swiss eGovernment standards come into force: eCH-0049, a topic catalogue for eGovernment portals and eCH-0014, a set of updated technical guidelines for eGovernment applications. The Swiss federal authorities and a number of cantons have made compliance with SAGA.ch compulsory for public tendering.
- ▶ In *May 2007*, the Swiss eGovernment standards agency [eCH](#) produces a detailed Identity and Access Management (IAM) reference model as a white paper. The aim is to enable controlled access to information resources and applications while taking account of non-technical parameters. The model sets out the tasks and responsibilities of the three main actors, namely the identity provider, the legislative service provider and the executive service provider.
- ▶ In *April 2007*, [IncaMail](#) is presented as the Swiss Post's new platform for secure delivery of encrypted electronic data. Amongst other services, it offers registered emails, with indisputable proof of transmission and receipt. Messages are signed and encrypted by the sender and placed on the IncaMail platform ready for pick-up. An electronic signature is provided by the recipient on delivery, and the message can then be decrypted.

- ▶ The revised version of the Swiss eGovernment Architecture ([eGovCH](#)) is published in *March 2007* as a project of the first version of the eGovernment strategy (2002). eGovCH serves as a reference model for the harmonisation of the architectures of organisations participating in eGovernment and of the priority topic areas.
- ▶ In *January 2007*, the Federal Council adopts a new version of the [eGovernment Strategy](#), which provides the cantons and the municipalities with guidelines for their own eGovernment strategies and measures. The objectives, the principles drawn up to reach them, the guidelines for implementation and the catalogue of prioritised projects were drawn up jointly. Based on this strategy, the Confederation and the cantons are committed to a joint agreement for the concrete implementation in the next four years.

2006

- ▶ In *November 2006*, Switzerland's Federal Chancellery and the canton of Zurich launch a pilot project for a national public authorities news service. The service will gather information from federal, cantonal and local authorities and may later be incorporated into the federal eGovernment portal '[www.ch.ch](#)'. The project will be known as 'News Service Schweiz'.
- ▶ In *September 2006*, the [Federal Strategy Unit for IT](#) (FSUIT) and the electronic services initiative [eVanti.ch](#) publish guidelines for eGovernment. These are practice-oriented and contain a large number of checklists. The guidelines describe how to implement an effective eGovernment strategy in a single administration, while remaining within the context of Switzerland's eGovernment standards and strategy.

During the same month, the Swiss Federal Council adopts a regulation for the trial introduction of biometric passports. New Pass 06 passports, containing electronically-stored biometric data, are to be offered as an alternative to the current 'Pass 03' passports in selected regions.

- ▶ An official report adopted in *May 2006* sets out measures to keep Switzerland's tradition of direct democracy in step with modern developments. The country's Federal Council sees the gradual introduction of eVoting as one way of keeping up with such developments.

2005

- ▶ The Swiss federal government encourages citizens to apply for a machine-readable passport before *26 October 2005*. Passports issued after this date will include biometric data, have five year validity and cost twice as much.
- ▶ In *April 2005*, 'eGov Mondays' are introduced and coordinated by the [Cantonal Directors' Conference](#) to help promote information exchange between those responsible for eGovernment at a cantonal level.
- ▶ A survey is published in late *February 2005* by IT services company [Unisys](#) and the [Bern University of Applied Sciences](#) reveals a strong demand for eGovernment in Switzerland. However, the current service offer remains relatively under-used, either because it does not match citizens' expectations, or because users are unaware of its existence.
- ▶ Following recent legislation, the **electronic signature** in Switzerland acquires the same status as a handwritten signature for the purpose of contracts and business transactions as of *1 January 2005*.

2004

- ▶ In *September 2004*, voters in four municipalities in the State of Geneva become for the first time able to **vote online** in a federal referendum. About 22 % of the voters from the municipalities of Anières, Cologny, Carouge and Meyrin cast their vote online.

The Swiss Government approves a five-year pilot project facilitating citizens travelling to the United States to request a **biometric passport**. Under the pilot project expected to last until 2010, Swiss citizens who require a biometric passport will be issued with a new high-tech travel document on a voluntary basis.

- ▶ In *July 2004*, the Swiss eGovernment standards agency [eCH](#) adopts version 1.1 of SAGA.ch as the norm for Swiss eGovernment. SAGA.ch (Standards and Architectures for eGovernment-Applications in Switzerland) contains technical directives and standards which aim to ensure interoperability among the different IT systems of the Swiss Public Administration.
- ▶ A survey is published in *March 2004* by the [Bern University of Applied Sciences](#) and IT company [Unisys](#) reveals that, even though there is a strong demand for eGovernment in Switzerland, many citizens are either unaware of the currently available eServices or deterred by persisting privacy and security concerns.
- ▶ The IT Council of the Swiss Confederation adopts at the end of *February 2004* version 1.0 of the Federal Administration's Open Source Software (OSS) strategy, which considers Linux as a future potential standard operating system for the desktop.

2003

- ▶ In *September 2003*, the [eVanti.ch](#) project is launched, aiming at better coordinating the Internet activities of Switzerland's vast patchwork of cantons and communes. The project aims to foster exchange and standardisation between layers of government in order to enable a faster deployment of more eGovernment applications in a cost-efficient way.
- ▶ In *June 2003*, the Swiss House of Representatives approves proposals to give contracts sealed with an **electronic signature** the same legal status as written ones. Under the proposed law, the parties to an electronic contract would have to be clearly identified by a set of digital codes.
- ▶ In *March 2003*, the Centre of Excellence for Electronic Government of the University of St. Gallen publishes the first comprehensive survey of eGovernment at all three levels of the Swiss Public Administration. The survey shows that there is only a small amount of services being offered and that Swiss eGovernment projects often suffer from lack of adequate management, attributed to an absence of clear objectives and strategy.
- ▶ For the first time in Swiss history, voting is carried out on the Internet at a local poll. Between *14-19 January*, residents of the Geneva suburb of Anières cast their **vote electronically** by post or ballot box on whether or not to spend public money on renovating a building for a restaurant.

2002

- ▶ In *February 2002*, the first version of the eGovernment strategy is adopted by the Federal Council.

eGovernment Strategy

Main strategic objectives and principles

eGovernment Strategy Switzerland (2007-present)



The ongoing '[eGovernment Strategy Switzerland](#)' was adopted in close cooperation with the cantons and the municipalities on 24 January 2007, and amended in May 2009 to serve as the national strategy in the domain. It constitutes the basis for the Confederation, the cantons and the municipalities to orient their efforts toward common goals. The aim of the strategy is to

enable both businesses and the population to carry out important transactions with the authorities electronically. The authorities in turn are called upon to modernise their business processes and to communicate electronically with each other.

The strategy pursues three **objectives**, listed below in order of importance:

- ▶ The business community should conduct the administrative procedures with the authorities electronically.
- ▶ The authorities should modernise their business processes and deal with each other electronically.
- ▶ The population can conduct important - frequent or complex - administrative procedures with the authorities electronically.

This strategy has been put into effect by means of specific projects. These are included in a periodically updated catalogue of [prioritised projects](#) (last updated: 5 October 2013), structured along two **lines of action**:

▶ **Prioritised services:**

Public services for priority implementation are to be selected on the basis of a favourable cost-benefit ratio when provided electronically. At this point priority is given to services like: Company start-ups, customs clearance of goods, processing of public tenders, electronic voting, Agricultural Sector Administration, a VAT portal, among other services.

▶ **Prioritised prerequisites:**

Legal, procedural, organisational and technical prerequisites to offering services have to be fulfilled before entering operation. Processes have to be harmonised and infrastructures made available either centrally or jointly. These include: legal foundations, uniform business identifier, harmonisation of registers and service for electronic forms, among other prerequisites. The strategy for achieving the objectives is based on seven **core principles**:

- Orientation on services and processes
- Focus on a small number of priorities, oriented to the needs of the target groups and not to technical possibilities
- Transparency and commitment
- Innovation thanks to federalism

- Savings thanks to multiple usage and open standards
- Access for all
- Support of the decision makers.

The implementation of the strategy is decentralised but coordinated under the supervision of a Steering Committee and a Programme Office. An Advisory Board assists these two bodies as well as the lead organisations for the implementation projects. The organisational structure of these coordination bodies is set out in the [Framework Agreement on eGovernment Cooperation of the Confederation and the cantons](#).

Swiss eGovernment Architecture project (eGovCH)

The implementation of '[eGovernment Strategy Switzerland](#)' is supplemented by the [Swiss eGovernment Architecture project](#) (eGovCH), which develops standards and architectures to promote electronic cooperation across administrations in the country at all levels. The project evolves along four **axes**, namely:

- ▶ **Standardisation instruments**, such as the Swiss eGovernment standards agency [eCH](#), which creates and promotes eGovernment standards throughout Switzerland.
- ▶ **Reference architectures**, which facilitate the work of planners and implementers of eGovernment solutions.
- ▶ **Standardisation for eGovernment** which evolves in two **directions**:
 - [eCH-0014 "SAGA.ch"](#) defining technological standards and basic architectures for applications in Switzerland;
 - [eCH-0018: XML Best Practices](#) which describes how XML schemes can be created for use in Swiss eGovernment.
- ▶ **Instruments for Strategic IT Planning**, such as the eCH-0015: Inventory of Official Processes.

Roadmap eGovernment Switzerland

The [Roadmap eGovernment Switzerland](#) was prepared by the Programme Office and it has been adopted by the Steering Committee on 19 November 2013. It is the strategic planning instrument of the eGovernment Strategy Switzerland. In particular, it contains the most important project phases and milestones of implementation planning for each project over the entire period of the Strategy.

Framework Agreement on eGovernment Cooperation in Switzerland (2007-2015)

The '[Framework Agreement on eGovernment Cooperation in Switzerland](#)' governs the common approach taken by the Confederation, the cantons, and the communes (municipalities) in the implementation of the '[eGovernment Strategy Switzerland](#)' originally for the period 2007-2011.

The Steering Committee identified strategic areas intended to give fresh impetus to eGovernment at a meeting on 7 March 2011 in Bern. It called upon all levels of government to further strengthen management, to focus on selected projects and to achieve better collaboration. These strategic areas will constitute the basis for the renewal of the

framework agreement. The renewed framework agreement came into force on 1 January 2012 and is valid until the end of 2015.

Previous eGovernment Strategies

Federal Administration's ICT strategy (2007-2011)

The [Federal Administration's ICT strategy](#) was developed during 2006 by the Federal Strategy Unit for IT (FSUIT) (present-day [Federal IT Steering Unit - FITSU](#)). The **purpose** is to demonstrate how ICTs should be used to assist the Federal Administration's functions until 2011. A binding action framework is defined comprising responsible authorities, strategic directions and objectives. The ultimate **aim** is that the ICT Strategy acts as the implementing instrument of the eGovernment strategy at federal level. The [Federal Office of Communications \(OFCOM\)](#) plays a crucial **role** in the development of the national ICT policies, namely the Federal Council's [ICT strategy](#), which aims to increase prosperity in Switzerland, guarantee sustainability and improve the country's attractiveness as a business location.

Service-Oriented Architecture (SOA) 2008-2012

The '[Service-Oriented Architecture \(SOA\) 2008-2012](#)' is one of the 'partial strategies' within the Federal Administration which serve to further specify areas within the broader ICT strategy. It aims to identify and make available:

- ▶ the most important services needed to realise eGovernment applications;
- ▶ the organisational and technical prerequisites (preconditions) for the provision and multiple use of services.

Implementation is based upon a list of verifiable goals and is coordinated by the [Federal SOA programme](#) under the direction of the [Federal Strategy Unit for IT](#). Progress reviews are annual.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no overall eGovernment legislation.

Freedom of Information Legislation

[Freedom of Information in the Administration Act \(2004\)](#)

This Act seeks to promote transparency with regard to the mandate, organisation and activities of the Administration. To this end, it contributes to informing the public by ensuring access to official documents. It was passed by the Federal Assembly on 17 December 2004 and came into force in July 2006.

However, the Act does not apply to a number of institutions, notably: the Swiss National Bank, the Federal Banking Commission, the Federal Assembly, Parliamentary Commissions and the Federal Council. Moreover, the Federal Assembly can also effectively withdraw from the obligations of the Law if the mandates of particular administrative units or organisations require it, or in case damage is caused to their competitive position, or in case their tasks are deemed to be of minor importance.

Data Protection/Privacy Legislation

[Federal Act on Data Protection \(2002\)](#)

The Act, approved on 19 June 1992 and entered into force on 1 July 1993, aims to protect the privacy and the fundamental rights of persons when their data is processed. It applies to the processing of data pertaining to natural persons and legal entities by federal bodies and private persons.

For the first time in Switzerland, the public and private sectors are subject to the same rules. In the public sector, the Act only covers the activities of authorities at federal level. However, the majority of Swiss cantons have introduced similar legislation to govern public sector data collection and processing in their respective localities. The Swiss law was granted adequacy approval by the EU in 2000.

[Ordinance of the Federal Department of Finance on Electronic Data and Information \(2009\)](#)

This Ordinance regulates the technical, organisational and procedural requirements concerning the evidential value and control of data and information (electronic data) produced electronically or in a comparable manner in accordance with Articles 122–124 of the [VAT Ordinance \(VATO\)](#) of 27 November 2009.

eSignatures Legislation

[Federal Law on Certification Services in the Area of Electronic Signature \(2003\)](#)

The Law, which came into force on 1 January 2005, defines the conditions under which providers of certification services can be recognised on a voluntary basis, and regulates their activities in the field of electronic certificates. It also lays down the requirements that must be fulfilled by an electronic signature to achieve the same status as its hand-written alternative. Additionally, it regulates the question of responsibility on the part of the certification service providers, approving bodies and the owners of signature keys.

The law is supplemented by [regulatory provisions](#):

- ▶ Ordinance on certification services in the area of the electronic signature (2004) stipulates the obligations under which acknowledged certification service provider is placed.
- ▶ Ordinance on electronic transmission in administration processes (2008) regulates the conditions for electronic data input at the confederation's administrative authorities and for the electronic opening of dispositions issued by these authorities.
- ▶ Ordinance on electronically transmitted data and information (2007) stipulates that a crucial prerequisite for the paperless exchange of data relevant to value-added tax is that this data must be signed electronically (advanced electronic signatures are sufficient for this purpose).

The above-mentioned ordinances are compatible with the legal regulations of the European Union.

eCommerce Legislation

Current status

There is no specific law for eCommerce; aspects of eCommerce are covered by the [Federal Law on Certification Services in the area of Electronic Signature \(ZertES\)](#). As a result, eCommerce operations in Switzerland can be legally complicated and require specialised legal assistance.

Communications Legislation

[Federal Telecommunications Law \(2006\)](#)

The Law was originally adopted on 30 April 1997 and subsequently amended by the Federal Assembly on 24 March 2006 before entering into force on 1 April 2007. Amendments included the Law itself and the adoption of the [Radio and Television Act](#) in 2006. The new Law paves the way for liberalisation of a market-dominant telecommunications service provider's 'last mile' monopoly on telecom connections to retail customers and improves consumer protection, particularly in the areas of mass electronic advertising (spam) and added-value services. Furthermore, it defines the modalities and forms of access of the service provider's 'last mile'.

[Ordinance on Telecommunications Services \(2007\)](#)

The Ordinance, adopted on 9 March 2007 and gained status as of 1 January 2010, sets out the general provisions on telecommunications services. Among others, it comprises articles

that regulate the scope of the telecommunications service, the right to connect to telecommunications terminal equipment, price transparency and tariffs for international roaming. In addition, it makes special reference to the universal service licence, its obligations and financing.

eProcurement Legislation

[Ordinance on Public Procurement \(2007\)](#)

The public procurement ordinance came into force on 1 January 2007 and includes provisions for electronic public procurement. A revised version was approved by the Federal Council on 18 November 2009 and entered into force on 1 January 2010. The [eProcurement Technical Committee](#) oversees application of eProcurement procedures according to article 18 of the ordinance.

Re-use of Public Sector Information (PSI)

Current status

Provisions of the EU directive on the re-use of PSI ([2003/98/EC](#)) are covered by the [Freedom of Information in the Administration Act](#) and the [Federal Act on Data Protection](#).

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Steering Committee

A Steering Committee is comprised of high-ranking representatives from the Confederation who are tasked with setting the eGovernment Strategy. It is supported by the eGovernment Switzerland Programme Office, which is part of the Federal IT Steering Unit (FITSU) and is responsible, among other duties, for preparing the agenda items of the Steering Committee and the Advisory Board.

Federal IT Council (FITC)

The FITC is the consultative body for the FITSU on ICT business requiring consultation with the departments and the Federal Chancellery, especially for the issuing of specifications and the approval of exceptions concerning compliance with such specifications.

Coordination

Programme Office of eGovernment Switzerland

The Programme Office is the administrative unit of the Steering Committee, which is contained within the Federal IT Steering Unit (FITSU) and is responsible for coordinating the implementation of the eGovernment strategy.

Interdepartmental Information Society Committee (IISC)

IISC is mandated to coordinate the realisation of the objectives of the national strategy for the information society in Switzerland as well as its implementation efforts. The administrative unit of the IISC, the Information Society Coordination Service, is part of the [Federal Office of Communications \(OFCOM\)](#).

Implementation

Steering committee

The Steering Committee is responsible for the implementation of the eGovernment Strategy, in particular for the elaboration of laws pursuant to article 6 of the '[Framework Agreement on eGovernment Cooperation in Switzerland](#)'. Furthermore, it decides on updated planning and implementation instruments, and periodically reviews the progress of implementation.

Advisory Board

The Board advises the Steering Committee, the Programme Office and the organisations in charge of the implementation projects on legal, technical and organisational issues. It also reviews the technical aspects of the upcoming agenda items and projects, and it issues recommendations to the Steering Committee. The board is composed of a maximum of nine experts from administration, the private sector and academia.

Project leader organisations

The project leader organisations are the driving force for the implementation of the Swiss eGovernment strategy. They are ultimately responsible for carrying out the [prioritised projects](#), as defined within the '[Framework Agreement on eGovernment Cooperation in Switzerland](#)'. It appoints suitable organisations to lead the projects. Candidate organisations are those which are responsible for the implementation of the projects as part of their normal activities, which have undertaken preparatory work relating to the strategy, have the necessary resources and are accepted by everyone involved.

Support

[Federal IT Steering Unit \(FITSU\)](#)

FITSU coordinates cooperation between the Confederation, the cantons and the communes in the field of eGovernment, and manages the Reporting and Analysis Centre for Information Assurance (MELANI).

[Swiss IT Conference \(SIK/CSI\)](#)

The Swiss IT Conference is an ICT inter-cantonal advisory organisation whose members are public bodies, federal enterprises, institutions and IT organisations of various public administrations. It aims at strengthening cooperation between these bodies in the area of ICT and eGovernment. In particular, it promotes the systematic sharing of all types of information, experience and basic principles.

[Swiss eGovernment Architecture Community \(SEAC\)](#)

SEAC brings together industry, government authorities and academia, and aims to set guidelines for next-generation IT architectures in the Swiss public sector. It is tasked with supporting, among other targets, the electronic handling of all communications between businesses and public bodies, as well as the electronic information exchange among public bodies.

[Federal Office of IT, Systems and Telecommunications \(FOITT\)](#)

FOITT is a key provider of information technology and telecommunications services to the Swiss Federal Administration. Its main role is to ensure that communications equipment and IT applications within the Administration function optimally. As required by the IT Council, it also provides interdepartmental services to the entire Federal Administration, particularly in the areas of Internet access and messaging, SAP, operational security and telecommunications.

[eCH](#)

eCH is an association that adopts and promotes eGovernment standards in Switzerland. In adopting such standards, it facilitates electronic cooperation among government bodies (G2G), between government bodies and citizens (G2C), private businesses (G2B), organisations and the scientific community. Membership is comprised of federal entities, cantons, municipalities, organisations, universities, businesses and private individuals.

[ePower](#)

The parliamentary initiative 'ePower for Switzerland' aims to develop the potential of ICT in Switzerland. Through the collaboration of leading representatives from politics, the private sector, Public Administration and the scientific community, the objective is to engage politicians in the promotion of ICT and to raise public awareness of its significance.

Audit/Assurance

[Swiss Federal Audit Office \(SFAO\)](#)

SFAO is the supreme supervisory body of the Confederation. It supports the Federal Assembly and the Federal Council and is independent and bound only by the Federal Constitution and the law. It scrutinises the financial conduct of the Federal Administration and that of numerous semi-government bodies and international organisations.

Data Protection

The Federal Data Protection and Information Commissioner (FDPIC)

FDPIC is the supervising authority established by the [Federal Act on Data Protection](#) and is administratively affiliated to the Chancellery. It supervises and advises federal, cantonal and private bodies, gives opinion on draft legislation, informs the public and maintains and publishes the Register for Data Files. Furthermore, it verifies the implementation, effectiveness and cost of the [Transparency Law](#), and submits a report to the Federal Council on a regular basis.

Regional & Local eGovernment

Policy/Strategy

Steering Committee

Two of the three high-ranking representatives within the Steering Committee which are tasked with laying down the eGovernment Strategy act for the cantons and the communes (municipalities).

Coordination

Conference of the Cantonal Governments (CCG)

CCG comprises the cantonal governments and encourages cooperation in the cantons' field of competence, as well as federal matters relevant to the cantons. Its more general role is to coordinate availability of relevant information to the cantons, such as the implementation of the eGovernment Strategy until late-2011. CCG is regularly informed of such efforts through the cantonal representatives on the Steering Committee.

Implementation

Cantonal Directors' Conference

The Cantonal Directors' Conference comprises the heads of the Chancelleries of the Confederation, the cantons and the Principality of Liechtenstein. It provides basic services to help its members fulfil their role in an increasing complex environment. As most cantons assign responsibility for eGovernment to the State Chancellery, this body is of particular significance in eGovernment implementation in Switzerland.

Support

Swiss IT Conference (SIK/CSI)

The Swiss IT Conference fosters exchange of knowledge and experience in ICT throughout the cantons and the communes (municipalities).

Audit/Assurance

Cantonal audit offices

The cantons are responsible for their own finances and procedures and have their own audit offices. The Federal Office can only deal with audits regarding federal funds towards the cantons.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[Swiss portal](#)

The Swiss portal 'ch.ch' is the national gateway to Switzerland. It is the country's electronic business card and the main point of access to online information from the federal government, the cantons and local authorities in French, German, Italian, Romansh and English. The portal is sub-divided according to target groups and provides subject-based access, via a single interface, to the entire information and services offering of all government levels. In addition to dossiers on key subjects and topical news, it offers a pan-Swiss directory of administrative authorities and its own search facility.

All official transactions and services of the federal administration, all the cantons and municipalities are linked to 'ch.ch'. On 14 March 2013, Danielle Gagnaux, the chancellor of Fribourg canton and André Simonazzi, the Federal Council spokesman, launched a revamped version of the ch.ch portal, which provides a quick way of finding information about the confederation, cantons and communes.

[Swiss federal authorities portal](#)

The portal 'admin.ch' serves as an entry point to all necessary information concerning Switzerland's federal authorities and their functions. It contains direct links to the seven government departments and their affiliated federal offices, to the Federal Chancellery, to Parliament and to the federal courts.

[SME portal](#)

The portal 'sme.admin.ch' provides a wealth of information and online tools for SMEs ranging from the start-up phase and succession planning to business management. The platform enables approximately 3 800 entrepreneurs on a yearly basis to set up a business online. Furthermore, it provides guidance and advice to the business community, as well as electronic applications with practical examples of business practices.

[Debt enforcement portal](#)

The debt enforcement portal enables creditors (with residence in Switzerland) who wish to initiate debt enforcement proceedings to fill out a debt collection request online and to find the competent cantonal or communal debt collection office. The portal guides users on the procedural steps to be followed in filing their debt collection request. Once the procedure is performed, the relevant office then issues the summons to the debtor.

[Simap.ch](#)

Simap.ch is a platform to facilitate public eProcurement which is shared by the federal government, cantons and communes. It offers a simple procedure for public contract-awarding authorities to post their tenders and, if need be, any relevant tender documents. Bidders and companies interested are given an overview of all existing contracts across

Switzerland and can download both the tenders and tender documents. They can ask any questions they may have directly on a question/answer forum on the portal.

Network

[Federal Office of Information Technology, Systems and Telecommunication](#) (FOITT) intranet

The [Federal Office of Information Technology, Systems and Telecommunication](#) (FOITT) operates more than 4 000 servers and 1 000 software applications for the Confederation and third parties, as well as a round-the-clock carrier network for the Administration and organisations affiliated to it. Various - partly encrypted - virtual private networks (VPNs) are operated on this carrier network. Overall, FOITT serves nearly 1 900 locations in Switzerland and 183 locations worldwide. In addition, it is responsible for networking the cantons and the Principality of Liechtenstein. [FOITT's intranet](#) offers a wide range of information to authorised users, namely federal and cantonal administrative staff.

eIdentification/eAuthentication

[ID cards](#)

Until further notice, the Swiss ID card will continue to be issued in the form of a plastic photocard, that is, without a chip or electronically stored data. A decision is expected by the Federal Council on whether a Swiss ID card will require a chip.

[SuisseID](#)

The SuisseID, available as a smart card or USB token, is the first standardised concept to provide an electronic proof of identity in Switzerland, supporting both a legally binding electronic signature as well as a method for secure authentication. Transactions can be carried out by private individuals and employees of businesses, or by businesses themselves allowing transactions to be simply conducted at any time over the Internet.

The SuisseID ensures maximum security of transactions while allowing significant time savings. It comprises the following three elements:

Electronic proof of identity

Facilitates participation to all electronic services requiring a secure identification of users/customers.

Qualified electronic signature

Facilitates the electronic signing of documents. Digital signatures cannot be counterfeited and, by law, they are equivalent to traditional signatures.

Transparency regarding business-relevant personal attributes

Persons listed in professional (or other) registers and directories are able to substantiate unequivocally the correctness of these personal attributes to third parties.

[Biometric passports \(Model 10\)](#)

Switzerland only issues passports (Model 10) which contain biometric data and are machine-readable. They meet current international standards and feature a sophisticated anti-forgery design. Responsibility for the entire delivery process lies with the competent

commune units in the cantons of residence in Switzerland and the diplomatic and consular representations abroad.

Public Key Infrastructure (PKI)

On 1 January 2005, the legal regulations on the electronic signature (ZertES, VzertED and the corresponding amendments) entered into force. This means that the ZertES-compliant electronic signature is legally equivalent to a handwritten signature and anchors in law the accountability of the owner of the signing key with regard to its careful handling. Recognition of the respective certification service provider is confirmation that the certification service meets the requirements of the law. The [Federal Office of IT, Systems and Telecommunications \(FOITT\)](#) provides its 'admin PKI' solution, a security service basis for the Confederation and cantons. FOITT is now recognised by all cantons and by the Swiss Information Technology Conference (SITC) as the leading provider of digital certificates.

Swisscom Solutions AG has implemented the integration of qualified certificates into the customer portal of the [Swiss Official Gazette of Commerce \(SOGC\)](#). The Post Office operates the [IncaMail](#) platform, using it to launch the nationwide electronic registered letter and the corresponding 'electronic identity'. SwissSign provides the corresponding PKI.

Personal Civil Status Register

All civil status data is recorded using the electronic Personal Civil Status Register (INFOSTAR). Persons whose civil status data has not been transferred to INFOSTAR are issued a printed copy from the traditional family register (family registration certificate). Persons whose data is recorded in INFOSTAR receive a registered civil status document. INFOSTAR automates and connects the civil registry offices throughout Switzerland. The informatics service centre (ISC) of the [Federal Department of Justice and Police](#) maintains and operates INFOSTAR.

eProcurement

National eProcurement platform

The aim of the electronic platform 'simap.ch' is to facilitate business relations between the contract-awarding authorities, the bidders and the public sector, as well as to provide related services such as information, consultancy and training. It enables the carrying out of the entire procurement process from tender notices to the announcement of a contract award in a seamless manner. It is shared among the federal government, cantons and municipalities in order to cover a wide range of public procurement purposes. To this end, the site offers among other services: facilities to post forms for invitations to tender; functionality to upload/download of tendering documentation; advanced search functions for publications; and a Q&A forum.

Thanks to this platform, bidders and businesses alike can quickly obtain all relevant information about calls for tenders at national level. Furthermore, it promotes the harmonisation of public procurement across Switzerland.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility: Federal Tax Administration, Federal Department of Finance; Cantonal Government

Website: <http://www.efd.admin.ch/>; <http://www.getax.ch>

Description: The tax declaration is aided by a downloadable software application which facilitates completion and can be submitted by individuals. Federal and local taxes exist. At cantonal level, the Geneva site is given above as an example.

2. Job search services by labour offices

- Responsibility: Federal Department of Economic Affairs, Federal Personnel Office
- Website: <http://www.jobarea.ch>; <http://www.epa.admin.ch>
- Description: Online databases with job offerings and search facilities are available for both the private and public sectors, with multilingual support and connection to the European Mobility Portal (EURES).

3. Social security benefits

a. Unemployment benefits

- Responsibility: Federal Department of Home Affairs
- Website: <http://www.edi.admin.ch/themen/00384/index.html?lang=en>
- Description: Information about unemployment benefits; forms to download and submit manually.

b. Child allowances

- Responsibility: Federal Department of Home Affairs
- Website: <http://www.edi.admin.ch/>
- Description: Information about child allowances; forms to download and submit manually.

c. Medical costs (reimbursement or direct settlement)

- Responsibility: Federal Department of Home Affairs, cantons and communes
- Website: <http://www.edi.admin.ch/>; <http://www.ch.ch/>
- Description: Information about medical costs reimbursement through social security; forms to download and submit manually.

d. Student grants

- Responsibility: State Secretariat for Education and Research, Federal Department of Home Affairs
- Website: <http://www.sbf.admin.ch/>; <http://www.ch.ch/>
- Description: Information about procedures on applying for grants (second address); forms to download and submit manually, at cantonal and Federal levels.

4. Personal documents: passport and driver's licence

a. Passport

- Responsibility: 'Passeport Suisse', Federal Office of Police, individual cantons and communes
- Website: <http://www.schweizerpass.admin.ch/>; <http://www.avullyweb.ch/>
- Description: Switzerland issues biometric passports ('Pass 10') which feature an electronic chip containing the holder's facial image and two digital fingerprints, in addition to personal data. Responsibility for the entire delivery process lies with the competent commune units in the cantons of residence in Switzerland and the diplomatic and consular representations abroad. Information on documents needed and forms to download are available online for each canton and corresponding commune of

residence.

b. Driver's licence

Responsibility: Federal Department of the Environment, Transport, Energy and Communications, Road Traffic Offices of cantons

Website: <http://www.uvek.admin.ch>

Description: Forms to download and submit manually to the Road Traffic Offices of the cantons to obtain a license.

5. Car registration (new, used, imported cars)

Responsibility: Federal Department of the Environment, Transport, Energy and Communications, Road Traffic Offices of cantons

Website: <http://www.uvek.admin.ch>

Description: Information and forms to download and submit to the Road Traffic Offices of the cantons.

6. Application for building permission

Responsibility: Federal Department of the Environment, Transport, Energy and Communications

Website: <http://www.uvek.admin.ch>

Description: Information and forms to download and submit to local offices of the cantons.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Federal Office of Police

Website: <http://www.fedpol.admin.ch/>

Description: Information and forms to download and submit manually to local police stations.

8. Public libraries (availability of catalogues, search tools)

Responsibility: Federal Department of Home Affairs, Swiss National Library

Website: <http://www.ch.ch/>; <http://www.ichschweiz.ch/>

Description: Switzerland has many public libraries, ranging from city, communal and cantonal libraries to university and specialised libraries and to the Swiss National Library. Numerous online catalogues can be accessed for book searches. Library associations provide the opportunity to carry out city and university-wide searches. The [BibliOpass](#) network includes the [National Library](#) and the [Swiss Libraries Virtual Information System](#) which provide similar facilities. Books and other media can for the most part be ordered or reserved online and then checked out at the loan desk.

9. Certificates (birth, marriage): request and delivery

Responsibility: Registry Office of the commune

Website: <http://www.ch.ch/>; <http://www.ch.ch/private/>

Description: Information is available online at the national portal which leads to pages of the communes where instructions and downloadable forms are available to obtain a birth or marriage certificate in a non-electronic manner.

10. Enrolment in higher education/university

Responsibility: State Secretariat for Education and Research, Federal Rectors Conference of the Swiss Universities

Website: <http://www.sbf.admin.ch/>; <http://www.crus.ch>

Description: Description of application procedures to start the non-electronic submission process for enrolment.

11. Announcement of moving (change of address)

Responsibility: Residents' Registration Office at commune

Website: <http://www.ch.ch/private/>

Description: Information and some facilities (according to the commune) to obtain the paper form to officially announce a change of address in a non-electronic way. Notification must be made to both departure and arrival registration offices.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Federal Department of Home Affairs

Website: N/A

Description: There is no online information for such a service.

eGovernment Services for Business

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility: Federal Social Insurance Office

Website: <http://www.bsv.admin.ch>

Description: The service provides forms which can be downloaded, completed and submitted on paper but not online.

2. Corporate tax: declaration, notification

Responsibility: Federal Tax Administration, Federal Department. of Finance; Cantonal Government

Website: <http://www.efd.admin.ch/>; <http://www.getax.ch/>

Description: The tax declaration is aided by a downloadable software application which facilitates completion and can be submitted on paper but not online by businesses. Federal and local taxes exist. At cantonal level, the Geneva site is given above as an example.

3. VAT: declaration, notification

Responsibility: Federal Tax Administration, Federal Department of Finance

Website: <http://www.estv.admin.ch>

Description: The tax declaration is aided by a downloadable software application which facilitates completion of forms that can be submitted by businesses on paper but not online.

4. Registration of a new company

Responsibility: Federal Government, Commercial Registry

Website: <http://www.kmu.admin.ch/>

Description: The setting up, registration and dissolution of a business can be performed online through this dedicated website available in French, German and Italian. The registration at the Commercial Registry (<https://www.shab.ch>) is compulsory and can be performed online.

5. Submission of data to statistical offices

Responsibility: Swiss Federal Statistical Office

Website: <http://www.bfs.admin.ch>

Description: Enterprises are able to submit statistical data online.

6. Customs declarations

Responsibility: Swiss Federal Customs Administration

Website: <http://www.ezv.admin.ch>

Description: The service provider offers the possibility of an electronic intake with an official electronic form to declare customs, under the Swiss Customs' Model 90 System (M90). The Federal Customs Administration has diverse form-based and IT-based solutions for the import, transit, and export of goods.

7. Environment-related permits (incl. reporting)

Responsibility: Federal Department of the Environment, Transport, Energy and Communications

Website: <http://www.uvek.admin.ch>

Description: The site offers the possibility to download the paper form to obtain an environment-related permit in a non-electronic way. Applications are handled locally at canton and municipality levels.

8. Public procurement

Responsibility: Federal Department of Finance, Federal Procurement Commission

Website: <http://www.bbl.admin.ch/>; <https://www.simap.ch/>

Description: Case handling, decision and delivery of a standard procedure to tender can be treated via the web. No other formal procedure is necessary for the applicant through 'paperwork'. A Competence Centre is also available for assistance.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

More on the programme:

<http://ec.europa.eu/isa/>

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