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eGovernment in Iceland

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eGovernment in Iceland, February 2016, Edition 13.0

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 329.100 inhabitants (2015)

GDP at market prices: 12,846 million Euros (2014)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 119 (2014)

GDP growth rate: 1.8% (2014)

Inflation rate: 0.3% (2015)

Unemployment rate: 4.0 % (2015)

General government gross debt (Percentage of GDP): No data available

General government deficit/surplus (Percentage of GDP): No data available

Area: 103,000 km^2

Capital city: Reykjavik

Official EU language: Icelandic

Currency: ISK

Source: Eurostat, Statistics Iceland (last update: 09 February 2016)

Political Structure

Iceland is the most sparsely populated country in Europe with an average of approximately three inhabitants per square kilometre. Independent for over 300 years, it was subsequently ruled by Norway and Denmark. Limited home rule from Denmark was granted in 1874 and complete independence attained in 1944. Literacy, longevity, income, and social cohesion are first-rate by world standards.

Iceland is a **republic**, has a written constitution and a parliamentary form of Government. The President of Iceland is elected by direct popular vote for a four-year term, with no term limit. Most executive power rests with the Government, which is elected every four years in separate elections.

Iceland boasts the world's oldest functioning legislative assembly, the *Althingi*, established in 930 AD. The *Althingi* is a unicameral legislative body (Parliament) consisting of 63 members, elected from six constituencies for a four-year term on the basis of proportional representation. Its Members jointly hold legislative as well as fiscal powers. Anyone who is eligible to vote, with the exception of the President and the judges of the Supreme Court, can be elected. After every election, the President grants one of the parliamentary leaders of the political parties the authority to form a cabinet, usually beginning with the leader of the largest party. If s/he is not successful, the President will summon another political party leader to form a Government.

Judicial power lies within the Supreme Court or Hæstiréttur and eight district courts. Justices are appointed for life by the Minister of Justice.

There are eight administrative regions, namely Austurland, Höfuðborgarsvæði, Norðurland eystra, Norðurland vestra, Suðurland, Suðurnes (formerly Reykjanes), Vestfirðir and Vesturland.

Iceland is a member of the European Free Trade Association (EFTA) and the European Economic Area (EEA).

Head of State: President Ólafur Ragnar Grímsson (since 1 August 1996/re-elected in 2000, 2004, 2008 and 2012).

Head of Government: Prime Minister *Sigmundur Davíð Gunnlaugsson* (since 23 May 2013).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Iceland 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 Iceland
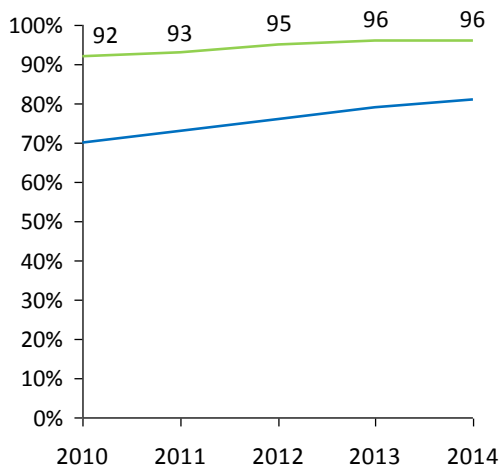
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Iceland
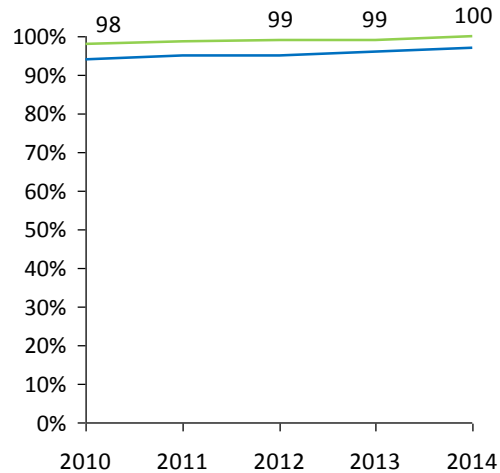
Source: Eurostat Information Society Indicators

— Iceland
— EU

Percentage of individuals using the internet at least once a week in Iceland
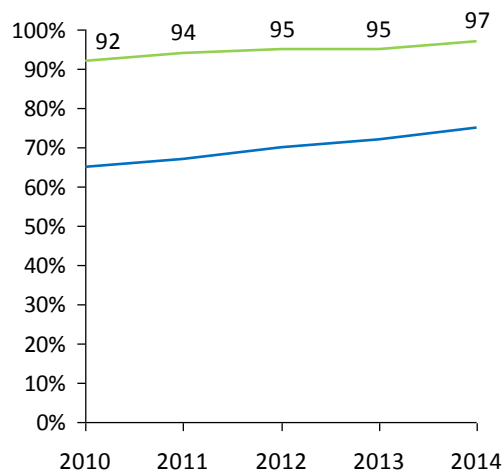
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Iceland
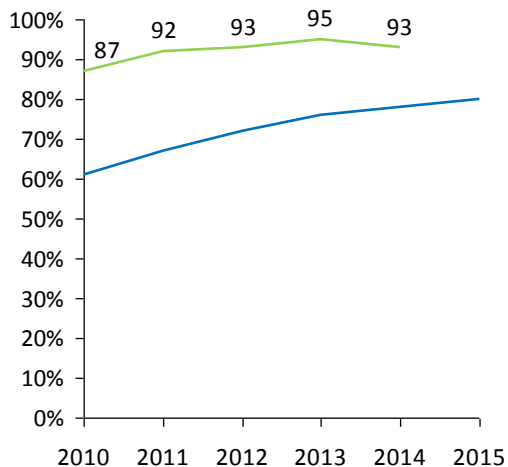
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Iceland

Source: Eurostat Information Society Indicators

— Iceland
— EU

Percentage of individuals having purchased/ordered online in the last three months in Iceland
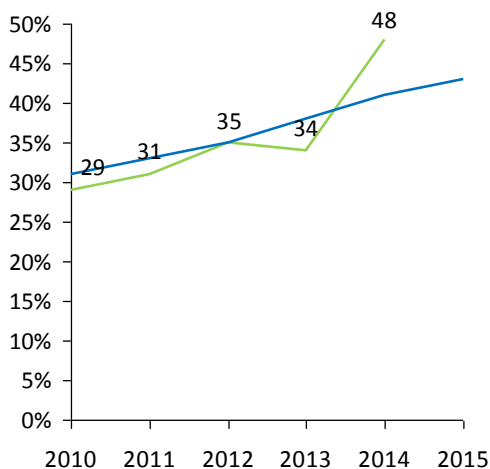
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Iceland
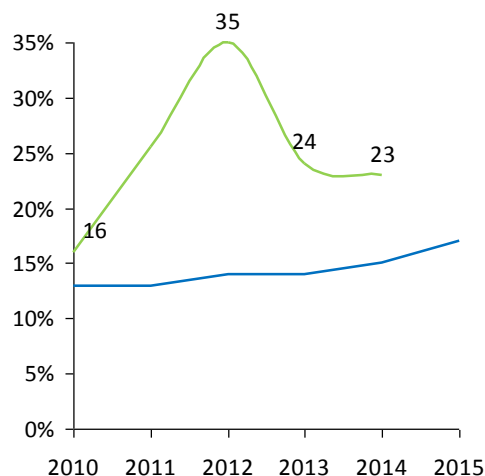
Source: Eurostat Information Society Indicators

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Iceland compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Iceland
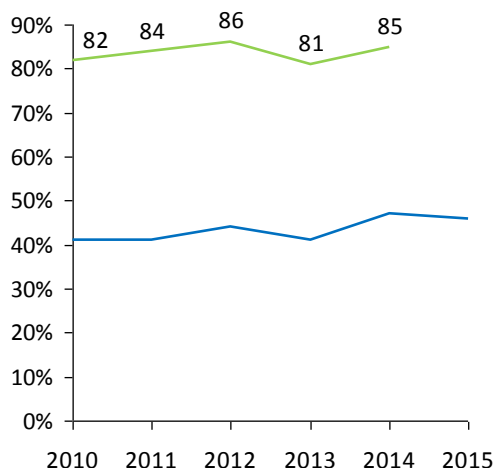
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Iceland
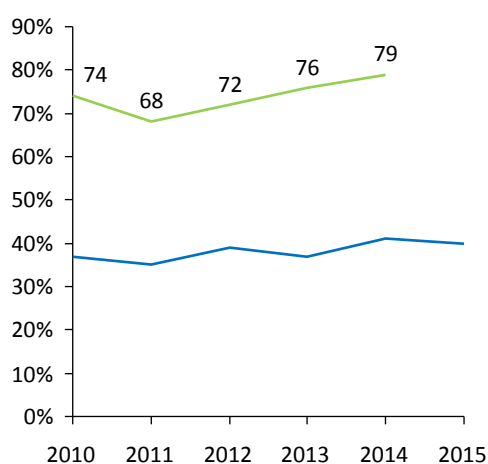
Source: Eurostat Information Society Indicators

— Iceland
— EU

Percentage of individuals using the internet for downloading official forms from public authorities in Iceland

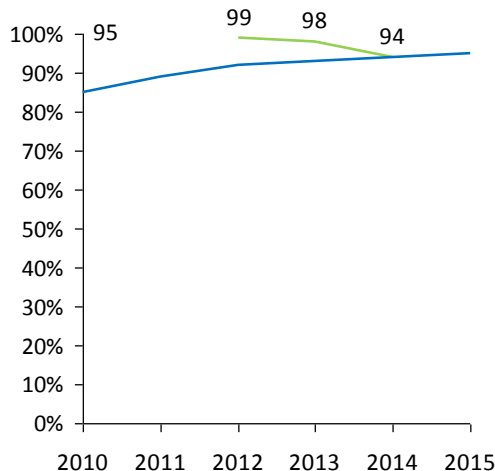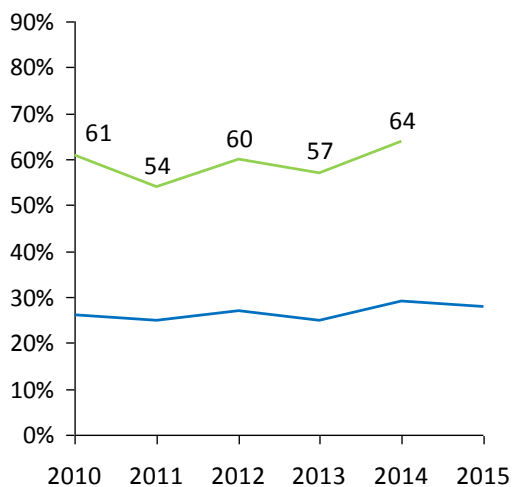Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Iceland
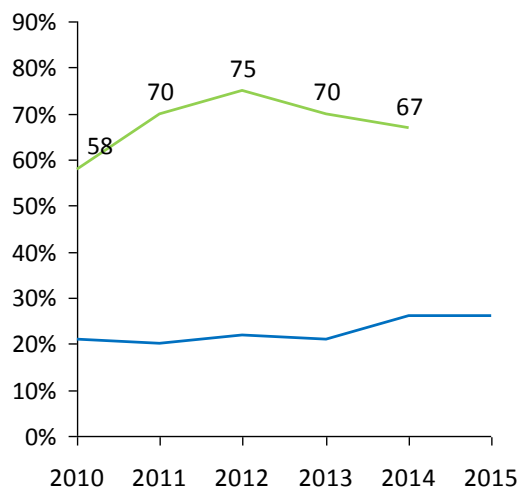
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark study[1], 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 Iceland compared to the EU average score.
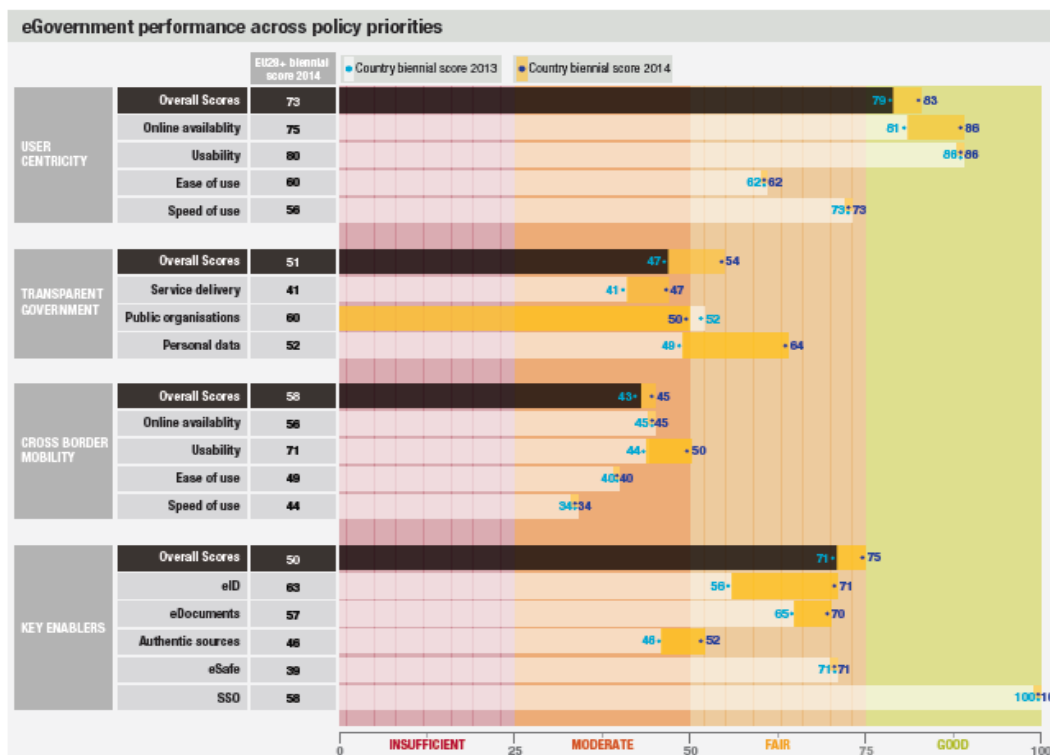
Source: eGovernment Benchmark Report 2015[2] Country Factsheet Iceland

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[1] eGovernment Benchmark Insight Report

[2] The latest version of country factsheet was published in June 2015, however it shall be noted that it summarizes the country's biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

Recent News

November 2015

In Iceland residents have the right to influence municipal administration. Residents can now, via a petition, demand a residents' referendum on specific issues or matters under consideration by the council. Likewise, the council can on its own announce a residents' referendum.

In transitional provisions approved by the Icelandic Parliament on March 15th 2013, it is stated that such referendums may, with specific authorization from the Minister of the Interior, be held electronically online with the use of an electronic electoral register. The stated purpose of the transitional provisions of this kind is to test and try new technologies for residents' referendums. The project would also be a precursor to still larger projects in this field.

In March 2015, Iceland carried out the first residents' referendum in the municipality Ölfus. Registers Iceland operates the voting system which is supplied by the Spanish company Scytl. Another residents' referendum was carried out in November 2015 in the municipality Reykjanesbær.

Secondly, also in November 2015, [Island.is](#) has released an interface for petitions. This means that people can set up petitions and sign them electronically and securely. The National Portal login service is used and names are validated against a predefined population. It is also be possible to collect names on paper and upload them to the system.

The petition system is supported by regulations from 29 January 2013 about signature collection for requests for citizens' referendums in the municipalities and signature collection for requests for public meetings in the municipalities.

September 2015

The sixth survey on official web-sites for local and central government (260 websites) in Iceland was launched. In the same time there was a special survey to estimate the security-status of official web-sites. Results have been presented to those responsible and webmasters.

July 2015

In July 2015, 12-page summary of Iceland's [new ICT security policy](#) (originally published in April 2015) has been published by the Iceland's Ministry of the Interior. In order to attain greater levels of resilience of Iceland's ICT infrastructure capacity building shall be targeted. Furthermore, country expects to collaborate on cyber security with other international organisations including United Nations, the Council of Europe, the European Union and the Organisation for Security and Cooperation in Europe.

April 2015

The Minister of the Interior released the Icelandic National Cyber Security Strategy for Iceland - for 2015–2026 and a three year Action Plan. The new strategy is also linked to a broader set of national policies and resolutions, e.g. on civil protection and public security, law enforcement and the information society.

The National Cyber Security Strategy addresses the need to protect critical infrastructure as well as response to growing cyber security threats. The Strategy outlines cyber security vision until 2026 and stipulates four main objectives:

1. Increased capacity to prevent and respond to cyber security threats

2. Increased resilience

3. Improved legislation in line with international commitments

4. Reliable law enforcement as regards cyber security.

Secondly, a new National portal login service (identification and authentication service) was opened in April 2015, replacing an older one from 2007. The portal runs under the auspices of the national portal island.is and is developed and operated by Registers Iceland. The portal offers three different means of logging in with different assurance levels:

- **IceKey**
- **Multi-factor IceKey (IceKey plus a code sent to a mobile phone)**
- **A digital certificate on a smart card or in a mobile telephone**

A rapidly growing number of Icelandic service providers, i.e. companies, organizations, municipalities and other public and private bodies, use the National portal login service. Their websites are logged into daily by tens of thousands of people in order to obtain individualized services. The service providers are responsible for choosing the lowest assurance level based on a risk analysis. Instructions can be found at island.is.

The National portal login service also offers the services of authorizing representatives. This means that a person authorized to represent you or your company, whether by means of an IceKey or a digital certificate, will be logging in by means of her/his own IceKey or digital certificate, and will never have any need for your own IceKey or digital certificate.

January 2015

In January 2015, 9 government institutions have opened access to several datasets in the central open data portal: opingogn.is .

Secondly, as of January 1st 2015, Iceland has switched to eInvoicing as resulting from the recommendations on electronic invoicing posed by the Iceland's Government Efficiency Group in 2013. Apart from electronic invoicing, it was also the adoption of electronic procurement that was recommended. Further details on the recommendations were published on the Prime Minister's Office website.

November 2014

A new release of the online-guidelines for official websites (state and municipal) was published. This new release includes new guidelines on how to increase the sequrity of

websites. Other chapters (online-service, accessibility, content, usability and e-participation) have also been updated. These guidelines are used in courses for web-masters which are available each year. Every other year the Ministry of the Interior, in cooperation with the Icelandic Association of Local Authorities evaluate all major official web-sties in Iceland (270) and measure how they comply with the guidelines. The next evaluation will take place in 2015.

October 2014

Heilsuvera.is is a Patient Portal which was introduced and opened in October 2014. It consists of healthcare-related online applications that allow patients to interact and communicate with their healthcare providers. The portal services are available on the Internet at all hours of the day and night.

March 2014

Online voting is underway for numerous projects in Reykjavík from Tuesday 11 March until 19 March 2014, all proposed by Reykjavík residents. Voting is done in both Icelandic and English, and all residents may vote. The election encourages residents to explore the projects that were submitted by capital area residents in November 2013. Voting on these projects will be done through a website made especially for the occasion. Citizens can vote in a borough of own choice, regardless of where in the city they live, but only in one borough. Voting is limited to those born 1997 or earlier and who are legal residents in Reykjavík on the day they vote. The result is binding. Voters can vote for up to 20 projects within a single neighbourhood, unless the projects chosen reach the maximum budget for that neighbourhood before 20 in total are reached.

February 2014

From 1 January 2015, Icelandic state entities will only accept electronic invoices from parties selling goods or services to them. A project preparing this step has been in progress for the past few years. A further step now being prepared is that invoices from state entities will also become electronic, although these measures will not apply to taxes or fees bound by law.

Icelandic state entities receive over 500 000 invoices yearly and today around 30 % of those are electronic. Experience in other countries has shown that at least ISK 1 000 (€6.50 approximately) can be saved for every electronic invoice. Many companies aim to use only electronic invoice so it benefits both the state and the economy in general.

January 2014

As announced in the beginning of January 2014, starting January 2015, Icelanders will submit tax returns using only the electronic channel. The aim of the Revenues Agency of Iceland is to make paper tax return submissions history and to only use the online submission system. The transitional procedure from paper to electronic submission is already underway in January 2014 and is expected to be finalised within the same year.

December 2013

A significant step in the practice of electronic administration is taken when the Icelandic Minister of Finance and Economic Affairs uses electronic identification on a mobile phone to sign a formal letter from the Ministry to the Icelandic parliament. Around seventy companies and state entities now offer their clients to you electronic identification through mobile phones.

October 2013

Iceland has the most internet freedom, according to a new global assessment of internet and digital media, conducted by an independent watchdog organisation dedicated to the expansion of freedom around the world in October 2013. Estonia comes in second and Germany is in third place. With zero points being the perfect score, Iceland scored six out of a hundred. The least amount of internet freedom is considered to be in Iran, scoring 91 points, followed by Cuba, China, Syria and Ethiopia. Sixty countries were surveyed. The report's main conclusion is that worldwide internet freedom has diminished these last few years.

September 2013

The State of Broadband 2013 report, published on 26 September 2013 by the Broadband Commission for Digital Development, places Iceland on the top of the list for internet usage per capita in 2012. Ninety-six percent of Icelanders are, or have, access to the internet, one percent more than the Norwegians, two percent more than the Swedes, and three percent more than the Danes and the Dutch. On the bottom of the list is North Korea, where the internet is not available to the common people. Only 0.8 percent of Eritreans have access to the internet, 0.9 percent of people in Timor-Leste and 1.1 percent in Myanmar (Burma).

June 2013

On 1 June 2013 a new regulation, no. 505/2013, on electronic invoicing, electronic bookkeeping and related issues, enters into force. A main objective of the regulation is to place paper and electronic invoices on equal footing.

April 2013

Icelandic authorities take a step towards a more transparent and open government by publishing, by standards of open data, information from the Financial Management Authority (FJS). The data published are interim reports on the Treasury's finances. The data is published on a new website, opingogn.is, which is seen as the future site for open data in Iceland. Further steps have been taken by state entities to open up data. To give an example the National Land Survey of Iceland has opened access to its data, such as maps.

June 2012

ICE-SAR, the association for search and rescue in Iceland, announces in June 2012 the release of 112 Iceland, a safety app for tourists in Iceland. Travellers can use the app to request assistance in case of emergency. With the app it is also possible to leave 'a trail of

breadcrumbs', that is, regularly update travel information which could prove vital when people are reported missing, a press release explains. It is not necessary to use a connection for data transmission for the app as a conventional mobile phone connection is sufficient.

April 2012

Public administrations in Iceland are increasing their use of free and open source software. The country's Government launched in April 2012 a one year migration project for all of its public institutions. The project will set up a common infrastructure for migrations and public administrations will thus have the means to document and estimate the maturity of free and open source alternatives to proprietary software.

One of the first steps in the migration project is a series of five letters sent to all the heads of public institutions, recommending for instance the use of open standards and pointing to examples that ease the move to free and open source. Moreover, a group of specialists has been formed that will monitor the project, aiming to prevent future failures. The project is also compiling a list of ongoing projects surrounding the use of free and open source software by public institutions to allow collaboration on these projects.

Last but not least project responsible are making sure that in public schools, the national curricula do not restrict the use of free and open source software while the project is also working on a call for tenders to purchase services based on free and open source software.

December 2011

In December 2011, the Information Society affairs are transferred from the Prime Minister's Office to the Ministry of the Interior. Thus the Information Society Task Force and the overall responsibility for policymaking and implementation of the policy in this field will be at the Ministry of the Interior. Ögmundur Jónasson, Minister of the Interior, becomes, therefore, the minister responsible for eGovernment and Information Society Affairs.

October 2011

On 13 October 2011, the Icelandic Citizens Foundation website 'www.citizens.is' receives a European eDemocracy award for its efforts in promoting democracy online. The 'Citizens Foundation' is recognised for developing and promoting tools for citizen democracy worldwide at the eDemocracy Awards 2011, held in Paris on the occasion of the two-day World e-Gov Forum. The non-profit organisation serves as a neutral entity whose main objective is to foster collaboration between people and their politicians. All the software it creates is released as open source, which anyone can use for free.

'Shadow Parliament' and 'Better Reykjavik' are two successful online platforms developed by the foundation to encourage dialogue and debate amongst Iceland's citizens and their political representatives. 'Shadow Parliament' (also known as 'Better Iceland') gives voters the opportunity to better interact with members of parliament and to raise issues deemed as priorities.

January 2011

In January 2011, the operation and development of the national portal www.island.is is transferred from the Prime Minister's Office to Registers Iceland. The reason for the change

is to strengthen the operating environment of the portal by placing it within an agency which can give the project a strong IT and eGovernment support. The overall policy making and governmental support for the portal stays at the ministerial level. 'Registers Iceland' registers a range of information on Iceland's residents and real properties, and provides related services such as assessment, allowing electronic access to the registers and issuing certificates, passports and ID cards.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved here.

eGovernment Strategy

Main strategic objectives and principles

National Cyber Security Strategy 2015 - 2026

The strategy is intended to address the protection of important elements of the infrastructure in Iceland and the responses called for as a response to the growing cyber-threats which pose a hazard to the government, the economy and the ordinary citizen.

The [first action plan](#) is for the period of 2015 – 2018, and in general, the strategy shall be examined and reviewed as necessary, at minimum every four years. The measures planned for the first period will call for a special effort to establish broad collaboration needed between the government and stakeholders. The four key objectives of the current Icelandic cybersecurity strategy are the following:

➢ **Capacity building:** the public, enterprises and government should have the knowledge, skills and equipment needed to cope with cyber security threats.

➢ **Increased resilience:** Key factors in enhanced resilience are greater capacity in the fields of assessment, preparedness and response.

➢ **Strengthened legislation:** legislation should reflect the international demands and obligations the country undertakes regarding cyber security and the protection of personal data; and it also must support innovation and the development of security-related services like hosting.

➢ **Tackling cybercrime:** the police should have, or have access to, the professional knowledge, skills and equipment needed to resolve issues concerning cyber security.

A special **Cyber Security Council** has been appointed, consisting of representatives of the government bodies involved in the implementation of the strategy, in order to put the cyber security strategy into action. The stakeholders (public and private entities) shall be represented by another established body – the **Cyber Security Forum**.

Knowledge development

Society's knowledge of the possibilities and uses of information technology shall be enriched, with the purpose of applying technology in the optimal manner for creating employment, improving services, effectiveness in all respects and increasing democratic participation. The focus shall be on building up knowledge among students, managers and other State or municipal personnel, and in groups who have limited acquaintance of information technology.

e-Power Expansion – create, connect, participate

The Icelandic eGovernment Strategy is covered in '[e-Power Expansion](#) **- create, connect, and participate. Icelandic State and Municipal Policy on the Information Society 2013-2016**'. The main objectives of the strategy are:

> ➢ **Knowledge development**

Society's knowledge of the possibilities and uses of information technology shall be enriched, with the purpose of applying technology in the optimal manner for creating employment, improving services, effectiveness in all respects and increasing democratic participation. The focus shall be on building up knowledge among students, managers and other State or municipal personnel, and in groups who have limited acquaintance of information technology.

> ➢ **Structure, safety, synergy**

Throughout Iceland, a coordinated structure shall be established to ensure that a synergy of State and municipal information systems can fulfill specific security and quality criteria. Special policies, criteria, standards and rules shall be formulated for government websites as the need arises, so that these can develop in step with technological progress and the demands of society. Access shall always be available to authentication solutions which meet current security level requirements, including access to IceKey and a qualified digital certificate.

> ➢ **Democracy**

The state, the municipalities and their institutions shall adopt transparent, efficient and open consultative procedures to ensure that both business enterprises and the general public can easily express their points of view during the policymaking phase and when regulations are issued and decisions are taken. Electronic electoral registers, and electronic residents' referendums and petitions, shall be established at the municipal level and this work may serve as the basis for e-elections to municipal councils.

> ➢ **Accessibility, transparency**

The general public, businesses and stakeholders shall have easy access to non-personal information and files kept by the State or municipalities. The basis for State and municipal policies shall be openly accessible data, providing a single portal for accessing such data or databases.

> ➢ **Economy, efficiency, sustainability**

Information technology shall be systematically exploited in order to achieve greater automation and effectiveness, higher quality in business and services and the pooling of useful information. State and municipal bodies shall pool their knowledge and advice in improvement projects (such as open house projects). Efforts shall be made to use information technology to reduce State expenditures, for instance for the exposure and reduction of tax and welfare benefit fraud. Legal hindrances shall be removed which might obstruct the provision of digital services and access to data.

> ➢ **Services**

Individuals and businesses shall be able to handle affairs related to State and municipal administration anytime, anywhere and without delay. Individuals and businesses shall also be able to obtain information about their particular issues and to monitor the status of these issues. Finally, the State and municipalities shall jointly develop personal pages through a single portal, www.island.is, so that individuals will be able to access their personal information; moreover, new systems shall be designed to allow such access.

Iceland 2020 - Governmental policy statement for the economy and community

Iceland 2020 forms the basis for the Icelandic government's policy-making and planning in specific areas over the coming years. The monitoring of the 20 yardsticks that have been defined in this chapter on economic and development objectives, as well as the previous chapter on social objectives, give some indication of the progress made in moving Iceland along on the path to welfare, knowledge and sustainable development. The Prime Minister's Office is responsible for monitoring Iceland 2020 in relation to other ministries and ensuring that the policies, plans, tasks and measures that are detailed below are followed. The Prime Minister's Office will assess the status of the twenty objectives on an annual basis.

The main goal of the Iceland 2020 plan regarding eGovernment and the Information Society is that by 2020, Iceland be in the top 10 nations on the eGovernment development index and eParticipation Index measured by the United Nations. The previous Icelandic Government Policy on Information Society 2008-2012 will be the base used for further development and will be integrated in the general new plan.

Previous eGovernment Strategies

Iceland the eNation - Icelandic Government Policy on the Information Society 2008 - 2012

The Icelandic Government conceived in May 2008 the third consecutive Information Society strategy, known as 'Iceland the eNation', covering the period 2008-2012. This endeavour of the Icelandic Government refers to the online accessibility of all appropriate public services. In this concept, all Government Authorities closely collaborate as one entity, or as a single coordinated network, since such coordination is essential for improving public services, increasing efficiency and encouraging significant progress.

The Government's ultimate goal is to render Iceland a leading nation regarding electronic services and the application of information technology. That will benefit both individuals and businesses, as improved services will save time and money. Moreover, the State will operate more efficiently to the advantage of the entire community. The successful implementation of this policy is crucial and will definitely depend on the close collaboration of the Public Bodies.

Policy key points are:

Future vision: Icelanders shall become the leading nation in electronic services and the utilisation of information technology.

Guiding principle: User-friendly, efficient service – no need to wait your turn.

Service: Iceland shall become an eNation – offering self-service of high quality at a single location:

▸ self-service online: applications, certificates, notifications, appointments, data submission;

▸ online centre: every service accessible at one site, www.island.is;

▸ information services: access to personal and general data held by public bodies;

▸ the eCitizen: everyone's requirements fulfilled by quality service.

Efficiency: The eNation shall be efficient, simple and secure – data, rather than people, will travel from one public body to another:

▸ integrated architecture: standardisation, coordination, cooperation and security;

- simpler Public Administration: key enablers:
  - online payments, eIDs, eProcurement;
  - coordinated access to index files kept by public bodies;
  - reduced administrative burden, increased automation;
  - eliminating barriers, for example legal impediments;
  - jobs independent of location.

Progress: The competitiveness of the Icelandic eNation shall be based on active democracy, sound education and powerful industries:

- innovation and research: always a step ahead;
- education: constant application of information technology to learning and teaching;
- eParticipation and eDemocracy: eVoting trials in municipal elections, increased citizen options for participating in the decision-making processes of public bodies;
- the commercial sector: emphasis on outsourcing and information technology to improve competitive conditions for Icelandic businesses on the international scene.

'Resources to Serve Everyone' - Policy of the Government of Iceland on the Information Society (2004 - 2007)

The strategy document '[Resources to Serve Everyone' - Policy of the Government of Iceland on the Information Society 2004-2007](#)', was published by the Prime Minister's Office in 2004 and was the country's second policy on eGovernment. The pivotal issues that characterise the vision of the strategy, and which could be put forward via eGovernment are as follows:

- Individuals shall have a variety of opportunities in a democratic society, which is at the forefront in utilising information and knowledge.
- Everyone shall have leeway to mature, to achieve improved quality of life and to shoulder responsibility.
- To attain these aims, the opportunities involved in the strengths and special traits of Iceland and its people must be exploited.

'Vision of the Information Society' (1997 - 2003)

The chief objective, presented in the introduction of the first Icelandic ICT strategy, '[Vision of the Information Society](#)', is: Iceland shall be in the forefront of the world's nations in the utilisation of information technology, in the service of improved human existence and increased prosperity. To follow up on this **chief objective**, five main **targets** will be set out as the foundations for a vision of the future:

- Icelanders shall have **easy access** to the information society. Its advantages should be used to strengthen democracy and increase the quality of life for the benefit of the public and the Icelandic economy.
- Complete **equality** shall be ensured between the public and private sectors in the field of information technology and the information industry. The Government, with the help of information technology, should facilitate access to governmental information and services, to level the status of individuals and companies without regard to residence and economic resources.

▶ Information and telecommunications technologies shall be mobilised to improve the **competitiveness** of the Icelandic economy, increase productivity and proliferate the possibilities of exporting Icelandic inventiveness.

▶ The **educational system** shall adapt to changed social dynamics and focus on general education and continuing education upon the advantages of the information society while, at the same time, keeping watch over national language and culture.

▶ **Legislation**, rules and working methods shall be re-examined with respect to information technology to stimulate technological progress and to protect the rights of individuals and companies.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current Status
Information Act No. 140/2012

The act was approved by the parlament at the end of 2012 and came into force on 1 January 2013. Its objective is to guarantee transparency in government administration and the handling of public interests, inter alia with the purpose of strengthening the following:

▶ the right to information and the freedom of expression;

▶ possibilities for the public to participate in a democratic society;

▶ the restraints exercised by the media and the public on government authorities;

▶ possibilities for the media to communicate information on public affairs;

▶ public confidence in government administration.

This act applies to all government activities and private entities owned by the state (51% of shares or more).

Administrative Procedures Act (2003)

On 10 March 2003, the **Administrative Procedures Act** (No. 37/1993) was **amended** (No. 51/2003), adding a special chapter on the electronic handling of matters by the Public Administration. Through this modification, general obstacles to the development of electronic administration were removed. While formulating the amendment, the committee in question was guided by the concept of equivalent value, and also emphasised the need to maintain technical impartiality. The alteration involved permission for the electronic handling of governmental administration cases, but not an obligation.

Freedom of Information Legislation

Information Act, No. 50/1996

After the adoption of Act No. 140/2012, the older Information Act No. 50/1996 only applies to municipalities with fewer than 1.000 population until 1 January 2016.

Data Protection/Privacy Legislation

Act on the Protection of Privacy as regards the Processing of Personal Data, No. 77/2000

The Act on the Protection of Privacy as regards the Processing of Personal Data (No. 77/2000) was passed in 2000 and came into effect on 1/1/2001. The act implements the EC Data Protection Directive (95/46/EC) and deals with how the protective principle relates to data quality, and presents criteria for the legitimacy of data processing. The act applies to any **automated processing** of personal data and to **manual processing** of such data if it is, or is intended to become, a part of a file.

eSignatures Legislation

Regulation No. 780/2011 on electronic signatures

This regulation applies to the information to be included in qualified certificates, requirements of certification service providers who issue qualified certificates, requirements for secure signature creation devices, the mechanism for the registration, notifications and disclosures of certification service providers and the mechanisms of regulation of certification service providers issuing qualified certificates.

An electronic signature made using a qualified certificate does not constitute confirmation of the time of signature creation.

Act on Electronic Signatures, No. 28/2001

Based on a similar EC Directive, article 4 of the Act stipulates that fully qualified electronic signatures shall have the same force as handwritten signatures. Furthermore, it is stipulated that other electronic signatures can be legally binding. Supporting legislation comes through the Electronic Commerce Act, 2002 and the Administrative Procedures Act, as amended in 2003.

eCommerce Legislation

Act on Electronic Commerce and other Electronic Services, No. 30/2002

The Act states that electronic contracts are equivalent to written contracts and that electronic services provided by a service provider established in Iceland shall conform to Icelandic law on the establishment and operation of the service. The Act does not apply to electronic services relating to taxation. However, in this field, there are two main acts applying to electronic commerce: the Income Tax Act, No. 90/2003, and the Value Added Tax Act, No. 50/1988. According to the former, a legal entity is taxable in Iceland if it is domiciled in this country. The latter introduces several special provisions concerning imports.

eCommunications Legislation

Electronic Communications Act, No. 81/2003

The **Telecommunications Act** No. 107/1999 deregulated the telecommunications sector by terminating the state monopoly. A further aim of the act was to enhance competition and ensure that everyone had access to the basic services in this field. The legislation also provided for the unbundling of local loops under certain conditions. The updated Act from 2003 implemented the latest EU directives in Iceland.

eProcurement Legislation

Act on Public Purchasing, No. 84/2007

The older Public Procurement Act was replaced with Act No. 84/2007, a new comprehensive **Act on Public Purchasing**. The Act incorporates the eProcurement provisions of European directives 2004/17/EC and 2004/18/EC. Rules on the use of electronic transmission are liberalised regarding public procurement and dynamic procurement systems; the Act furthermore regulates the use of eAuctions. Other provisions of the previous legislation, such as the rules of procedure, remain largely unchanged.

Re-use of Public Sector Information (PSI)

Current Status[3]

Conditions on the re-use of public sector information are partly covered by the Information Act (No. 50/1996). The Act defines public access to information and the restrictions on the right to information. In relation to the European Directive on the re-use of Public Sector Information (PSI Directive, 2003/98/EC), the Act includes almost all items with the exception of access and re-use of information through electronic means such as databases.

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[3] Europa – PSI Implementation Status

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of the Interior

The general organisational approach to eGovernment in Iceland is based on a centralised policy and strategy but decentralised implementation. The Ministry of the Interior is responsible for the formulation of the policy on the information society and eGovernment. There is an extensive collaboration and consultation with other governmental bodies and actors in the information society sphere.

Coordination

Information Society Taskforce

The policy is coordinated and supervised by a special project management team, the 'Information Society Taskforce' (or eGovernment Taskforce), operating under the auspices of the Ministry of the Interior. The Taskforce focuses on eGovernment issues in the policy and coordinates Central eGovernment and Local eGovenment projects. This includes assisting public institutions and Association of local Authorities in their efforts towards achieving the policy's main objectives. The Chairman of the Taskforce leads the efforts to increase the use of IT to improve eServices to citizens and to increase the effectiveness of government services.

Implementation

Government offices and public bodies

eGovernment implementation is highly decentralised and is undertaken by the Government offices (ministries) and other public bodies according to their role(s) and subject(s). All ministries and 2 representatives from local government form the eGovernment Taskforce. In the current eGovernment strategy: ePower Expansion, the future vision presented is: Public services are built up with democracy, efficiency and the needs of people and industry in mind. A solid knowledge of information technology, along with access to government data, will promote innovation and business growth. The general public will affect public-sector decisions by helping prepare them through online, open, transparent consultation.

Data Protection

Icelandic Data Protection Authority (DPA)

The Icelandic Data Protection Authority consists of a Board and a Secretariat. A managing director (Data Protection Commissioner) is in charge of the daily management of the Secretariat. The Icelandic Data Protection Authority exercises surveillance over processing of data to which the Act on the Protection of Privacy as regards the Processing of Personal Data applies. The decisions made by the Icelandic Data Protection Authority are final and may not be brought before any other administrative authority. The decisions on the other hand can be taken to the courts, and complaints concerning the administration of the Authority can be addressed to the Parliamentary Ombudsman.

Regional & Local eGovernment

Policy/Strategy

Ministry of the Interior

As mentioned, Icelandic eGovernment policy and strategy are highly centralized but the implementation is more decentralized. The policymaking and implementation is conducted in cooperation between the ministries and the Association of Local Authorities.

Implementation

Association of Local Authorities

The country is divided into 79 municipalities (local authorities), which are independent but under the supervision of the Ministry of Interior (formed on 1 January 2011 when the Ministry of Justice and Human Rights and the Ministry of Transport, Communications and Local Government merged). Their responsibilities lie on social welfare, health, education, cultural matters and infrastructure. The Association of Local Authorities in Iceland is the forum for co-operation between the local authorities.

eGovernment Who's Who [24]

Main eGovernment decision-makers and executives

Minister responsible for eGovernment

Ólöf Nordal
Minister of the Interior

Contact details:
Ministry of the Interior
Sölvhólsgata 7
150 Reykjavik
Tel.: +354 545 9000
Fax: +354 552 7340
E-mail: N/A
Source: http://eng.innanrikisraduneyti.is/

Chairman of the eGovernment Task Force

Guðbjörg Sigurðardóttir
Chairman of the eGovernment Task Force

Contact details:
Ministry of the Interior
Sölvhólsgata 7
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Tel.: +354 545 9000
Fax: +354 552 7340
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

Government Offices of Iceland (www.government.is)

This governmental portal is a website that links and redirects to all Icelandic ministries. It contains information and online facilities for all government departments (ministries, directorates, etc).

www.island.is

This portal plays a central role in the new policy on the Information Society for 2013 - 2017, the portal has three main functions:

▶ It operates as government information and service portal. It provides easy access to information on public services and to a large number of public forms.

▶ It operates as a toolbox. Tools which are of use to all public bodies have been developed on the island.is website. These include centralised authentication, electronic document delivery (C2G and B2G), electronic document distribution (G2C and G2B) and an electronic service layer.

▶ Since May 2011 it provides 'My pages' services. There people obtain individualized access to information about themselves in key registers owned by the authorities and access to documents sent to them electronically by public bodies.

EUGO (psc.island.is / eu-go.is)

This portal is the online point of single contact for people who want to start a business or provide services in Iceland. The portal is organised according to the European Services Directive which obliges EU/EES countries to simplify all procedures involved in starting and carrying out a service activity. All information and necessary forms are available in both Icelandic and English.

www.iceland.is

The **www.iceland.is** portal is **supported** by the Ministry of Foreign Affairs as the official gateway to Iceland for foreigners. The portal contains a plethora of information on Iceland, its nature, society, trading and investment opportunities, as well as links to many related websites. The portal has absorbed the site www.iceland.org, which used to function as the official gateway to the Icelandic Foreign Service, and thus it provides information about Icelandic embassies abroad.

Multicultural Information Centre (www.mcc.is)

The **Multicultural Information Centre** is a portal designed to provide assistance to immigrants through an extensive number of services. Its fundamental role is to facilitate communications between individuals from different backgrounds, and to enhance the services provided to foreign citizens residing in Iceland and to those interested in moving to Iceland. Among other services, the Multicultural centre offers assistance through telephone in English, Polish, Serbian/Croatian and Thai. The portal is the responsibility of the Ministry of Welfare, established on 1 January 2011.

UT-Web of Information Technology is a comprehensive portal that provides useful information on IT matters. This portal is mainly targeted towards people working in IT-departments and managers in public institutions. Nevertheless, since the portal is of a general nature, it can be of use to anyone who seeks information on information technology and eGovernment. The Department of Administrative and Social Development at the Prime Minister's Office is responsible for the portal. The UT-Web has been operating since January 2006.

Network

Current status

Iceland has a large-scale infrastructure for telecommunications networks and services. Reykjavík offers one of the **largest optical-fibre networks** currently available in any capital city; mobile phone penetration is among the highest in the world.

The Telecommunications Fund was established by Act No. 132/2005, with the view to allocate financial resources for projects that are aimed at developing telecommunications infrastructure, at contributing to the safety and competitiveness of the Icelandic nation in the field of telecommunications, and at achieving further goals, insofar as such projects are provided for in the Telecom Policy Statement and are considered unlikely to be undertaken on market terms.

FS Net

FS Net is a specialised **high-speed network** linking all upper secondary schools and lifelong education centres in Iceland. FS Net is structured for fast, independent data transport and builds on the IP protocol. All upper secondary schools and continuing education centres are connected through a 100-Mbps link, with branch locations of continuing education centres connected by 2-Mbps links. The network supports multicast and traffic prioritisation and is also connected to the University and Research Network (RH Net).

eIdentification/eAuthentication

Íslandsrót Certification Authority

Íslandsrót (Iceland Root) is the certification authority, responsible for issuing and distributing eCertificates. It is controlled by the Ministry of Finance and stands at the top of the organisation pyramid of electronic identification, constituting the source of trust in the system of distributed electronic certificates. On the basis of 'Iceland Root', the known as intermediate certificates can be issued and used as a certification while waiting for the issue of the final certificates. The final certificates can be tied to a specific person, such as private certificates or employee certificates. Various government departments also issue digital certificates. For example, the 1996 amendment to the Customs Act imposed electronic submissions using digital certificates for all import and export companies.

eProcurement

According to European Commission's 'Digitising Public Services in Europe: Putting ambition into action – 9th Benchmark Measurement' report, Iceland's eProcurement platform is not available yet, in the sense that Iceland's government planned to have only one platform, Rikiskaup, the State Trading Centre. However, Rikiskaup already provides eNotification services and it supports further eProcurement development. Buyers can send email to suppliers within the same contract group through Rikiskaup. In addition, some institutions have procurement systems where they can order online from eCatalogues.

Knowledge Management

Zunia: The Educational Gateway

This portal provides schools with convenient access to information and services on the Internet. Content is being recorded and linked to courses, academic subjects and curriculum goals. The Educational Gateway built on a **public-private partnership**, is run by a private company and intends to integrate the content and services provided by public and private parties.

Tungutaekni.is website

An information website maintained by the Icelandic Centre for Language Technology and run jointly by the Institute of Linguistics at the University of Iceland, the School of Computer Science at the Reykjavik University and the Department of Lexicography at the Árni Magnússon Institute for Icelandic Studies. For over 1 000 years, Icelandic has served not only as the language of Icelanders, but as the medium through which one of Europe's greatest literary treasures was preserved: **the medieval sagas**. However, since the advent of computers Icelandic, like many other languages, has found itself under increasing pressure, particularly due to the extensive use of English. One of the main roles of the centre is to collect information on language technology in Iceland and make it available on the Internet to **facilitate** cooperation among interested parties and the use of available resources.

Icelandic Library Consortium

It runs a union **catalogue** for **Icelandic libraries**, known as *Gegnir*. The company, which was founded in November 2001, is owned by the Icelandic Government and a series of municipalities around the country. Its purpose is to run a central, web-based library system for most of the libraries in Iceland, thus making the best possible use of the country's modest library and information resources. The contract between Ex Libris and the Consortium of Icelandic libraries assumes that the new library system will be used by all or almost every one of the approximately 400 libraries in the country, and that legacy data will be added to the new system in steps, based on their existing systems.

Hvar.is website

'Hvar.is' is the 'Iceland Consortia for eSubscriptions' website - a countrywide access portal to **electronic databases** and **eJournals**. It provides information and access to more than 14 000 full-text journals, abstracts of articles from over 6 000 journals and 12 databases to every resident of Iceland, who is connected to a domestic Internet service provider. According to the Icelandic Government's point of view, the idea of providing nationwide access to databases of electronic bibliographies and full-text journals unites two lines of

thought: satisfying the urgent demand of libraries and their users for a diverse set of databases and journals, and applying the adopted government policy of equal access for all Icelanders to the information society.

[Vísindavefur](#) website

The Icelandic Web of Science was established in 2000. It contains **information** on all **aspects** of **science**, covering fields from astronomy to ancient manuscripts. Visitors can find answers to a wide variety of questions; should information be missing they have direct access to experts responsible for maintaining and updating the web. The Visindavefur is supported both by public institutions and private companies.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Ministry of the Interior

Website: http://www.skra.is/english/icelandic-passports/

Description: To apply for passport is a fully automated electronic procedure where application forms are not needed.

Multicultural Information Centre

Responsibility: Ministry of Welfare

Website: http://www.mcc.is/

Description: The Multicultural Information Centre is a portal designed to provide assistance to immigrants through an extensive number of services. Its fundamental role is to facilitate communications between individuals from different backgrounds, and to enhance the services provided to foreign citizens residing in Iceland and to those interested in moving to Iceland. Among other services, the Multicultural centre offers assistance through telephone in English, Polish, Serbian/Croatian and Thai. The portal is the responsibility of the Ministry of Welfare, established on 1 January 2011.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Ministry of Welfare, Directorate of Labour

Website: http://www.vinnumalastofnun.is/heim/; http://www.studentamidlun.is; http://www.reykjavik.is/

Description: Fully functional job search online service with multilingual information on jobs. All services offer pre-selected jobs related to the profile of the job searcher. Vacancies are automatically published in the European Employment Services Job Mobility Portal.

Taxes, unemployment and benefits

Unemployment benefits

Responsibility: Central Government, Ministry of Welfare, Directorate of Labour

Website: http://www.vinnumalastofnun.is/heim/

Description: Citizens apply electronically and follow the entire application procedure through the web. Case handling and decision making is web based. One exception: The applicant has to show up once, show his/her ID and sign the application. S/he also has to bring some certificates on paper, e.g. certificates from former employees.

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance, Directorate of Internal Revenue

Website: https://secure.rsk.is/Thjonustusidur/Vefur/

Description: Businesses submit electronic tax returns since 1997 and individuals since 1999. The system offers online guidance and has pre-entered all data that a tax payer needs to fill in. Rule-based auditing is also in place. Over 90 % of the tax payers file electronically.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Regional Government, Ministry of the Interior

Website: http://www.syslumenn.is/allir/utgefin-leyfi/leyfi-til-sinubrennu/

Description: Information is available, enabling citizens to start the procedure in order to obtain a driving license.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of the Interior, Road Traffic Directorate

Website: http://www.us.is

Description: Change of ownership must be confirmed through a bank. Payment is also done through the bank. Each partner involved must log into his/her personalised web page at the bank and confirm the change of ownership. When all partners have confirmed the change of ownership and payment has been completed, all partners receive a confirmation email.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior

Website: http://www.skra.is/?PageId=0ec62547-8050-45b9-89cf-2bd4ccd16fe6

Description: A form (PDF), available on the web, can be filled in electronically, then printed out and sent by mail or fax.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Multicultural and Information Centre

Website: http://www.mcc.is/english/eng-administration/registers-iceland/

Description: Request for a certificate can be sent by email, or by a special enquiry form.

Criminal Record Certificate

Responsibility: District Commissioners

Website: N/A

Description: If person lives in Iceland, person should apply in person at the District Commissioner (Syslumadur) in the corresponding municipality (see Special notes and considerations for complete address). If person lives outside of Iceland, person must give a written authority to a representative in Iceland to request the certificate on his/her behalf by fax or email.

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

Responsibility: Central Government, Ministry of the Interior, Icelandic Police

Website: http://www.logreglan.is/default.asp?cat_id=73

Description: The police scan incoming mail or inquiries submitted online through the standard inquiry form and responds either by phone, or by visiting a given address. This has to be followed up by a formal written report.

Housing (building and housing, environment)

Responsibility: Local Government (Municipalities)

Website: http://www.samband.is/

Description: Most of the municipalities have PDF-forms available on the web.

Passport

Responsibility: Central Government, Ministry of the Interior

Website: http://www.skra.is/english/icelandic-passports/

Description: To apply for passport is a fully automated electronic procedure where application forms are not needed.

5. Education and youth

School, university

Educational Gateway

Responsibility: Institute of Education (Menntamálastofnun)

Website: http://www.menntagatt.is/

Description: Iceland's 'Educational Gateway' features catalogued educational content and searches related to curricular goals, teaching instructions, pictures, interactive examinations, and other educational topics. (in Icelandic, with some information in English and Danish).

Enrolment in higher education/university

Responsibility: Central Government, Ministry of Education, Science and Culture

Website: http://www.hi.is/;   http://www.unak.is/;   http://www.bifrost.is/; http://www.ru.is/; http://www2.holar.is/

Description: Information only.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government and Municipalities forming *Gegnir*, 'The Icelandic Library Consortium', Ministry of Education, Science and Culture

Website: http://gegnir.is/F?RN=445439780; www.hvar.is

Description: The Icelandic Library Consortium runs a union catalogue for Icelandic libraries, known as *Gegnir*. The company's purpose is to run a central, web-based library system for most of the libraries in Iceland.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Iceland

Website: http://www.euraxess.is/home/

Description: EURAXESS Iceland provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government and Municipalities forming *Gegnir*, 'The Icelandic Library Consortium', Ministry of Education, Science and Culture

Website: http://gegnir.is/F?RN=445439780; www.hvar.is

Description: The Icelandic Library Consortium runs a union catalogue for Icelandic libraries, known as Gegnir. The company's purpose is to run a central, web-based library system for most of the libraries in Iceland.

Research funding support

Responsibility: The Icelandic Centre for Research (Rannis)

Website: http://en.rannis.is/funding/

Description: Rannis administers the main public competitive funds in the fields of research, innovation, education and culture in Iceland. Rannis coordinates and promotes Icelandic participation in European cooperation programmes, such as Horizon 2020, Erasmus+ and Creative Europe, as well as other international programmes. Information on available national funding opportunities for the researchers can be found on the website, as well as open calls for proposals.

6. Health

Planned and unplanned healthcare

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

Responsibility: Central Government, Ministry of Welfare

Website: http://www.fsa.is (North region); http://www.fsi.is (North west region); http://www.sjukrahusfsn.is and http://www.hsa.is (East region); http://www.hve.is/ (West region)
http://www.hjarta.is (Hjartavernd, The Icelandic Heart Association)

Description: At the national, regional and local hospitals and health care centres, the patient has to make an appointment by phone. Booking online is done by the private company *Hjartavernd*.

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry of Welfare, Social Insurance Administration

Website: http://www.tr.is/ (Information); https://www.tryggur.is/ (Personalised pages)

Description: Discount cards are sent out automatically to those who are entitled to (have reached a certain level of total cost). This is based on information from private practicing doctors, hospitals and health care centres. If people have paid too much, they will be automatically reimbursed; that sum will be deposited in a bank account.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Multicultural and Information Centre

Website: http://www.mcc.is/english/eng-administration/registers-iceland/

Description: Request for a certificate can be sent by email, or by a special enquiry form.

Child allowances

Responsibility: Central Government, Ministry of Finance, Directorate of Internal Revenue

Website: https://www.rsk.is/english/individuals/child-benefit/

Description: This service is automatically granted by the tax authorities after receipt of annual tax declaration.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection / Consumer issues

Responsibility: Registers Island

Website: www.island.is

Description: The portal operates as government information and service portal. It provides easy access to information on public services and to a large number of public forms. In the area of consumer protection the following areas are covered: advice and legal assistance (complaints and guarantees, consumer advice, etc.), pricing and price labels, product safety, and purchases and contracts.

Financial products and services

Savings and finances

Responsibility: Registers Iceland

Website: www.island.is

Description: The portal operates as government information and service portal. It provides easy access to information on public services and to a large number of public forms. In the area of financial information, two areas are covered: finances (payment difficulties, security net) and taxes (personal taxes, taxes on goods and services).

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for citizens are as follows:

1. **Start and grow**

2. **VAT and customs**

3. **Staff**

4. **Product requirements**

5. **Public contracts**

6. **Environment**

1. Start and grow

Start-ups, European Company

EUGO portal

Responsibility: Unternehmens Service Portal, Federal Ministries (municipalities)

Website: http://psc.island.is/, http://eu-go.is/

Description: This portal is the online point of single contact for people who want to start a business or provide services in Iceland. The portal is organised according to the European Services Directive which obliges EU/EES countries to simplify all procedures involved in starting and carrying out a service activity. All information and necessary forms are available in both Icelandic and English.

Registration of a new company

Responsibility: Central Government, Ministry of Finance, Directorate of Internal Revenue

Website: https://www.rsk.is/english/companies/capital-gains/

Description: General information and forms to download in order to register a company. More information can be obtained in the relevant recent legislation on [Establishing a company in Iceland](#) (1 May 2006).

Intellectual property rights

Patents

Responsibility: Icelandic Patent Office under the Minister of Industries and Innovation

Website: http://www.els.is/en/

Description: Information on the patent, trade mark and design processes in Iceland are freely available at the web portal of the Icelandic Patent Office. Furthermore, for instance, it offers the following online services: application forms for the application for [national patents](#), links to application forms for [international](#) and [European patents](#), application

forms for [national registration of trademarks and collective marks](#), as well as their [international registration](#), and registration forms related to the [national and international registration of designs](#).

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, Ministry of Economic Affairs, Statistics Iceland

Website: http://www.hagstofa.is/

Description: Statistic Iceland has direct access to information from tax authorities (i.e. VAT, tax withholding, social contribution, and income tax) and direct access to import and export registers of custom authorities. Information on wages and prices is directly sent from the largest databases of private and public companies; electronic forms are available for collecting data on accommodation (password protected).

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Directorate of Internal Revenue

Website: https://secure.rsk.is/Thjonustusidur/Vefur/

Description: The service is fully interactive.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Directorate of Internal Revenue

Website: https://www.rsk.is/english/individuals/taxable-income/

Description: Businesses have been allowed to submit electronic tax returns since 1997, and individuals since 1999. A fully interactive system is operational.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Ministry of Finance, Directorate of Customs

Website: http://www.tollur.is

Description: An interactive online service which allows users to receive and send answers to customs' declarations and use digital signatures as a safety measure. Features include import/export procedures for businesses, fully automated customs procedures (enabling up to 100 % of all declarations to become electronic). A full electronic case management procedure is available.

3. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Ministry of Finance, Directorate of Internal Revenue

Website: https://www.rsk.is/english/individuals/taxable-income/

Description: There are two ways of declaring social contribution for employees (withheld tax and social security contribution), a web form for small enterprises (less than 30 employees) and, for companies which can generate an XML-document in their salary systems, a means of securely transmitting that form to the tax authorities. In both cases, following a verification procedure, an invoice is generated and transmitted to the banks. The invoice can then be settled electronically.

Health and safety

Web portal of Administration of Occupational Safety and Health in Iceland (AOSH)

Responsibility: Administration of Occupational Safety and Health in Iceland (AOSH)

Website: http://www.vinnueftirlit.is/english

Description: The Administration of Occupational Safety and Health (AOSH) is an independent institution under the Ministry of Social Affairs. On their website, a form for reporting the work related accidents to the AOSH (in Icelandic) can be found as well as further information regarding health and safety at the workplace.

4. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Product safety in Iceland

Responsibility: Registers Island

Website: www.island.is

Description: The portal operates as government information and service portal. It provides easy access to information on public services and to a large number of public forms. In the area of product safety the following areas are covered: product liability, safety supervision and the CE Mark.

Chemicals (REACH)

REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: The Environment Agency of Ireland

Website: http://www.ust.is/the-environment-agency-of-iceland/

Description: The Environment Agency is the competent authority for the application of a number of related EU acts. The Environment Agency is responsible for the helpdesk for REACH and CLP. Manufacturers, importers, exporters, distributors, downstream users and others should be able to get key information regarding the chemicals legislation in Iceland on this webpage or via their e-mail or telephone contacts as enlisted on the portal.

5. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Finance, The State Trading Centre

Website: http://www.rikiskaup.is

Description: Information and forms to download. Rikiskaup provides eNotification services and it supports further eProcurement development. Buyers can send email to suppliers within the same contract group through Rikiskaup. In addition, some institutions have procurement systems where they can order online from eCatalogues.

6. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry for the Environment, The Environment Agency

Website: http://www.ust.is

Description: Information and forms to download.

European Commission

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

Joinup is a joint initiative by the Directorate General for Informatics (DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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