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WHAT'S INSIDE

eGovernment in Switzerland

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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, 139, 631 inhabitants (2014)

GDP at market prices: 528,779.8 million Euros (2014)

GDP per capita in PPS (Purchasing Power Standards EU 28=100): 162 (2014)

GDP growth rate: 1.9 % (2014)

Inflation rate: - 0.8% (2015)

Unemployment rate: 4.5% (2015) **

General government gross debt (Percentage of GDP): 34.5% (2014)

General government deficit/surplus (Percentage of GDP): 9.1% (2014)

Area: 41,285 km² *

Capital city: Bern

Official EU language: German, French

Currency: CHF

Source: [Eurostat](#), [Swissworld*](#), [Swiss Federal Statistical Office**](#) (last update: 01 February 2016)

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 State: [Federal Council](#)

Head of Government: President [Johann Schneider-Ammann](#) (as elected on 3rd December 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)

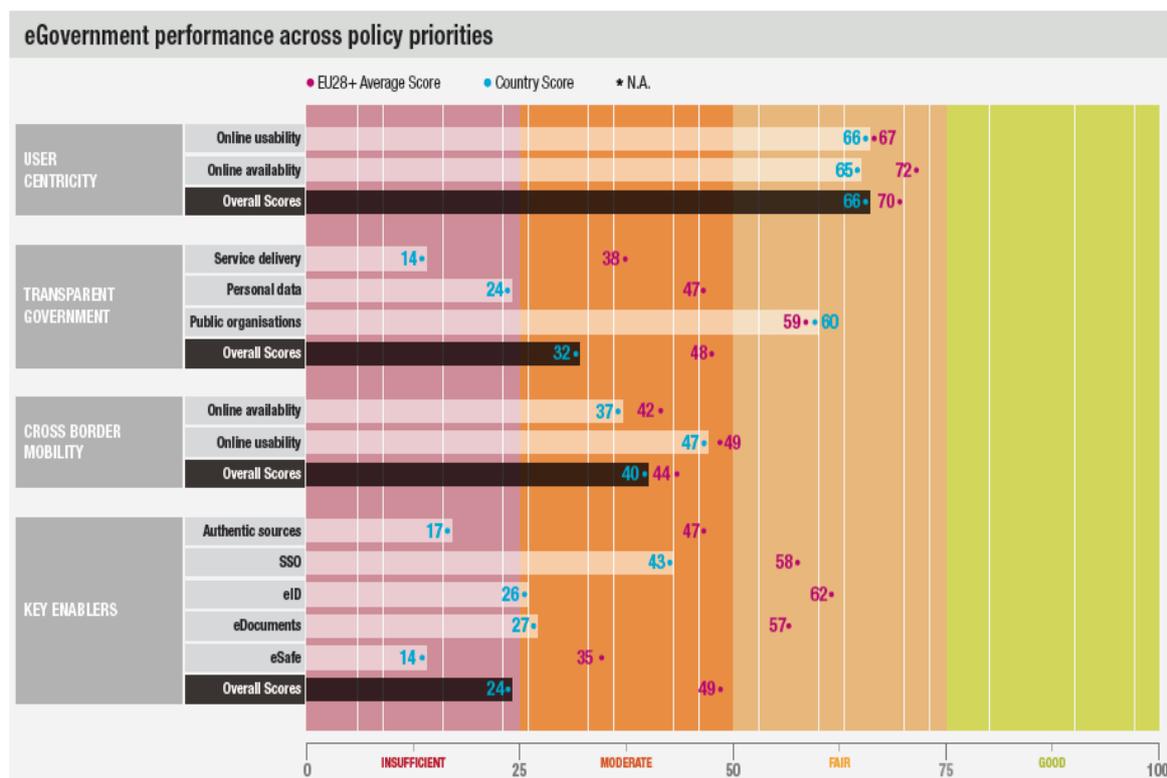
Percentage of individuals using the internet for sending filled forms to public authorities in Switzerland: 44% (2014)

eGovernment State of Play

The graph below is the result of the 2014 [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.



Source: [eGovernment Benchmark Report 2014² Country Factsheet of Switzerland](#)

¹[eGovernment Benchmark Insight Report](#)

² The latest version of country’s benchmark report factsheet was published in June 2014, however it shall be noted that it summarizes the country’s score of the preceding year (2013).

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

Recent news

February 2016

On 2 February 2016, Switzerland's OGD portal [opendata.swiss](#) went live. It replaced the pilot portal [opendata.admin.ch](#), which has been switched off at the end of 2015. Authorities from throughout Switzerland will be making their open data available centrally via the new portal. [opendata.swiss](#) will be operated by the Federal Archives.

January 2016

On 27 January 2016, the Confederation, the cantons and the communes adopted the strategic plan eGovernment Switzerland 2016 – 2019. This implementing instrument is defined in the further [developed eGovernment Strategy Switzerland](#). This makes provision for concentrating the joint eGovernment efforts. The focus is on the development of a basic infrastructure to accelerate the development of e-government in Switzerland.

At the operational level, a key focus plan will be pursued instead of the existing set of priority projects and the action plan. The Confederation and cantons will finance the key focus plan and the eGovernment Switzerland Programme Office, which is responsible for coordinating strategic projects and services, on a 50/50 basis.

December 2015

On 18 December 2015, the Conference of the Cantonal Governments of Switzerland adopted the revised versions of the eGovernment Strategy Switzerland and the framework agreement for the 2016-2019 legislative period. Consequently all three state levels have agreed to relaunch the collaboration on eGovernment from 2016.

September 2015

On 18 August 2015, a fifteen-point checklist to help public administrations to procure open source software solutions and services was presented at the Swiss IT conference in Bern. The checklist was published in August 2015 and created by the 'open source working group' of the Swiss IT organisation SIK. The checklist focuses on criteria that exclude free and open source, including direct requests for proprietary brands and products.

June 2015

On 24 June, Swiss federal geodata portal was the winner of the second out of three prizes awarded at this year's eGovernment Competition in Berlin. The portal enables access to Swiss geographical information and related services from various suppliers via an innovative combination of an open source software, open standards and cloud computing that enables optimisation of the portal in terms of its efficiency, usability and operating costs. It is one of the priorities of the Swiss eGovernment program.

February 2015

Geneva Internet Platform (GIP) was established by the Federal Department of Foreign Affairs (EDA) and the Federal Office of Communications (OFCOM) in order to fulfil a purpose of an observatory, a capacity building centre, and a centre for discussion as it is believed that risks and vulnerabilities faced by the governments, corporations and citizens must be dealt with, while the digital growth and innovation remains ensured. The full article on GIP is available on [its dedicated website](#).

December 2014

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.

May 2014

In May 2014, the eGovernment Map Switzerland was launched. The eGovernment Map of Switzerland is a web application which is meant to provide an overview of the 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](#).

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.

April 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'.

November 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.

June 2011

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.

March 2011

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.

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

E-Government Strategy Switzerland (2016 – 2019)



On 24 January 2007, the Federal Council adopted the first national e-government strategy. Up to the end of 2015, this strategy was the basis for e-government cooperation between the Confederation, the cantons and the communes. It was revised in 2015 and replaced by the [eGovernment Strategy Switzerland \(2016\)](#).

The key focus is on the development of a basic infrastructure to accelerate the development of e-Government in Switzerland.

Strategic Plan 2016 – 2019

As part of the e-Government Strategy of Switzerland, the following eight strategic projects and three strategic benefits have been introduced:

- **Administrative portal for companies** - one-stop shop to enable companies to make their dealings with the Swiss authorities completely electronically;
- **Electronic identity (e-ID) Switzerland** – development of the conditions for the establishment of an electronic identity is valid in Switzerland and abroad;
- **Swiss Federation of identities** - setting up Swiss federation of identities (particularly in coordination with e-ID Switzerland) through which users can access various online services with single registration procedures;
- **Instrument validation of signatures** - multiple use, in cantonal applications, of a signature validation instrument;
- **Implementation of e-Operations Switzerland** – coordination of the joint financing, development and operation of cross-cutting services, basic infrastructures and other electronic services of the Swiss government;
- **E-Moving Switzerland** - relocation announcement electronically (within Switzerland);
- **Electronic voting** - the implementation of electronic voting;
- **e-VAT** – development of the electronic transmission procedure counts of VAT.

Other **permanent items** on the agenda of the strategy are as follows:

Population access to eGovernment services: The Swiss population and those interested abroad must be able to easily find information on the Internet and the authorities' benefits. To this end, the Federal Chancellery operates and develops portal ch.ch.

Normalization: The eCH partnership (PPP) promotes the development and monitoring of relevant standards.

Technical coordination between public authorities: The Swiss Conference on Informatics (CSI) encourages the participation of cantonal and municipal authorities in the strategic plan of the eGovernment Switzerland.

The e-government strategy Switzerland is a part of the strategy of the Federal Council for the [Information Society in the Switzerland Strategy](#) and is based on the "Recommendation of the Council on Digital Government Strategies" of [OECD](#). The current strategic plan is part of an ongoing planning of e-Government services' development in Switzerland. The Steering Committee will have the opportunity to adapt the project's portfolio and strategic direction over the next four years as in regard to the changes in the context and the progress of these e-Government oriented measures.

Framework agreement under public law on e-government cooperation in Switzerland (2016-2019)

The arrangements for e-government cooperation are described in a framework agreement under public law. In particular, the agreement defines the organisation and budget for the implementation of the eGovernment Strategy Switzerland. The first framework agreement on e-government cooperation came into force in 2008. A slightly amended version of this was pursued further from 2012. The Federal Council and the Conference of the Cantonal Governments of Switzerland adopted a revised version of the framework agreement for the 2016-2019 legislative period.

Open Government Data Strategy for Switzerland (2014 – 2018)

On 16th April 2014, the Federal Council of Switzerland approved [the Open Data Strategy \(OGD\) Switzerland 2014 – 2018](#) as developed by the Federal IT Steering Unit. The OGD Strategy is being implemented as part of priorities eGovernment project B2.12 – Open Government Data from the eGovernment Strategy (described below) with the lead of Federal Archives since the start of 2015 that were in charge of the development of the necessary conceptual basis. The OGD Strategy has three aims:

- **Release of official data:** making data suitable for OGD available to the public in machine-readable and open formats to enhance reuse;
- **Coordinated publication and provision of official data:** helping central infrastructure (OGD portal) via support of better localisation and availability of data for free reuse by public; and
- **Establishing an open-data culture:** The Confederation will support the use of data through free, uniform and understandable terms of use and through additional information on the individual data sets. It will also pursue a continuous dialogue with the public.

The OGD portal

On 2 February 2016, Switzerland's OGD portal [opendata.swiss](#) went live. It replaces the pilot portal [opendata.admin.ch](#). The Confederation, cantons, communes and other organisations are offering their freely available data centrally on the platform, which is operated by the Federal Archives. The portal is a measure forming part of the Open Government Data Strategy for Switzerland 2014 - 18.

Cloud-computing strategy of the Swiss authorities (2012 – 2020)

The cloud-computing strategy complements the aforementioned eGovernment strategy and is a result of the prioritised eGovernment project B1.06 eGovernment Architecture Switzerland as drawn up by the experts from the Confederation, the cantons, communes and enterprises affiliated to the Confederation. It describes how the Swiss authorities aim to deal with the newly emerging possibilities and what measures should be taken. The cloud strategy will be supplemented by a catalogue of implementation measures. Due to the fact that cloud services are very often procured externally, the cloud computing strategy also contains elements of a sourcing strategy. It was approved by the eGovernment steering committee on 25 October 2012 (languages available: [German](#) and [French](#)). The strategy is complemented by a catalogue of measures to attain the objectives of the strategy up until year 2020.

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.

Federal Administration's ICT strategy (2016-2019)

The [Federal Administration's ICT strategy](#) was developed originally developed in 2006 by the Federal Strategy Unit for IT (FSUIT) that has been renamed in 2011 to [Federal IT Steering Unit \(FITSU\)](#). The Unit is responsible for the implementation of the strategy. The key **purpose of the strategy** is to demonstrate how ICTs should be used to assist the Federal Administration's functions. 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 [Federal ICT Strategy 2016-2019](#) create prosperity in Switzerland, guarantee sustainability and improve the country's attractiveness as a business location.

The previous programme has been running from 2007 and was discontinued in 2011. A new federal ICT Strategy was launched in 2012 to last until the end of 2015. The Federal ICT Strategy for 2016 to 2019, was adopted by the Federal Council on 4 December 2015.

Previous eGovernment Strategies

eGovernment Strategy Switzerland

On 24 January 2007, the Federal Council adopted the first national e-government strategy. Up to the end of 2015, this strategy was the basis for e-government cooperation between the Confederation, the cantons and the communes. It was revised in 2015 and replaced by the eGovernment Strategy Switzerland (2016).

Federal Administration's ICT strategy (2007-2011 / 2012-2015)

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. The strategy has been replaced by the Federal ICT Strategy 2012 – 2015.

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 comprised of political representatives of all government levels is responsible for strategy implementation. It is in charge of strategic management. A planning committee, comprised of e-government experts from the Confederation, the cantons and the communes, plans and controls strategy implementation. A programme office is in charge of coordination and communication. The project and service managers implement the strategic projects and services defined in the strategic plan. The subject leaders' forum enables the programme office to follow the evolution of e-government beyond the strategic plan.

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 manages eGovernment Switzerland from a strategic viewpoint. It is responsible for the implementation of the eGovernment Strategy Switzerland. The committee has a total of nine members: three representatives each of the Confederation, the cantons and the communes. The Federal Council, the Conference of the Cantonal Governments of Switzerland, the Swiss Union of Cities and the Association of Swiss Communes appoint their representatives. The steering committee is chaired by the Head of the Federal Department of Finance (FDF).

Planning committee

The planning committee manages eGovernment Switzerland from an operational viewpoint. It plans and coordinates the implementation of the eGovernment Strategy and is responsible for the implementation of the strategic plan. The committee is comprised of three e-government experts each from the Federal Administration and the

cantonal and commune administrations. The Federal Council, the Conference of the Cantonal Governments of Switzerland, the Swiss Union of Cities and the Association of Swiss Communes also appoint two permanent deputies for their appointed committee members.

Programme Office

The eGovernment Switzerland Programme Office is the staff office of the steering and planning committees. It supports those responsible for projects and services, and coordinates the implementation of strategic projects and services. It is responsible for communication and monitoring the eGovernment Switzerland organisation. The Federal IT Steering Unit manages the Programme Office from an administrative viewpoint. It is financed equally by the Confederation and the cantons.

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

eGovernment Switzerland organisation

A steering committee comprised of political representatives of all government levels is responsible for strategy implementation. It is in charge of strategic management. A planning committee, comprised of e-government experts from the Confederation, the cantons and the communes, plans and controls strategy implementation. A programme office is in charge of coordination and communication. The project and service managers implement the strategic projects and services defined in the strategic plan. The subject leaders' forum enables the programme office to follow the evolution of e-government beyond the strategic plan.

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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Head of eGovernment



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eGovernment executives



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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 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: 'Passeport Suisse', Federal Office of Police, individual cantons and communes

Website: <http://www.schweizerpass.admin.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.

Permanent residence permit

Responsibility: Several cantons of Switzerland

Website: <http://www.egovernment-landkarte.ch/#/service/3/details>

Description: Residence permit for EU / EFTA nationals (EC/EFTA) eService.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

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).

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

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

Website: <https://www.efd.admin.ch/efd/en/home.html>; <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.

Tax return

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/31/details>;
<http://www.egovernment-landkarte.ch/#/service/30/details>

Description: Tax return for legal persons and individuals online. This approach allows taxpayers to structure their own data store and retrieve annually again. The high data quality allows tax authorities an efficient editing by means of automated assessment support.

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.

Unemployment insurance (enrolment)

Responsibility: N/A

Website: <http://www.egovernment-landkarte.ch/#/service/22/details>

Description: Only enrolment service to the unemployment insurance.

3. Vehicles

Driving licence

Driver's licence

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

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

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

Parking permits

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/11/details>

Description: Residents and tradespeople can apply for and pay for parking tickets electronically. This gives customers greater flexibility and cost reduction, the administration benefits from optimized seamless processes from different locations and can reduce process costs overall.

Vehicle and driving licence service

Responsibility: Several cantons

Website: <http://www.vd.ch/themes/mobilite/automobile/expertises-contrroles-techniques/prendre-rendez-vous/>

Description: Individuals and businesses to use in the field of vehicle and driver licensing services of Road Traffic Offices. Appointments for inspections, orders badges, information and other services to be largely carried out electronically. This project reduces the effort for customers and gain flexibility. The Road Traffic Offices benefit from optimized processes and lower processing costs.

Vehicle plates

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/10/details>

Description: Replacement of license plates is lost or stolen is available as an online service in several Swiss cantons.

Registration

Car registration (new, used, imported cars)

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

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

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

4. Residence (and other) formalities

Documents and formalities

Acquisition of land

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/29/details>

Description: Authorization for the acquisition of real estate by persons abroad available as an online service.

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.

Announcement of moving (signing out of the residential community)

Responsibility: Residents' Registration Office at commune

Website: <http://www.egovernment-landkarte.ch/#/service/10/details>

Description: Residents of Switzerland announce have the option to announce the authorities moving via the Internet (change of address within the municipality, arrival, departure) and a visit to the expatriation and immigration centre is no longer necessary.

Certificates (birth, marriage): request and delivery

Responsibility: Canton of Wetzikon (ZH)

Website: <http://www.egovernment-landkarte.ch/#/service/52/details>

Description: Issue of marriage certificate is available as an online service in one canton in Switzerland.

Criminal record

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/12/details>

Description: Several cantons of Switzerland offer an online service of request of a criminal record certificate.

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.

Delivery of death certificate

Responsibility: Canton of Wetzikon

Website: <http://www.egovernment-landkarte.ch/#/service/55/details>

Description: Several cantons of Switzerland offer an online service of request for a delivery of a death certificate.

Dog ownership

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/14/details>

Description: Enrolment of dog ownership.

Electronic signature

Responsibility: Confederation, cantons, provided by Federal Office of IT, Systems and Telecommunications (FOITT)

Website: N/A

Description: 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. 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.

Housing (building and housing, environment)

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

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

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

Housing (minor building permit)

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/28/details>

Description: The applicant can submit the planning application and the necessary documentation to the competent authority electronically. He receives after expiry of the procedure and the authorization by electronic means.

Land registry (eGris)

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/26/details>

Description: An electronic information system to the land registry that allows the interaction online in order to request the most essential information. Furthermore, the land registry data by public authorities and industry can be also obtained electronically. Furthermore, the electronic settlement of commerce with the land registry possible.

Personal civil status registrar

Responsibility: [Federal Department of Justice and Police](#)

Website: <http://www.bj.admin.ch/content/bj/fr/home/themen/gesellschaft/zivilstand.html>

Description: 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.

SuisseID

Responsibility: Federal Council

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

Description: 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.

5. Education and youth

School, university

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.swissuniversities.ch>

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

Public libraries (availability of catalogues, search tools)

Responsibility: Federal Department of Home Affairs, Swiss National Library

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

Student grants

Responsibility: State Secretariat for Education and Research, Federal Department of Home Affairs

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

Description: Information about procedures on applying for grants (second address); forms to download and submit manually, at cantonal and Federal levels.

Researchers

Public libraries (availability of catalogues, search tools)

Responsibility: Federal Department of Home Affairs, Swiss National Library

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

6. Health

Planned and unplanned healthcare

Medical costs (reimbursement or direct settlement)

Responsibility: Federal Department of Home Affairs, cantons and communes

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

Description: Information about medical costs reimbursement through social security; forms to download and submit manually.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Registry Office of the commune

Website: <https://www.ch.ch>;

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.

Family allowances

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/21/details>

Description: Family allowance online available in some cantons of Switzerland.

Kindergarten sign-up /Day care sign-up

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/service/15/details>;
<http://www.egovernment-landkarte.ch/#/service/16/details>

Description: Kindergarten sign-up online service is available in numerous cantons of Switzerland.

8. Consumers

Shopping (your rights), unfair treatment

VAT registers

Responsibility: Several cantons

Website: <http://www.egovernment-landkarte.ch/#/search?nature=service&page=1&size=100>

Description: Registration as a taxable person available as an online service at several cantons of Switzerland.

Financial products and services

Electronic invoicing and payment processing

Responsibility: Cantons of Basel-Landschaft, Kanton Neuenburg, and Neuhausen am Rheinfall

Website: <http://www.egovernment-landkarte.ch/#/service/42/details>

Description: For the electronic processing of fee-based public services, an electronic billing and payment processing method is necessary. The Swiss authorities have standardized modular services for electronic invoicing and payment processing - these can be integrated at a low cost in various online processes. It increases efficiency in both the development and the operation of fee-based public services.

eGovernment Services for Business

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 businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Staff**
4. **Public contracts**
5. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility:

Website: <https://www.startbiz.ch>

Description: StartBiz is an online platform that supports and facilitates the establishment of new companies in Switzerland. Entrepreneurs register their business comfortably from home. StartBiz helps them during the registration of the company with AHV, company registration, tax and accident insurance. The complex process of company formation is simplified as a result.

Annual accounts

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.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Federal Tax Administration, Federal Department of Finance

Website: <https://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.

Excise duties

Corporate tax: declaration, notification

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

Website: <https://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.

Reporting imports/exports

Customs declarations (e-Customs)

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.

3. Staff

Terms of employment, social security, equal treatment, redundancies

Accidents insurance

Responsibility: Several cantons

Website: Several services (more info: <http://www.egovernment-landkarte.ch/#/service/20/details>)

Description: Accidents insurance for employees. The possibility of electronic transmission of their payroll data to the competent authorities all businesses are significantly relieved of effort.

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.

Work permits

Responsibility: Several cantons

Website: Several services (more info: <http://www.egovernment-landkarte.ch/#/service/36/details>)

Description: Companies can request/apply for approval to work in the field (in particular to working time, reduced working time, profession and foreigners) electronically. Status of request, and the decisions itself are provided by the authorities to enterprises electronically.

4. Public contracts

Rules and procedures, tools and databases, reporting irregularities

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. Furthermore, 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

5. Environment

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

Environment-related permits (incl. reporting)

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

Website: <https://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.

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 (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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Production/Publishing: ISA Editorial Team, Kurt Salmon S.A.

An action supported by ISA

This action is supported by ISA, the European Commission's programme for interoperability solutions for European public administrations.

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