European Commission

eGovernment in

Iceland

ISA²

Disclaimer: The factsheet was updated solely through desk research conducted by the Wavestone Luxembourg S.A. team.

Country Profile [2]

Basic data and indicators

Basic Data

Population (1 000): 338,349 inhabitants (2017)

GDP at market prices: 21,192.7 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28 = 100): 128 (2016)

GDP growth rate: 3.6% (2017)

Inflation rate: -1.7% (2017)

Unemployment rate: 2.8% (2017)

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 language: Icelandic

Currency: ISK

Source: Eurostat (last update: 21 March 2018)

Political Structure

Iceland is the most sparsely populated country in Europe with an average of approximately three inhabitants per square kilometer. 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 Guðni Th. Jóhannesson (since 1 August 2016)

Head of Government: Prime Minister Katrín Jakobsdóttir (since 30 November 2017).

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
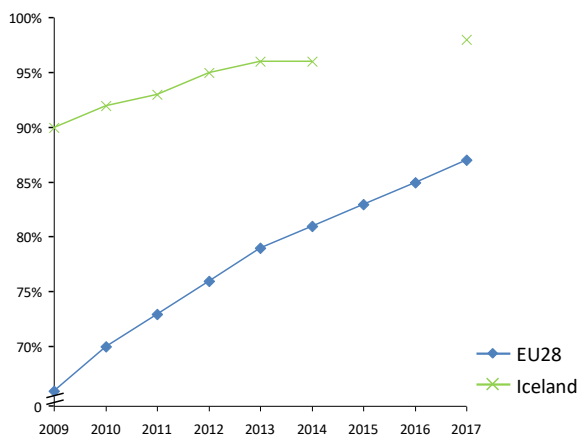
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Iceland

Source: Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in Iceland

Source: Eurostat Information Society Indicators

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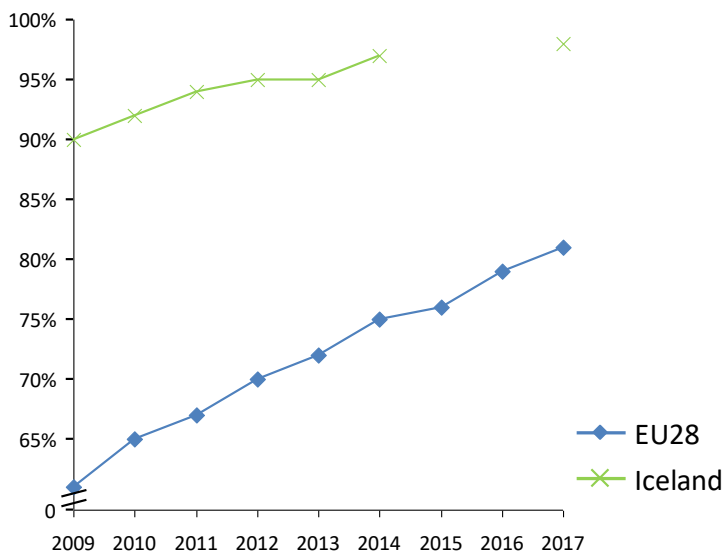
Percentage of households with a broadband connection in Iceland
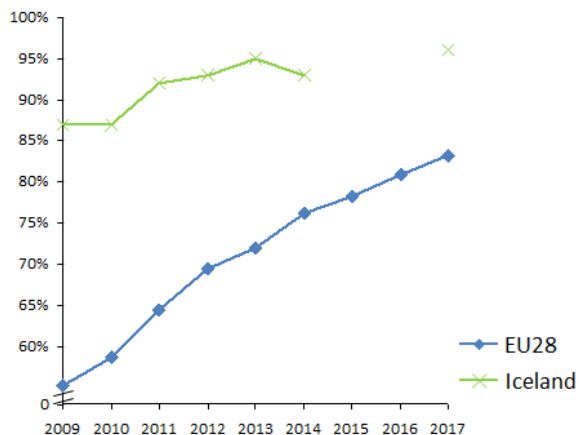
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Iceland

Source: Eurostat Information Society Indicators

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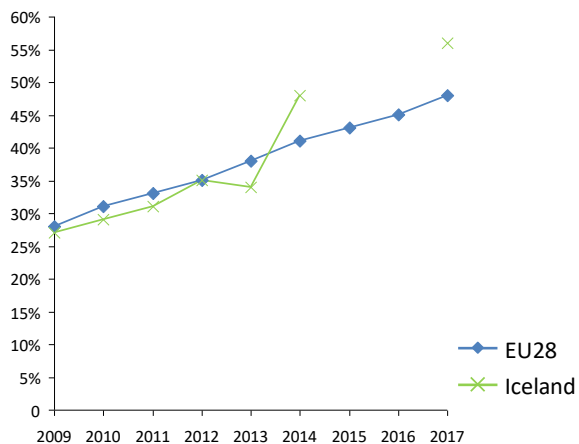
Source: Eurostat Information Society Indicators

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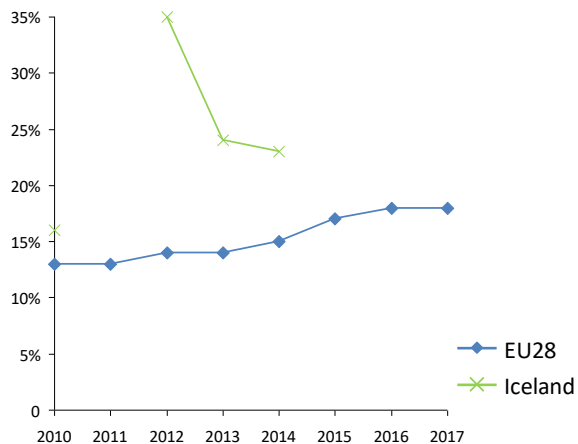
Source: Eurostat Information Society Indicators

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
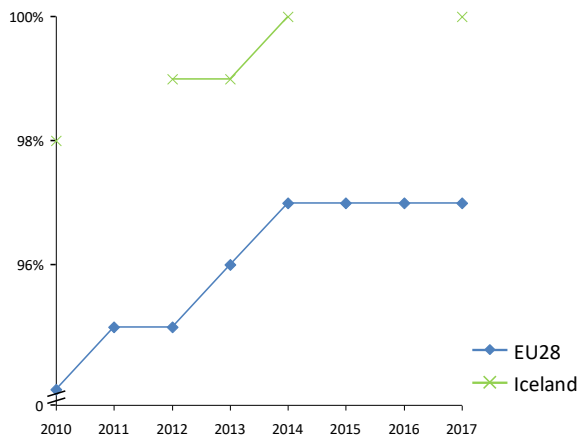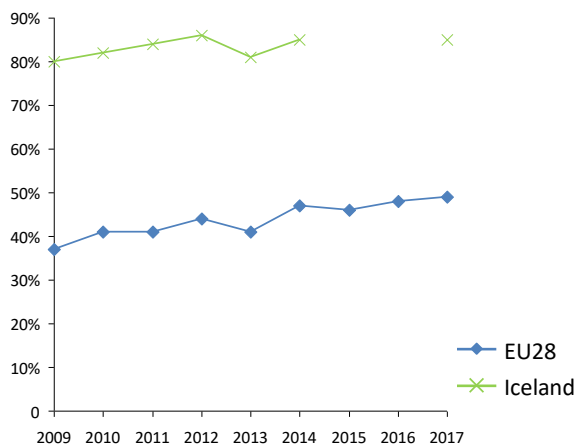
Source: Eurostat Information Society Indicators

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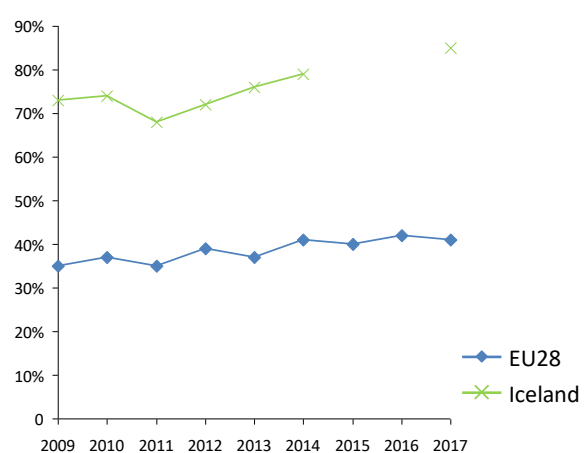
Source: Eurostat Information Society Indicators

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

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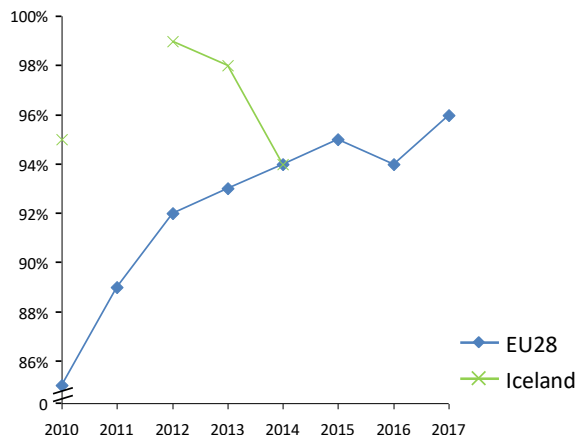
Percentage of individuals using the internet for sending filled forms to public authorities in Iceland

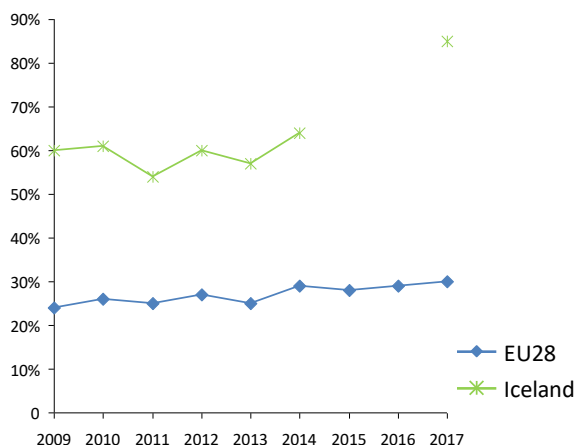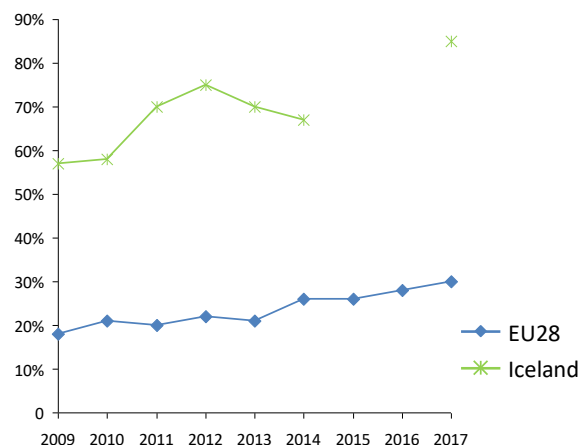Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark Report, 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 and businesses 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), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate only electronically with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Iceland compared to the EU average score.

eGovernment performance across policy priorities	EU28+ average (2016)	Country Result 2016
USER CENTRICITY		
Overall Scores	80	87
Online availablity	82	86
Usability	89	100
Mobile Friendliness	54	73
TRANSPARENCY		
Overall Scores	59	75
Service delivery	50	66
Public organisations	73	73
Personal data	53	87
CITIZEN CROSS BORDER MOBILITY		
Overall Scores	61	37
Online availablity	74	58
Usability	76	33
eID Cross Borders	14	0
eDocuments Cross Borders	24	0
BUSINESS CROSS BORDER MOBILITY		
Overall Scores	65	51
Online availability	73	35
Usability	79	100
eID Cross Borders	29	67
eDocuments Cross Borders	43	0
KEY ENABLERS		
Overall Scores	52	77
eID	52	56
eDocuments	61	83
Authentic sources	47	70
Digital Post	50	100

Scale: 0 INSUFFICIENT 25 MODERATE 50 FAIR 75 GOOD 100

Source: eGovernment Benchmark Report 2017 Country Factsheets

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

The Icelandic government has launched the [Iceland Rural Fibre Project](). It is a short-term initiative to wire internet to 99.9% of Icelandic households by the end of 2020.

The [Financial Plan for 2018-2022]() has also been drafted, with the main objective to make public services the principle of self-regulation and to ensure that the administrative data is safe, timely, only recorded once and is protected by the best technical solutions at any given time.

eGovernment Legal Framework

During the last year, there have been no changes linked to legal framework in Iceland.

eGovernment Actors

During the last year, there have been no changes linked to key actors and main contact points related to digital public administration in Iceland.

eGovernment Infrastructure

During the last year, there have been no changes linked to eGovernment infrastructure in Iceland.

eGovernment Services

During the last year, there have been no changes linked to digital services offered by public administration in Iceland.

Other highlights

In 2017, according to the [United Nations report]() on Measuring the Information Society, Iceland had the most developed information society worldwide.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link]().

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 to protect against the growing cyber-threats, which pose a hazard to the government, the economy and the ordinary citizen.

The first Action Plan, set for the period 2015 – 2018, together with 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 relevant 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 must also support innovation and the development of security-related services like hosting.

▸ **Tackling cybercrime:** the police should 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.

Financial Plan 2018-2022

The Ministries cooperating together have identified the following topics as areas to focus on for the 2018-2022 Financial Plan:

▸ Disclosure of information and operation of the basic files on important rights;

- Statistics, coordination of statistics and economic research;
- Electronic solutions, information and service providers and certificate issuance;
- Infrastructure, procurement, maintenance and dissemination of country information;
- Strategy, implementation and coordination of public administration and information technology in the public sector.

The main objective is to make public services the principle of self-regulation and to ensure that the administrative data is safe, timely and only recorded once, as well as protected by the best technical solutions at any given time. Statistics are based on reliable data, serve the needs of informed discussion and decision-making in society and fulfill international commitments. Public sector services are based on information systems that meet ever-changing needs and the technical demands of the public and industry. The public and industry can access open-source data in one place with unsolicited information, monitor various issues discussed in the administration, and participate in the transparent reporting process for draft proposals, regulations and policy papers. Public data will be free of charge and reusable as much as possible.

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.

Iceland Rural Fibre Project

The Iceland Rural Fibre Project is a short-term Government initiative to bring 100 Mb/s wired internet to 99.9% of households and businesses nationwide by the end of 2020. The State contributes funding for the project, and local governments can apply for subsidies that depend on their own contributions. The project is overseen by the Telecommunications Fund. Fibre network installation outside population centres also plays a role in upgrading core communications systems nationwide, which is a prerequisite for greater reliability, coverage, and data transmission speeds across all mobile networks outside densely populated areas.

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 parliament 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 citizens 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 January 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.

eInvoicing Legislation

Although national [Regulation 505/2013](#) stipulates the requirements for electronic invoices to be considered legal, there is no legislation mandating the use of eInvoices in B2G public procurement in Iceland. The [Declaration](#) of the Ministry of Finance and the Ministry of Economic Affairs of 10 February 2014, does, however, recommend the use of eInvoices in B2G public procurement as of 1 January 2015.

Re-use of Public Sector Information (PSI)

Current Status[1]

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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[1] [Europa – PSI Implementation Status](#)

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Network Society Council

The role of the Network Society Council is, amongst other things, to follow the implementation of government and network security policies for the period 2015-2026. In cooperation with stakeholders, it will set up a Network and Information Society Consultation Group. The Council will, after consulting, formulate action proposals, regularly write reports on their performance, and make government proposals for actions as required. At the same time, the Network Security Council is consulted on issues relating to network and information security.

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.

Sigurður Ingi Jóhannsson
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Source: http://eng.innanrikisraduneyti.is/

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 eGovernment 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.

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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 two representatives from local government form the eGovernment Taskforce. In the current eGovernment strategy: ePower Expansion, the future vision is to make sure that public services are built 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 to prepare them through online, open, and transparent consultations.

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 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 formulation for 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 individualised access to information about themselves in key registers owned by the authorities and access to documents sent to them electronically by public bodies.

EUGO (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 Center** 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 center 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-fiber 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', 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

Rikiskaup

According to the 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

Menntagatt: 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 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: https://www.skra.is/

Description: The application for a 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: https://www.vinnumalastofnun.is/;
                  http://reykjavik.is/en/administration

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: https://www.vinnumalastofnun.is/

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://minn.rsk.is/thjonustusidur/

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 license

Driver's license

Responsibility: Regional Government, Ministry of the Interior

Website: http://www.syslumenn.is/

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

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 [23]

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior

Website: https://www.skra.is/

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 a person lives in Iceland, s/he should apply in person at the District Commissioner (Syslumadur) in the corresponding municipality (see Special notes and considerations for complete address). If a person lives outside of Iceland, s/he 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/english/

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.

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/

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/; 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: https://www.euraxess.is/

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

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.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)

Description: Discount cards are sent out automatically to those who are entitled (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-benefits/

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://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 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, trademark 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 [European patents](#), and others.

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://minn.rsk.is/thjonustusidur/
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 (eCustoms)	
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/allowances-deductions-and-credits/
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 an 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.

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