

# E-Government Practices and Future Direction in Sweden

**Annika Bränström**

Director General, Swedish Companies Registration Office  
Chairman, Swedish eGovernment Delegation  
Deputy Chairman, Swedish elidentification Board



E-delegationen



# Sweden

450 000 sq.km.

Population 9,5 million

23 persons/sq.km.

Stockholm, pop. 2 000 000

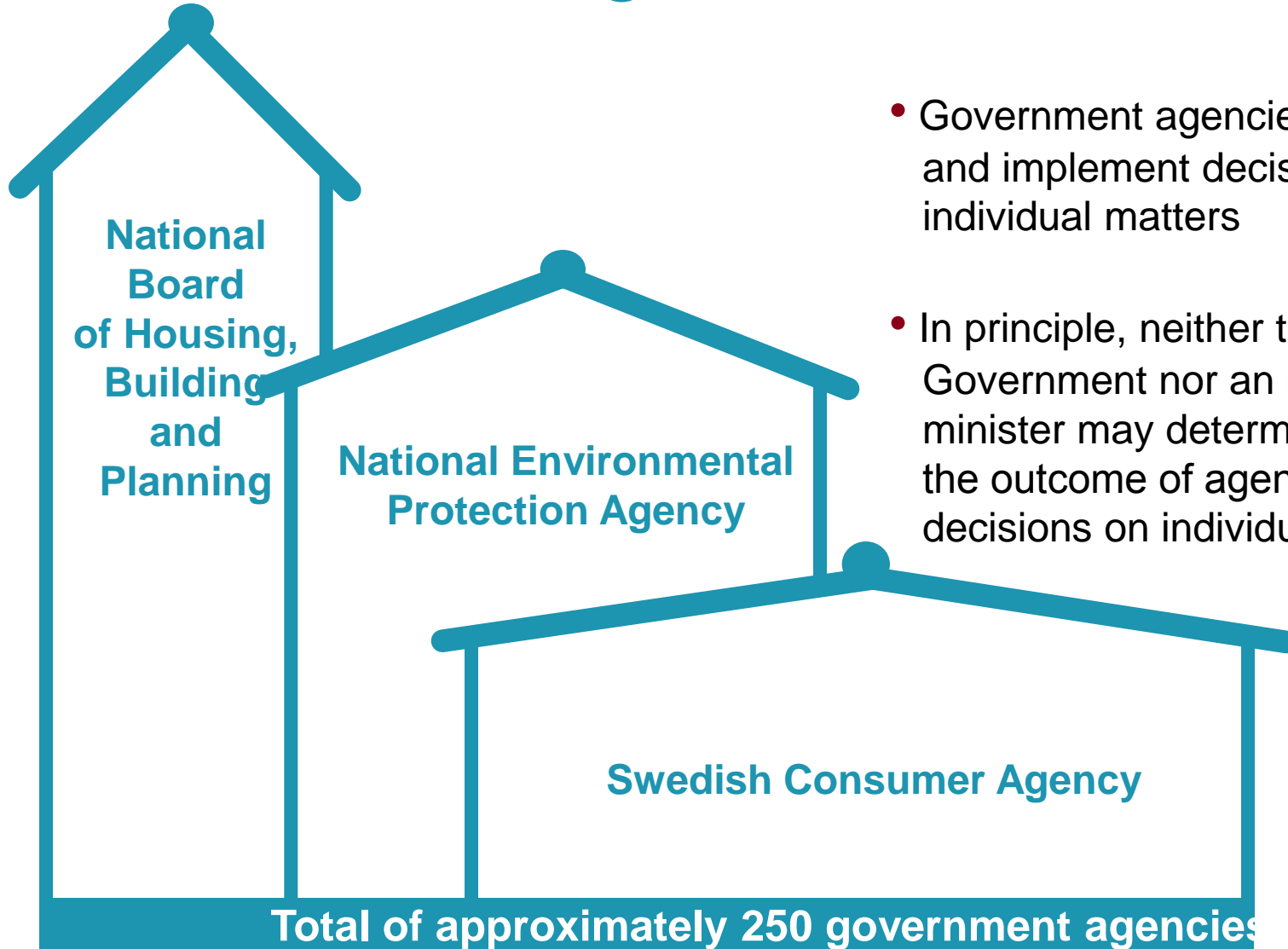
Gothenburg, pop. 900 000

Malmö, pop. 650 000

21 counties/290 municipalities



# Government Agencies



- Government agencies take and implement decisions on individual matters
- In principle, neither the Government nor an individual minister may determine the outcome of agencies' decisions on individual matters

# Use of computers and the Internet by individuals\* in 2011

- 93 %      Access to the Internet at home
- 86 %      Access to broadband at home
- 5 %        Never used a computer

– \*Individuals aged 16-74  
Source: Sweden Statistics 2012

# Need for a delegation

- Autonomous Government Agencies
- Duplication of work occurs
- Governance and inter-agency coordination needed
- Increase the efficiency
- Develop more user-friendly interfaces for eServices



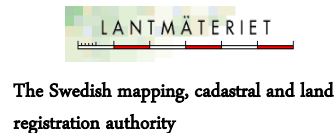
E-delegationen

As easy as possible for so many  
as possible

IT in the service of people

# The eGovernment Delegation

*17 of them got the challenging task...*



# Goals & Purpose

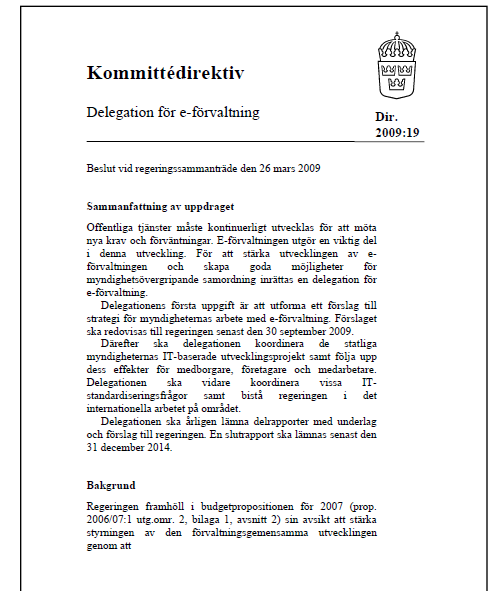
- Simplify life for individuals and businesses.
- Smarter and more transparent public sector supports innovation and participation.
- An effective and more efficient public sector.





# The eGovernment Delegation

- Draw up and develop strategy
- Coordinate development projects
- Follow up impact
- Coordinate IT standardisation issues
- Assist the Government in international work
- Open data (PSI) and social media
  - Interim reports twice a year
  - Final report by 31 December 2014

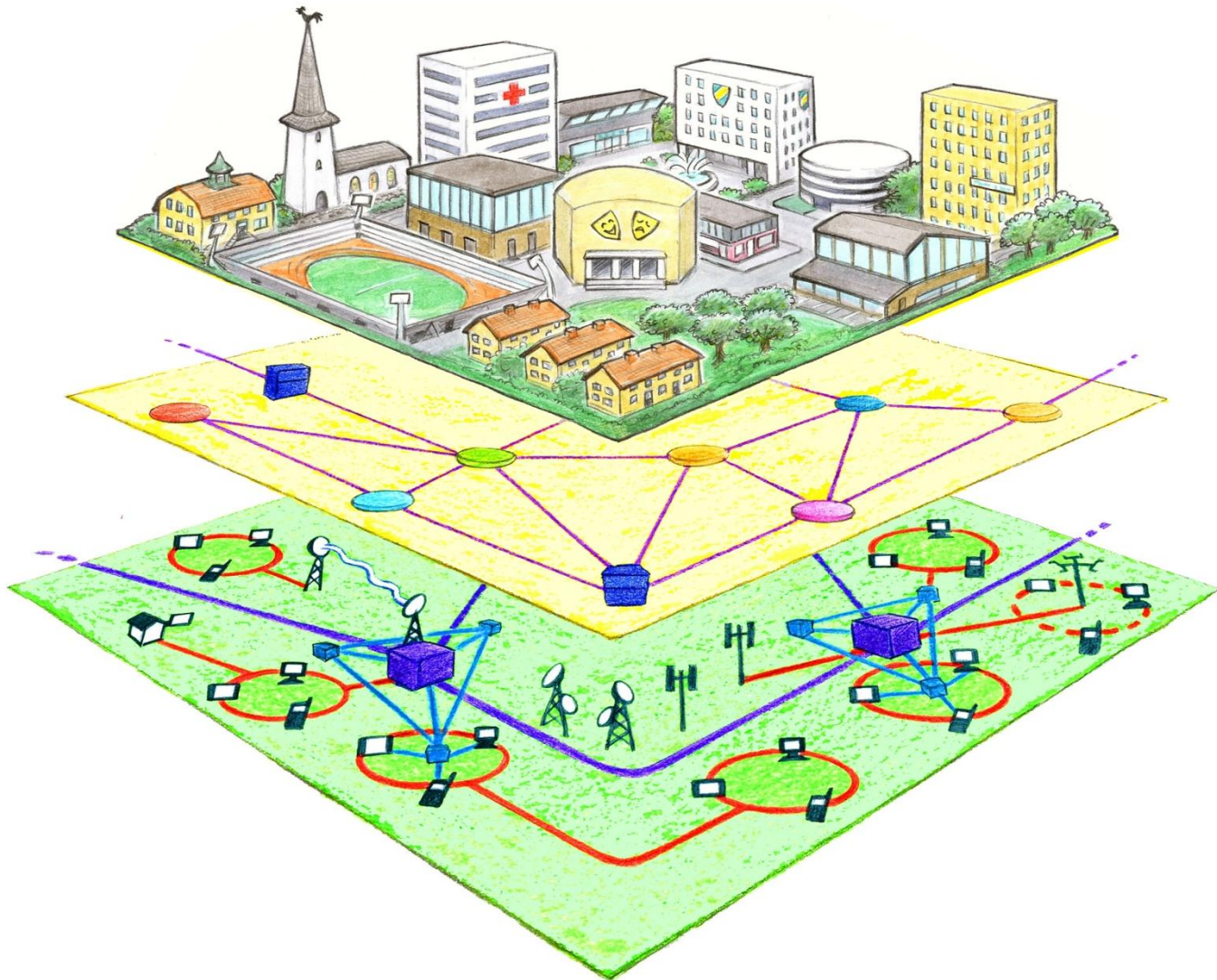


# Policies

- Digital Agenda for Europe
- Digital Agenda for Sweden
- E-government strategy (upcoming)
- Coordination and joint services



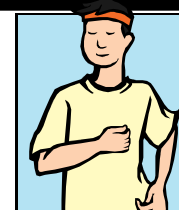
# Common infrastructure



**Businesses**



**Citizens**



## PRODUCTS AND CHANNELS

**Verksam.se**

**Sector Portals**

**Agencies,  
municipalities  
websites**

**Printed matter  
Personal meetings  
Telephone  
Etcetera**

## SHARED INFRASTRUCTURE

**eID**

**"My messages"**

**"My power of  
attorneys"**

**"My cases"**

**"My e-archive"**

**Etcetera**

**Basic data  
business**

**Basic data  
person**

**Basic data  
GIS**

**Basic data  
...**

## GOVERNMENT AGENCIES

**Back-end  
Systems**

**Data and  
Archives**

**Information  
and service**

**Businesses**



**Citizens**



## PRODUCTS AND CHANNELS

**Verksamst.se**

**Sector Portals**

**Agencies,  
municipalities  
websites**

**Printed matter  
Personal meetings  
Telephone  
Etcetera**

## SHARED INFRASTRUCTURE

**eID**

**"My messages"**

**"My power of  
attorneys"**

**"My cases"**

**"My e-archive"**

**Etcetera**

**Basic data  
business**

**Basic data  
person**

**Basic data  
GIS**

**Basic data  
...**

## GOVERNMENT AGENCIES

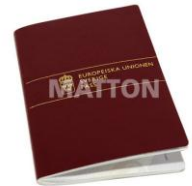
**Back-end  
Systems**

**Data and  
Archives**

**Information  
and service**

# eID in Sweden

- App 4,5 million eIDs, population 9 million
- The private sector is the provider of eIDs
- The public sector purchases authentication and e-signature services on a commercial usage basis
- 250 million authentication transactions last year
- 15 million electronic signatures in public sector
- No qualified electronic signatures



# What's new for eID in Sweden?

- Coordination and gradual development of the infrastructure
- New way to procure authentication and e-signature services for the public sector to meet new regulatory requirements
- Introduction of identity assertion to
  - simplify the integration for the e-service providers
  - make it possible to vary the information about the holder of the eID
  - make it possible to use eID solutions that are not PKI-based
- Introduction of a central e-signature service as a consequence of introducing identity assertion



# The main challenges

- Coordination of an area that is market-driven, with many actors with different interests
- Take into account the investments already made
- Standardized, user-friendly and technology-neutral solutions
- Cross border interoperability





## The Swedish Business Link to Government

# Verksam.se

- for those who run or are about to start a business

On this website three government agencies have brought together and structured information and services of value to you. Find your way using the headings Considering, Starting, Running, Developing and Closing down.

### 1 Considering

Are you considering it?  
This section is an  
introduction to life as an  
entrepreneur in Sweden.

### 2 Starting

Be prepared! This  
section helps you to plan  
your start and get your  
business off the ground.

### 3 Running

Do it right! This section  
gives you tips about  
accounting and taxes  
and contributions.

### 4 Developing

Moving forward! In this  
section you find out more  
about funding and how to  
lead a growth company.

### 5 Closing down

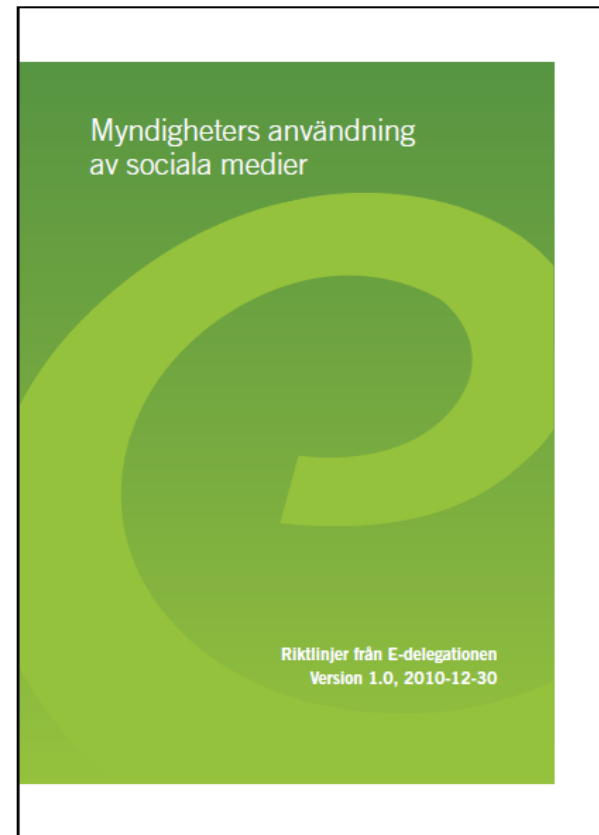
Do you want to stop?  
This section gives you  
tips about closing down  
your business.

Verksam.se is a collaboration among three government agencies:



# Manuals

- Guidelines for social media
- Web development
- National interoperability framework
- Requirement analysis
- Benefits Realization
- Open data
- and so on...



# Important pieces and challenges

- Coordination
  - Processes
  - Connect and sharing information
  - Standards
  - Architecture
    - IT
    - Information
- Regulations
- Financing



[www.edelegationen.se](http://www.edelegationen.se)  
[www.edelegationen.ning.com](http://www.edelegationen.ning.com)  
[www.facebook.com/edelegationen](https://www.facebook.com/edelegationen)  
[www.twitter.com/edelegationen](https://www.twitter.com/edelegationen)



