



Local and Regional  
Government Finland

## **E-Government in the Finnish Local Government**

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ITAPA Congress

# Finnish Public Government

- **State government**

- Central state government
- Regional state government
- Local state government

Staff 110.000



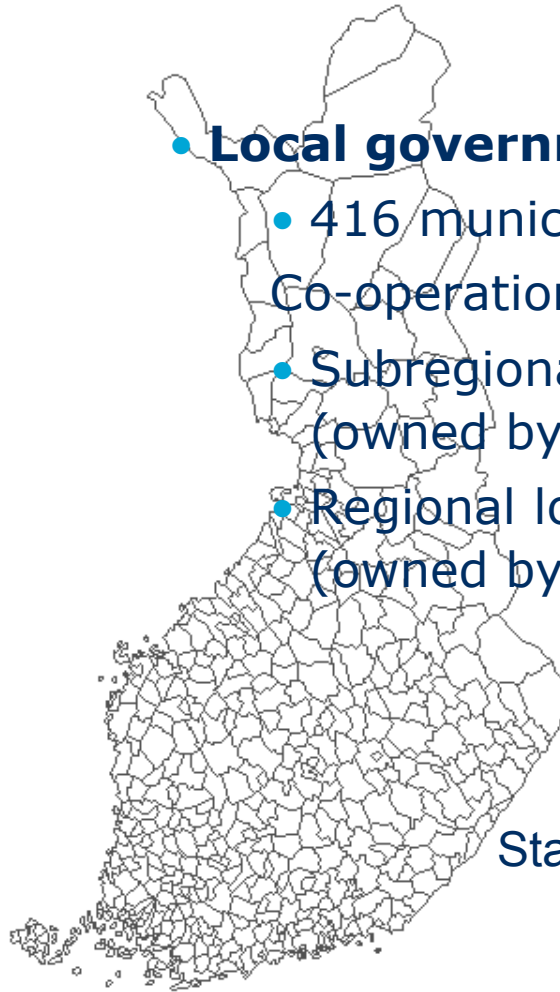
- **Local government**

- 416 municipalities

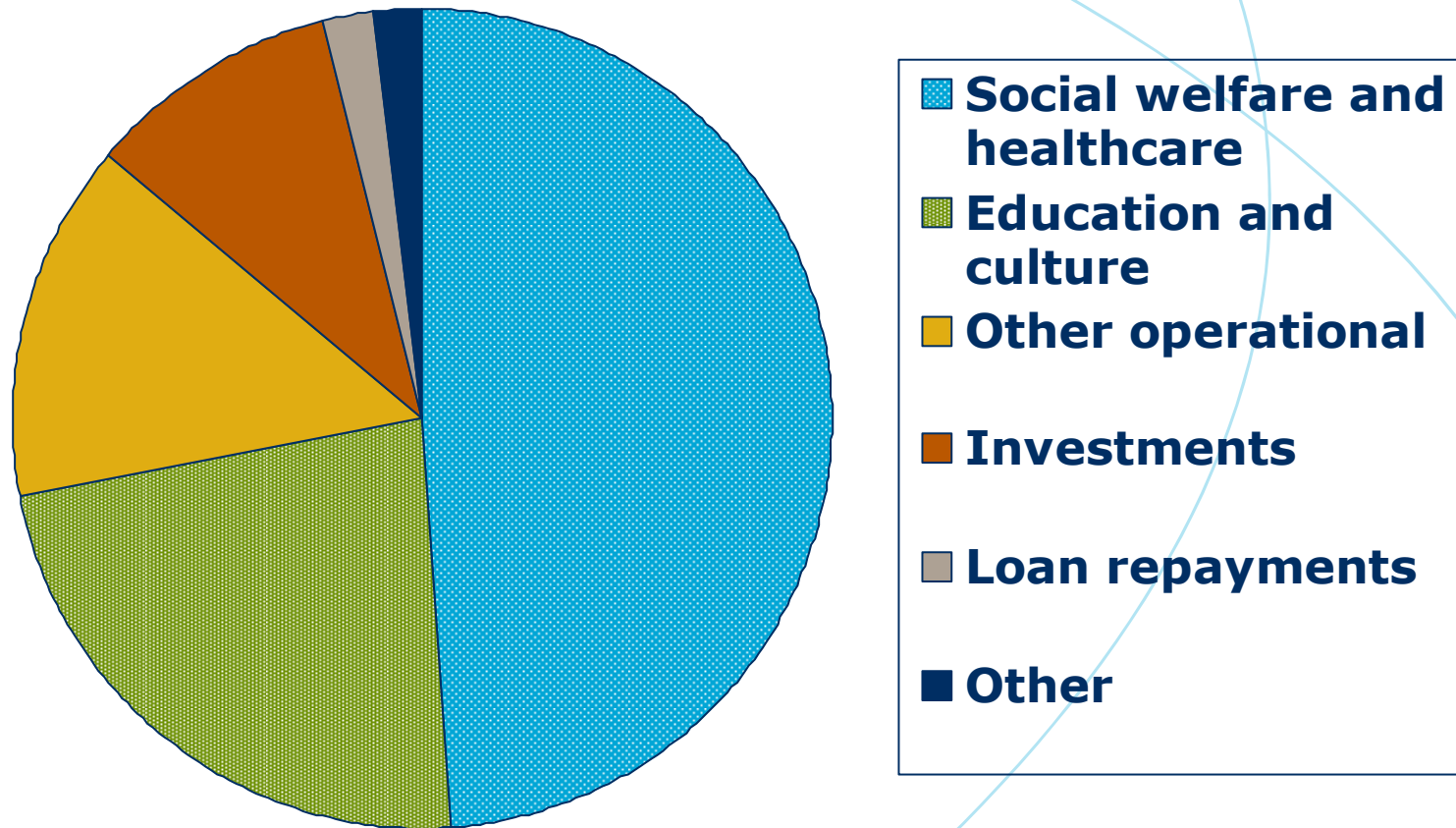
Co-operation of the municipalities:

- Subregional local government (owned by municipalities)
- Regional local government (owned by municipalities)

Staff 430.000

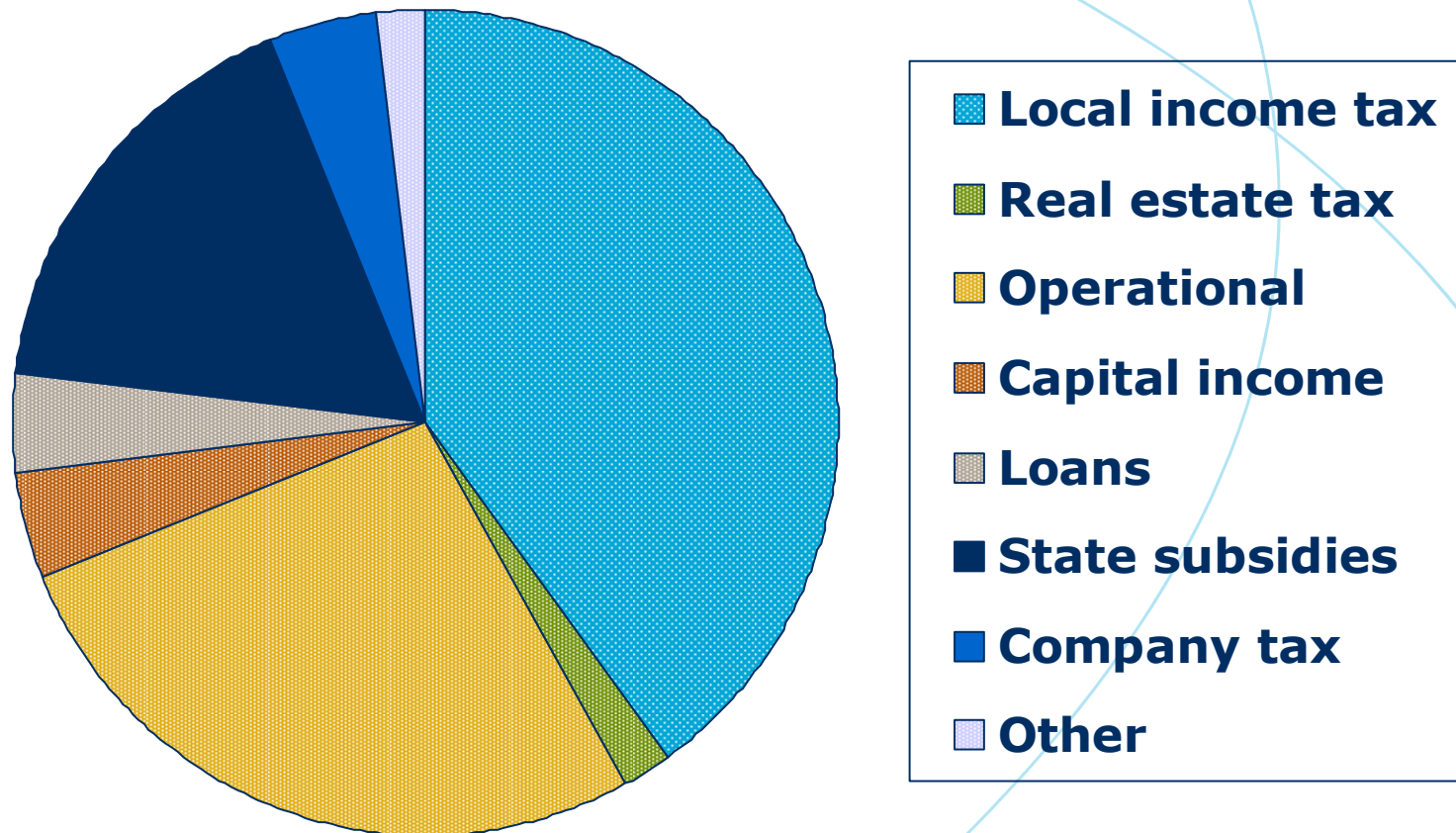


# Expenditure of the Finnish municipalities 2006



**Total 2006 32 billion €**

## Income of the Finnish municipalities 2006



**Total 2006 32 billion €**

# Finnish municipalities differ, but not their services

		Average	Min.	Max.
<b>Population</b>		<b>12 083</b>	<b>134</b>	<b>559 330</b>
<b>Population density</b>	<b>inh./km<sup>2</sup></b>	<b>17,1</b>	<b>0,2</b>	<b>3 032,1</b>
<b>Area (net of water areas)</b>	<b>km<sup>2</sup></b>	<b>705</b>	<b>6</b>	<b>15 173</b>
<b>Economic structure</b>				
<b>Agriculture and forestry</b>	<b>%</b>	<b>4,3</b>	<b>0,1</b>	<b>32,0</b>
<b>Manufacturing</b>	<b>%</b>	<b>25,8</b>	<b>5,5</b>	<b>50,6</b>
<b>Services</b>	<b>%</b>	<b>68,1</b>	<b>35,8</b>	<b>84,8</b>
<b>Age structure</b>				
<b>0–14 year-olds</b>	<b>%</b>	<b>17,6</b>	<b>9,6</b>	<b>31,7</b>
<b>15–64 year-olds</b>	<b>%</b>	<b>66,8</b>	<b>55,3</b>	<b>71,8</b>
<b>65 and over</b>	<b>%</b>	<b>15,6</b>	<b>6,0</b>	<b>32,4</b>
<b>Local tax rate 2005, % of taxable income</b>		<b>18,30</b>	<b>16,00</b>	<b>21,00</b>

# Finnish local e-government

## Strengths

- Society and infrastructure
  - Governance
  - Concept of the Nordic welfare society
  - Education
  - Broadband
  - Internet, mobile phones, email
  - Automation of financial sector
- Long experience on ICT
- Wide approach
- Capacity in every organisation
- National joint services
- Good co-operation
- Freedom of information

## Weaknesses

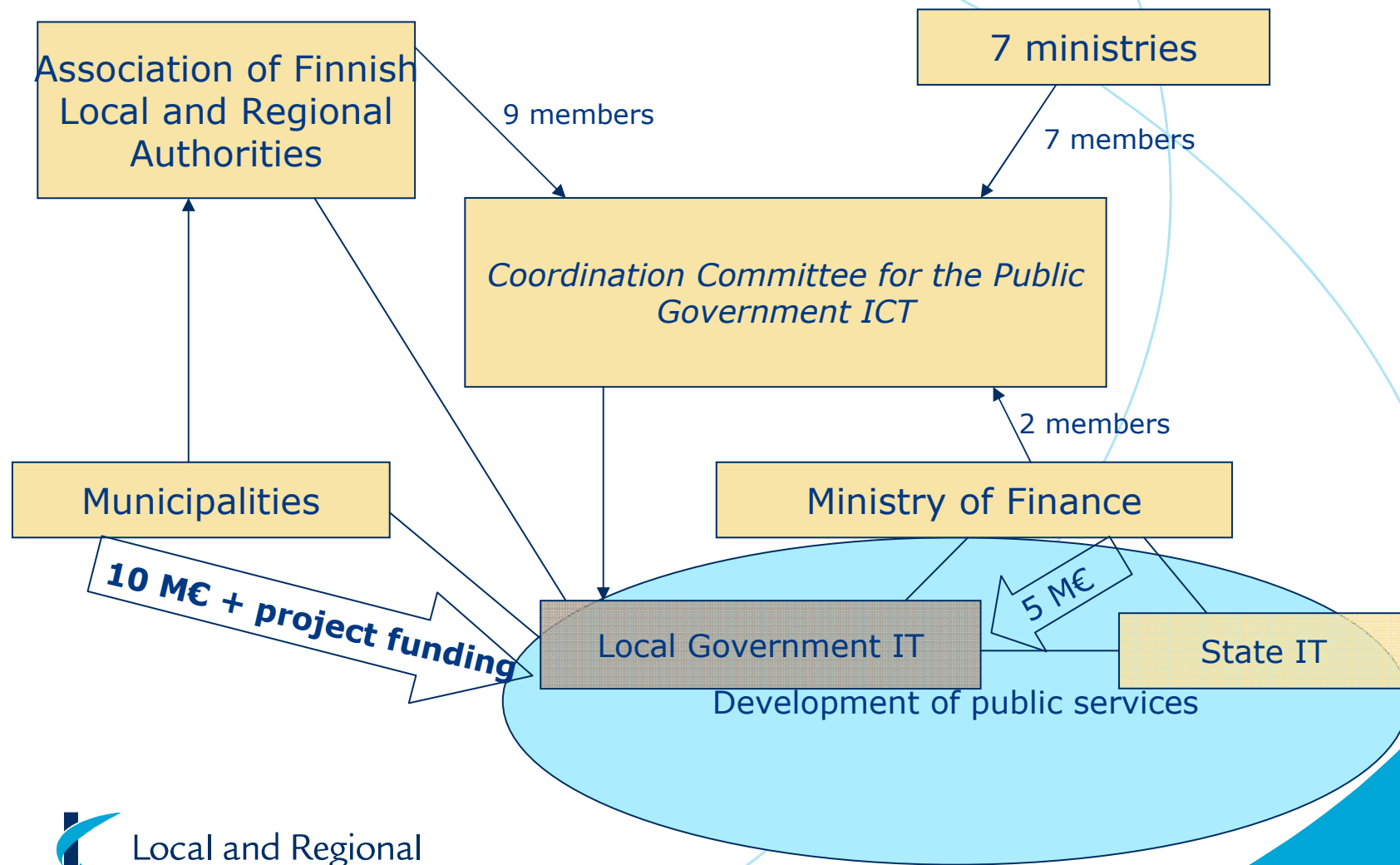
- Effects of aging
- ICT very organisation- and structure-oriented
- Lack of knowhow on the top
- Small and isolated IT-market, little competition in the operational software
- Increasing differences in the capacity of the municipalities
- Scattered funding and decision-making
- Lack of national co-operation platforms

## What we are doing just now?

- Structural reform, from 460 to 300 municipalities before 2013 (voluntary process supported by the state)
  - Meeting the challenges of the aging with a better effectiveness in the service production
  - More joint national services, more joint municipal IT-service production
  - New model for public government IT coordination
- Single points of public services, seamless service chains
- Increasing role of the self-service
- More attention on local-logistics
- Killing unnecessary services

FROM ORGANISATION-ORIENTED TO STRUCTURE-FREE IT

# New model for public government coordination

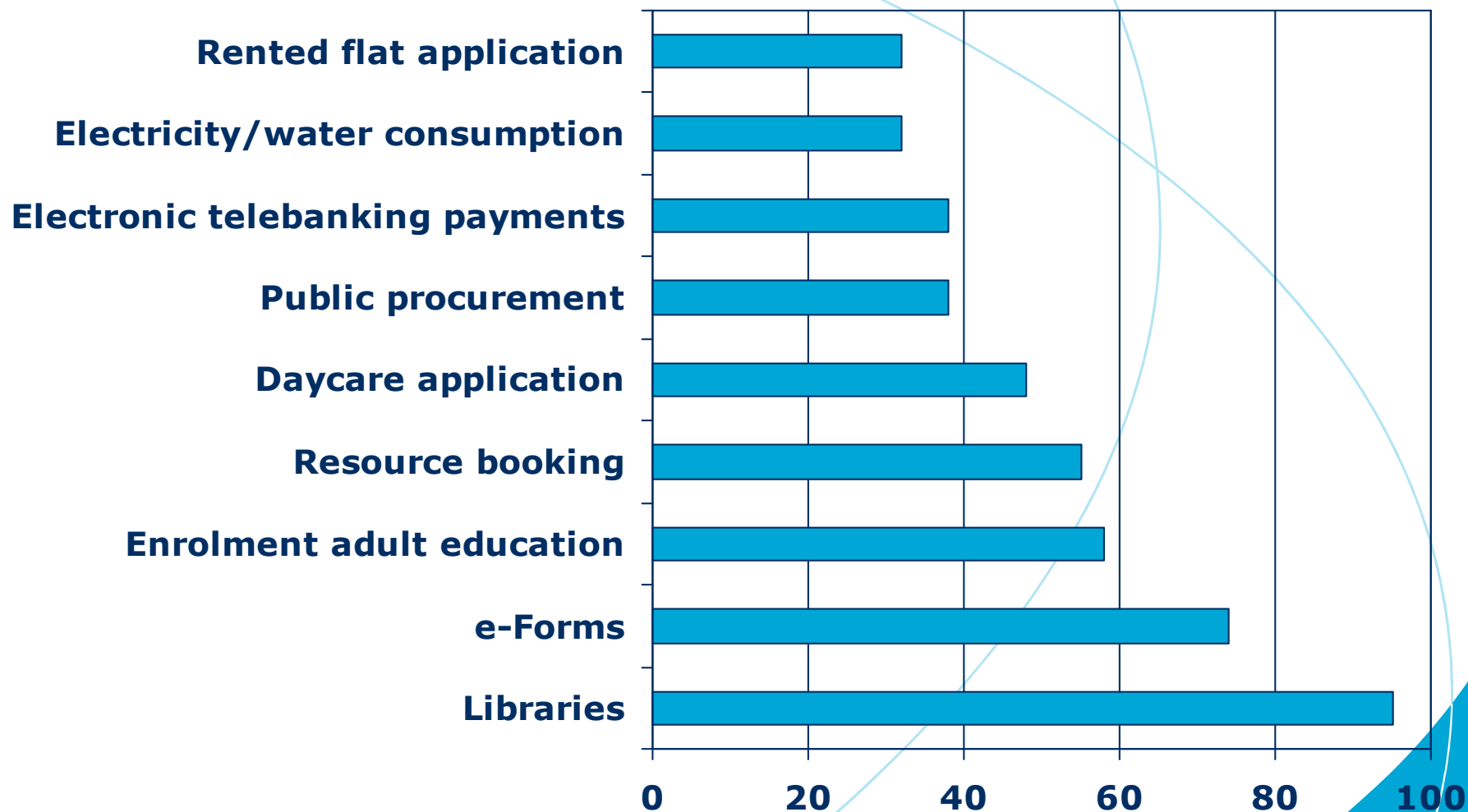




# Local Government IT Development Unit

- Joint solutions
  - Identification and payment portal VETUMA (ID-card, bank certification, mobile phone, telebanking, credit cards)
  - Basic registers (population, buildings, real estates, maps)
  - National patient record portal
  - National CV-service
  - Life situation services
- Guidelines, recommendations and standards
- Requirements
  - Architecture
  - Procurement
  - IT-management

# E-Services in the Finnish Municipalities 2007 (% of municipalities)



# Multichannel

MULTICHANNEL DOES NOT MEAN THE USE OF ALL POSSIBLE CHANNELS IN EVERY SERVICE, BUT THE USE OF THE MOST APPROPRIATE CHANNELS IN THE SINGLE PARTS OF THE SERVICE PROCESS

## SERVICE PROCESS

Making a doctor's appointment

Self-service in the change of appointment

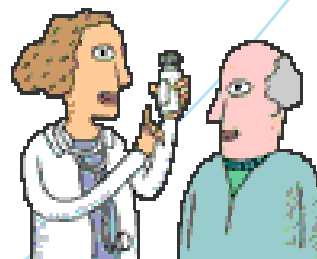
Visiting doctor

Personal and general health information



Local and Regional Government Finland

Internet, phone, SMS



# ICT and Joint Services

**Back Offices**  
Service providers

Public  
Private  
Non profit organizations



**Remote interpretation**  
**Decisions with videoconference**

**Service Desk**  
Joint tool for providers and customers

Benefits  
Employment  
Health  
Housing  
Education  
Childcare  
Tax...

**Front Office**  
Customer and His/Her Life Event



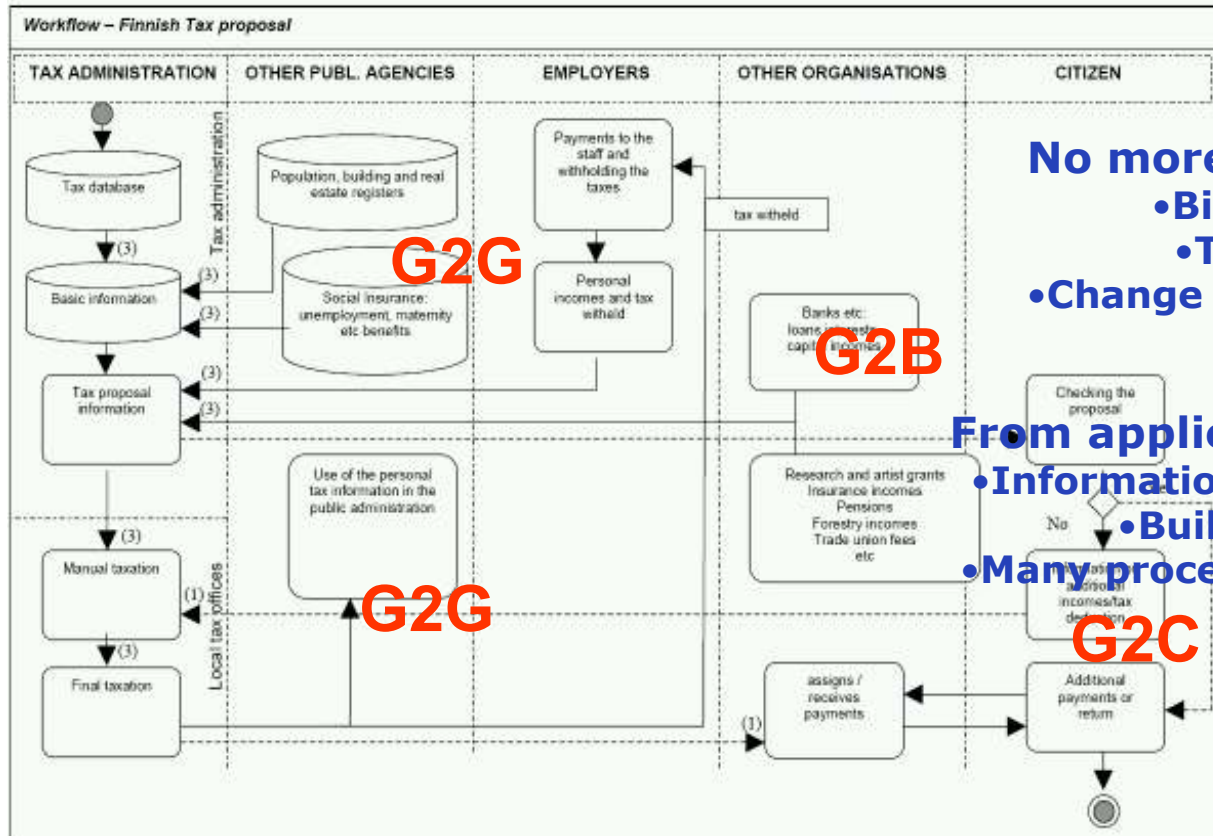
**Multichannel access**



Call Center  
One Stop Shop  
Internet Portal  
Digital TV



# Killing unnecessary services



**No more existing services:**

- Birth certification
- Tax declaration
- Change of address (only one)

**From application to consultation:**

- Information on salaries and wages
- Building permissions
- Many processes in health and social