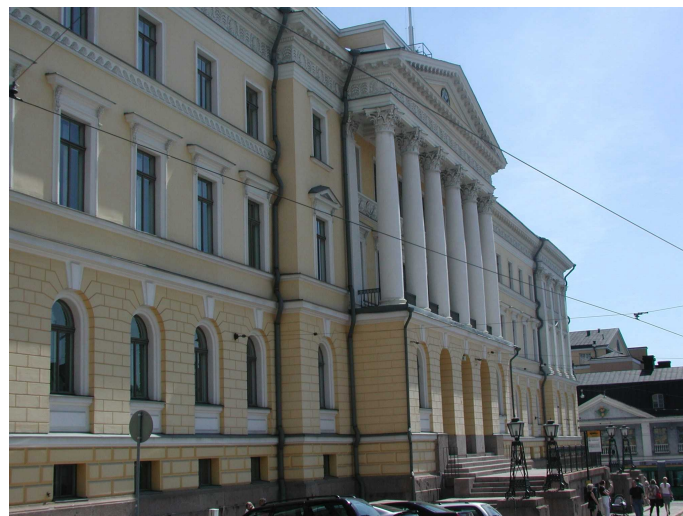# E-government services in Finland

Bratislava 14.11.2006

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Topics of the presentation

- **Some facts about Finland**

- **Basic principles in government IT management**

- **Electronic services in government**

- **New IT strategies in government**

Some facts about Finland

- - 5,2 million people, 337 000 km^2
- - Two official languages (Finnish 95%, Swedish 5%)
- - Member of the European Union since 1995
- - 96 % households have mobile phone at their disposal
- - 68 % of households have PC at home (2005)
- - 58 % of households have Internet at home (2005)
- - 53 % of households have broadband Internet (2006)
- - All the schools are connected to internet
- - All the public libraries are connected to Internet

Charasteristics of Finnish Public Sector

- 13 Ministries and some 120 agencies under ministries – state government 125 000 employees
- 430 Municipalities with high autonomy

Some basic principles in government IT management

Government information infrastructure

- National shared databases (basic registers) on
    - People (PRC: Population Register Centre)
    - Real Estate (http://www.nls.fi)
    - Companies and corporations (http://www.ytj.fi)
    - Registered vehicles (http://www.ake.fi)
- Unique IDs and some data standards
- Update once – use everywhere
- Government, municipalities and private sector update and use basic data
- Use of data is defined in laws on the databases and common rules in privacy law

Electronic reporting to authorities

- Citizens burden to bureaucracy has been decreased
    - No birth certicates are demanded
    - Taxation has become quite simple
    - Change of address can be done on web, on telephone or in the post offices

- Less bureaucracy to people has meant more reporting to companies

- Especially employing people needs lot of payments and calculation of different charges and notifications to different authorities

- Companies can send administrative reports electronically

Population census

- Since 1985 Census has been done from existing databases
  - information from 30 different databases at year end situation is collected to Statistics Finland
- Benefits
  - census results are available within months rather than years
  - information quality is high (e.g. no problems from people understanding question differently)
  - costs are about 17 US cents per inhabitant vs. 6 US $ when last made in traditional way

Tax-proposal

- 3 m Finns don`t need to declare for tax
- Tax administration compiles a tax-proposal out of data it gets electronically from:
    - Employers - wages paid, other benefits
    - Insurance companies - pensions, unemployment benefits..
    - Banks - loans, interest paid/received, share transactions…
    - Social security - sickness payments, pensions, student grants…
    - National databases - real estate, flats and vehicles ownership
- Tax-payer accepts by doing nothing or supplies additional information to tax-authority

**Electronic services in state administration in Finland**

eGovernment drivers

- Efficiency
- Security and privacy
- Transparency of administration
- Information sharing
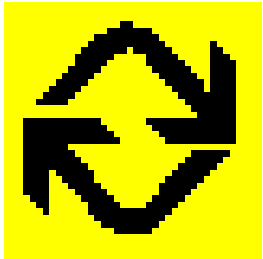- Co-operation in development and service provision

Supply of electronic services

Provision of electronic government services in 2005
Proportion of agencies (%) offering certain type of service or that are developing certain type of service

☐ Service in use   ☐ Service under development
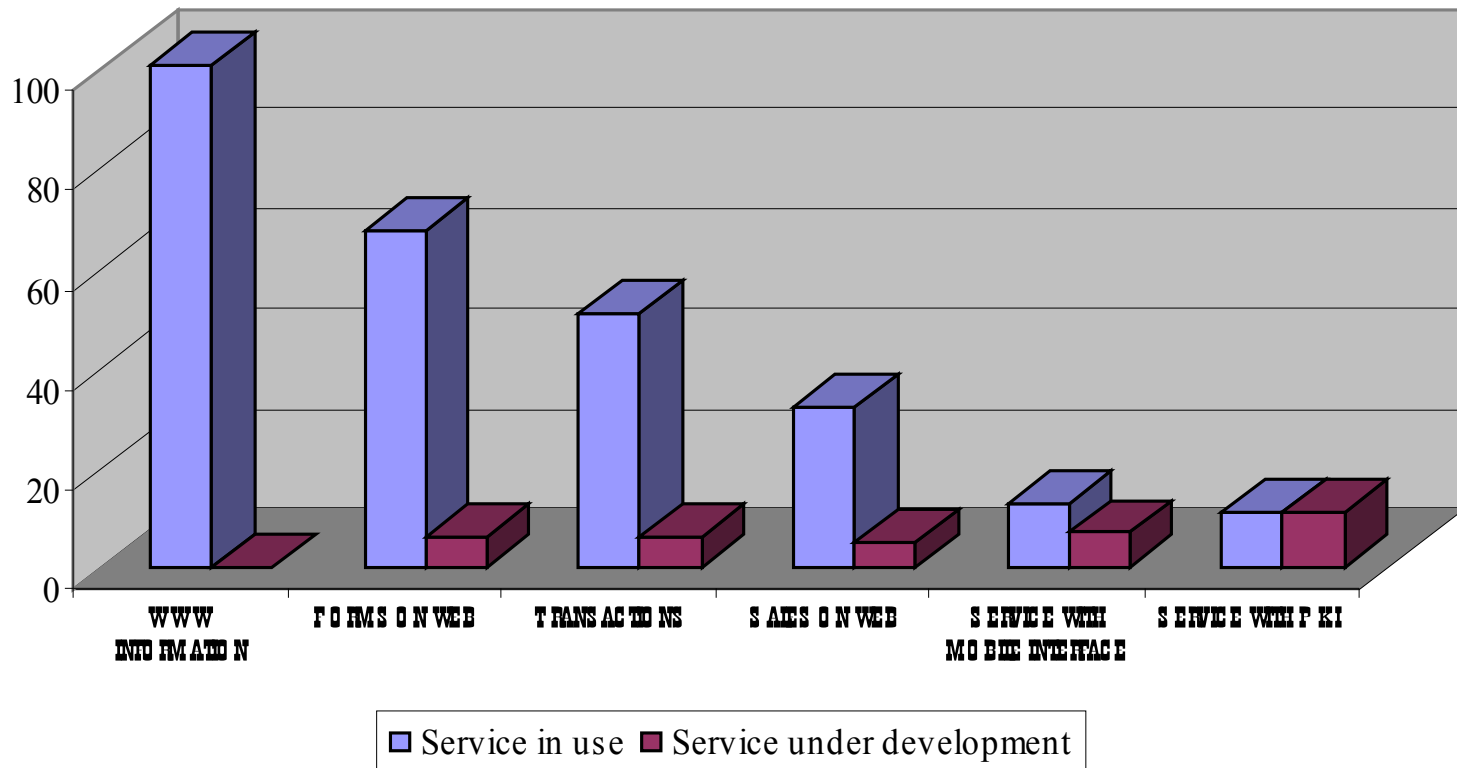
Buying ticket with sms

You can buy a ticket by sending the text message **A 641** to the number **16353**. As a return message you will receive a single ticket which is valid for one hour on trams, the Metro, the Suomenlinna ferry and in the following bus lines:
**80, 80A, 81, 83, 84, 85, 85V, 86, 86B, 87, 88, 90, 90A, 90B,
91, 92, 93, 93B, 94, 94A, 94B, 94V, 95, 96, 96V, 97 ja 98V
13, 15, 15A**

Buy your ticket before you get on the tram,....

A train ticket

- find the time tables from the web
- choose the trip
- pay it on online banking
- print it on your own printer
- show it on the train
- Finnish Railways

Examples of good electronic public services

- Applying for a rental appartment (Helsinki municipality)
- Reporting of an offence (Ministry of the Interior, Police)
- Checking your work pension records (Pension insurrance companies)
- Common application for professional universities (Ministry of Education and Culture)
- Financial applications (National Technology Agency)
- A common service for Business register and Tax register information   (National Board of Patents and Registration of Finland)
- Notifying a free vacancy (Ministry of Labour)
- Small employer's payrol system
- GSM booking in health care services

Joint information services

Citizen's Portal Suomi.fi One site that organises public information by areas of life and organisations

- Links over 100 government agencies and over 200 municipalities

Electronic forms Citizen's Electronic Forms Service

- one site for public sector forms

- now mostly for download, next step interactive

Directory **JULHA - Public sector contact directory**

- X.500 / LDAP directory of organisation and public sector employees contact information

Electronic reporting to state agencies

- one stop shop for companies

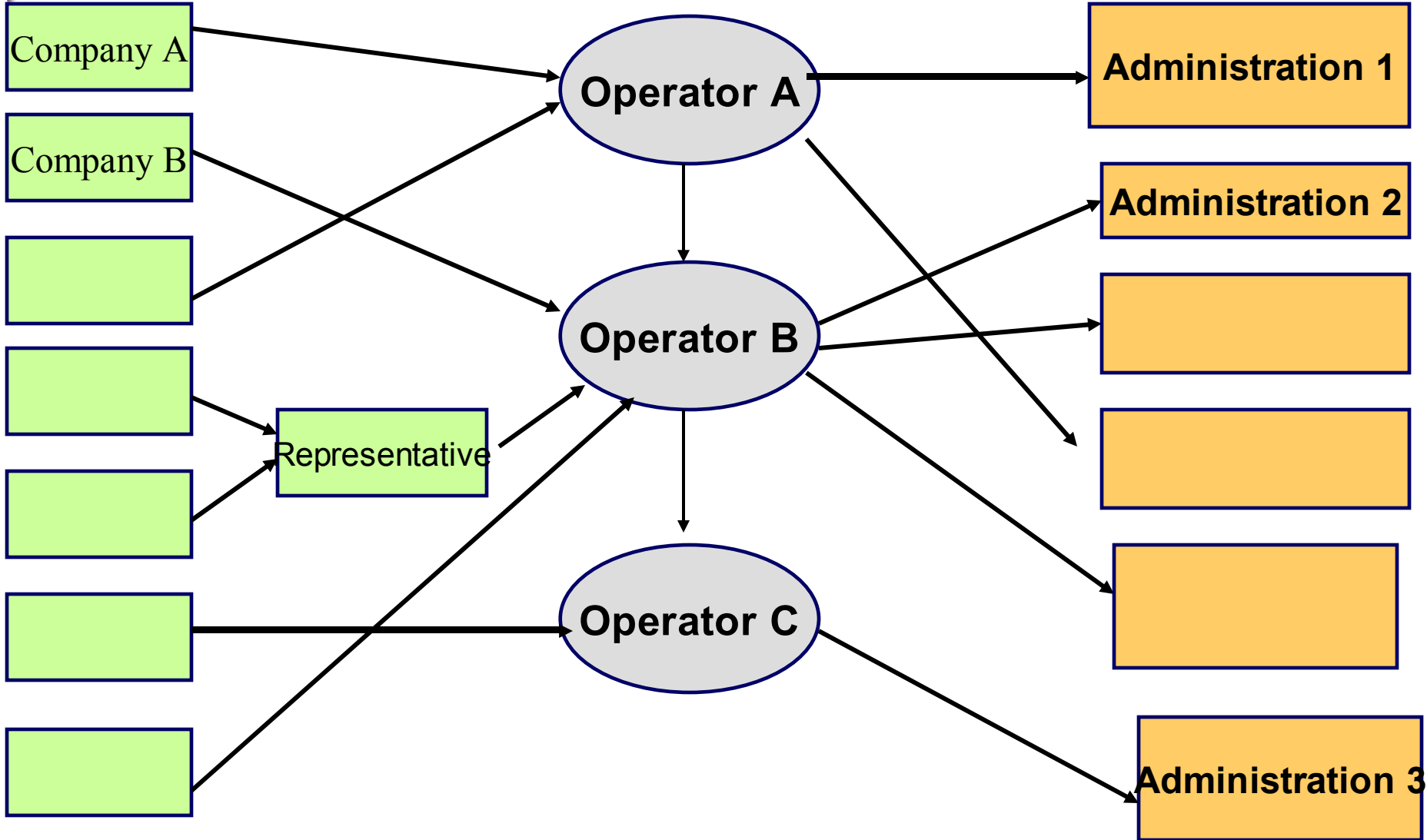**Common service for citizens' identification and payments**

One stop shop for company reporting- the model

Reports

Brokers

Authorities

FINNISH TAX ADMINISTRATION
1. Emloyer's monthly report
2. VAT report (monthly)
3. VAT summary report
4. Requests for tax deduction cards
5. Annual report, summary
6. Annual report per employee
7. Tax declarations
FINNISH CUSTOMS
8. Intrastat-import-notification
9. Intrastat-export-notification
ETERA pension insurance company
10. LEL-pension payment notification
11. Tael - pension payment notification
TEL pension insurance companies
12. TEL-employment notification and annual report
EMPLOYERS' ASSOCIATION
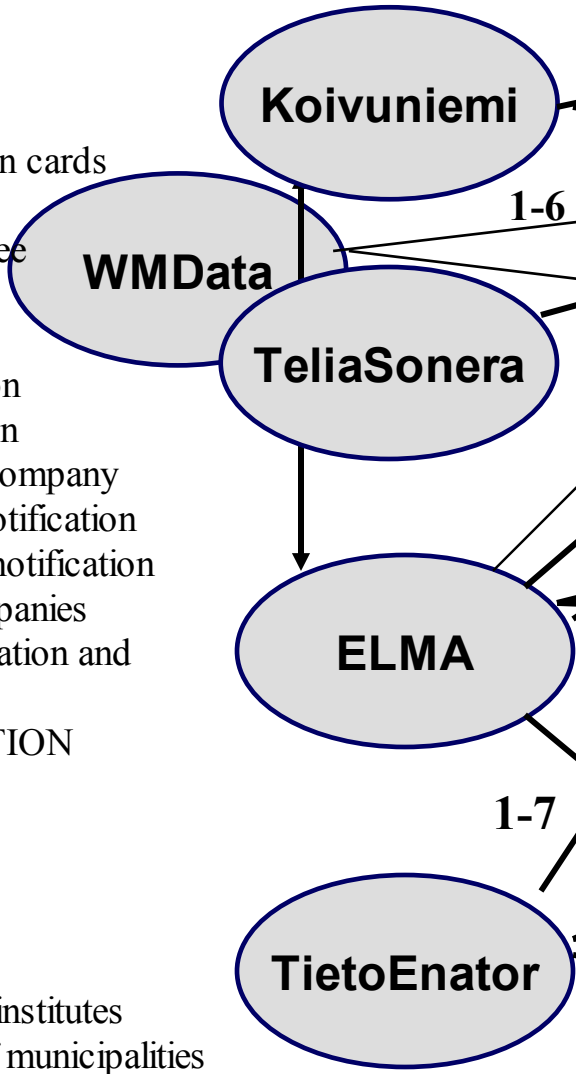13. Salary statistics
TRADE UNIONS
14. Membership fees
STATISTICS FINLAND
15. Trade cycle statistics
16. Statistics of educational institutes
17. Accounts information of municipalities
Ministry of Environment
18. Environmental reports of industry
MINISTRY OF FINANCE

Brokers: Koivuniemi, WMData, TeliaSonera, ELMA, TietoEnator

Authorities: Finnish Customs, Finnish Tax administration, Etera pension insurance, Tapiola, Ilmarinen, Varma, Fennia, Statistics Finland, Pension insurance companies, Employers' associations, Teknisten liitto, Ministry of Environment

Edge labels: 8-9, 1-6, 1-6, 1-7, 8-9, 1-7, 10-11, 12, 15-17, 1-7, 12, 13, 14
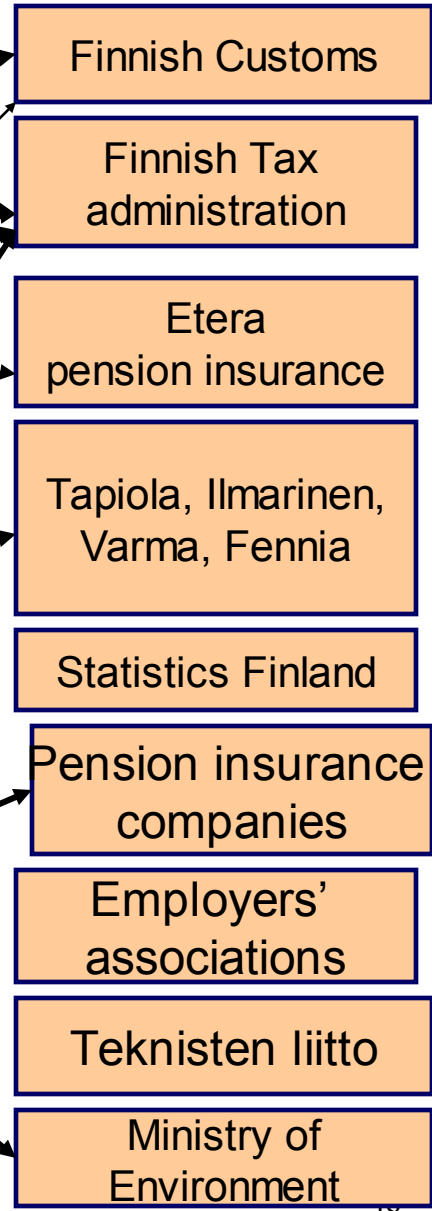
New IT strategies in state administration

Strategic action lines for new e-government strategy

To promote customer approach

To promote co-operatiions in service development

To promote cost-effectiveness

National architecture for e-government services

To promote the development of new quality services

To share information and experiences more quickly

More users

More services

Dissolve overlappings

Learning more quickly

More agencies to offer srvices

Effectify the processes

More re-usability

New state IT strategy (2006)

Challenges	Strategic targets	Development programs	Prioritized projects
Changing customer needs and expectations	**Satisfied customers, flexible services**	Customer-oriented e-services	Identification of citizens and businesses Common platform for e-services
Transparent and trustworthy government		Interoperability	Common IT- architecture Common interfaces to national databases
Globalization EU-integration		Shared IT-systems	Financial and human resource management systems
Productivity	**Efficient, secure, connected government**		Document management and archives
Aging population Retiring personnel		Harmonized basic IT- services	Identification and rights management for civil servants Common, shared, secure communication network E-mail, calendar
Maintaining services in all parts of country			
Maintaining services in all circumstances		Information security and contingency planning	Baseline and high-level IT- security Continguency planning Portfolio management