Member States Questionnaire (MSQ) for the
United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA[1] assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

| Finland | 30/03/2019 |

☒ **I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.**

I. Institutional Framework

1. What is the official **e-government**[2] **portal** at the national level? If more than one, please list all.

   https://www.suomi.fi

2. Please also provide **URLs** for below **specific portals**, if exists:
   a. E-services[3]:

   https://www.suomi.fi/ (about: https://esuomi.fi/palveluntarjoajille/palvelutietovaranto/

   b. E-participation[4]:

   http://www.demokratia.fi (includes lausuntopalvelu.fi, otakantaa.fi, kansalaisaloite.fi, kuntalaisaloite.fi, nuortenideat.fi)

   c. Open government data:

   https://www.avoindata.fi/

   d. Public procurement:

   https://www.hankintailmoitukset.fi

   e. Other major portals at the national level:

   For example, please see: www.vero.fi (taxation), www.kela.fi (social benefits)

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national

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[1] This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

[2] **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

[3] A specific portal where you can see the list of all online services available for the public

[4] **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

level in charge of e-government.

> Public Sector ICT, Ministry of Finance, https://vm.fi/julkisen-hallinnon-ict

4. Does your country have a **Chief Information Officer (CIO)**[5] to manage national cross-agency e-government programs/strategies?

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    > Anna-Maija Karjalainen

    Title:

    > Director General for Public Sector ICT

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

    a. Planning and Development

    > Land use planning at national level: Ministry of the Environment, www.ym.fi;

    b. Education
    c. Health

    > Ministry of Education and Culture, www.minedu.fi; Finnish National Agency for Education, www.oph.fi

    d. Social Protection and Welfare

    > The Social Insurance Institution, www.kela.fi

    e. Employment and Decent Work

    > Ministry of Economic Affairs and Employment, www.tem.fi;

    f. Environment

    > Ministry of the Environment, www.ym.fi; The Finnish Environment Institute, www.syke.fi; Centre for

    g. Energy/Water

    > Ministry of Economic Affairs and Employment, www.tem.fi; Energy Authority, www.energiavirasto.fi;

    h. Finance/Taxation

    > Ministry of Finance, www.vm.fi; Finnish Tax Administration, www.vero.fi

    i. Industry/Trade

    > Ministry of Economic Affairs and Employment, www.tem.fi; www.businessfinland.fi

II. Strategy and Implementation

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[5] **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer **(CTO)** or Chief Digital Officer **(CDO)**

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals (SDGs)](#)?

> Yes, please see https://kestavakehitys.fi/agenda2030/toimeenpano-suomessa for Government Report on

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

> Yes. The latest Government Programme stated that all public services will be digitalized. The government

8. Please check whichever applies.

National e-government strategy or equivalent:

⊠ has an implementation plan.

⊠ is aligned with the national development strategy

☐ is aligned with the Sustainable Development Goals (SDGs).

☐ is aligned with sub-national/local digital development strategy.

⊠ has an emphasis on digital-first principle

⊠ has an emphasis on digital by default; digital by design; mobile-first principle

⊠ has an emphasis on once-only (data) principle

⊠ has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups[6]

⊠ makes specific reference to e-participation, digital inclusion and/or engagement.

☐ makes specific reference to the use of social media in the government.

⊠ makes specific reference to the use of new technologies[7] such as artificial intelligence, blockchain, big data

> There is no need to refer to the use of social media in the government, because government agencies are already widely using social media. See answer to the question 14.

III. Legal Framework

9. Is there any legal framework on:

⊠ access to information such as Freedom of Information Act

⊠ personal data protection including digital security

⊠ open government data

⊠ digital identity

⊠ digital certification/signature

⊠ e-procurement

⊠ digitally publishing government expenditure[8]

⊠ data interoperability

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[6] Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

[7] Also referring to emerging technologies

[8] Related to SDG Indicator 16.6.1

☒ digital government as a right

> GDPR and additional national general and special legislation on data protection and digital security, Act on the Openness of Government Activities (621/1999), EU's eIDAS regulation and Act on Strong Electronic Identification and Electronic Trust Services (617/2009), Act on Public Procurement and Concession Contracts (1397/2016), Act on Guidance of Public Administration Information Management (634/2011), Act on Offering Digital Services (306/2019). In addition concerning digital identity, Act on Population Information System and Population Register Center's Identification Services (661/2009).

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

    ☒Yes   ☐No

11. If yes, do you publish results online and share those with the public institutions concerned?

> https://vm.fi/tietoja-valtion-tietohallinnosta and government agencies separately. Results of 2017 will be

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

☒Yes   ☐No

13. If yes, do you publish results online and share those with the public institutions concerned?

> Government agencies that produce e-government services publish the results separately.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

> https://vnk.fi/documents/10616/3541383/Valtionhallinnon-viestintasuositus-2016.pdf

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

☒ Artificial Intelligence (AI) ☐ Blockchain   ☐ Big data   ☐ Smart cities
        ☒ Robotics   ☐ Internet of Things (IOT) ☐ Quantum computing   ☐ Virtual reality
☐ Augmented reality   ☐ Other:

> National AI Strategy: https://www.tekoalyaika.fi/

16. Does your government have any government body[9] at the national level working specifically related to the new technologies?

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[9] This can be an agency, cabinet, commission, committee, initiative etc.

> No. Different government agencies are studying opportunities and implementing new technologies.

VIII. Indicators

17. What is the percentage of the population[10] satisfied with their last experience of online public services?

> Agencies providing online public services are collecting customer satisfaction data separately. For

18. What percentage of your GDP is allocated for ICT investment in the public sector?

> About 0,2 %. Central government investments are around 200 MEUR / year, municipalities around 200

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

> All of the central government employees are routinely using ICTs (100 %).

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

> All of the central government employees are routinely using the Internet (100 %).

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

> We are using the indicators and analytical framework of the PISA (http://www.oecd.org/pisa/pisa-2018-

IX. International and Regional Cooperation[11]

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

> EU, Nordic-Baltic Cooperation (under Nordic Council), OECD, ICA

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?

> Besides EU, OECD, ICA and Nordic Council, we do cooperate with Estonia. The cooperation will support

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

> Several public-private partnerships going on in the field on e-Government. Please see for example KIRA-

X. Contact and Additional Information

> Juhani Korhonen

Name:

Title:
> Ministerial Adviser

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[10] Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

[11] WSIS Action Line C.11 - International and regional cooperation - https://publicadministration.un.org/wsis10/WSIS-Action-Lines-and-Facilitators

Email: juhani.korhonen@vm.fi

Organization: Ministry of Finance / Public Sector ICT Department

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1. Please select whichever applies:
   ☐ A group of government agencies responded to the questionnaire collectively.
   ☒ I am authorized and fully knowledgeable to respond to this questionnaire.
   ☐ I did not have the full information to respond to this questionnaire
   ☐ I mostly provided my own opinion/assessment rather than official information.
   ☐Other:

   Please explain further (Max 250 words).

2. How did you hear about this questionnaire?
   ☒ Directly from UN DESA
   ☐ From the Mission of my country to the United Nations
   ☐ United Nations E-Government Survey website
   ☐ LinkedIn
   ☐ Facebook
   ☐ Other:

   Please explain further (Max 250 words).

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.