



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). UNDESA¹ 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.

Sweden

30/04/2019

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.

Yes, a few examples:

www.verksam.se

<https://www.forsakringskassan.se/privatpers/login#/>

www.skatteverket.se

www.krisinformation.se

www.1177.se

www.studera.nu

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

N/A

- b. [E-participation](#)⁴:

www.webriktlinjer.se

- c. [Open government data](#):

<https://opnadata.se/>

- d. Public procurement:

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).

www.upphandlingsmyndigheten.se

e. Other major portals at the national level:

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

Myndigheten för digital förvaltning www.digg.se

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

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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

Ministry: Näringsdepartementet <https://www.regeringen.se/sveriges-regering/naringsdepartementet/>
 Agencies: Tillväxtverket <http://www.tillvaxtverket.se>
 Tillväxtanalys www.tillvaxtanalys.se

b. Education

Ministry: Utbildningsdepartementet <http://www.regeringen.se/sb/d/1454>
 Agencies: Skolverket <http://www.skolverket.se>
 Universitets- och högskolerådet <http://www.uhr.se>

c. Health

Ministry: Socialdepartementet <http://www.regeringen.se/sb/d/1474>
 Agencies: eHälsomyndigheten <http://www.ehalsomyndigheten.se>
 Socialstyrelsen www.socialstyrelsen.se

d. Social Protection and Welfare

Ministry: Socialdepartementet <http://www.regeringen.se/sb/d/1474>
 Agency: Försäkringskassan <http://www.fk.se>

e. Employment and Decent Work

Ministry: Arbetsmarknadsdepartementet <http://www.regeringen.se/sb/d/8270>
 Agency: Arbetsförmedlingen <http://www.af.se>

f. Environment

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

Ministry: Miljödepartementet <http://www.regeringen.se/sveriges-regering/miljodepartementet/>
Agency: Naturvårdsverket <http://www.naturvardsverket.se>

g. Energy/Water

Ministry Energy: Infrastrukturdepartementet <http://www.regeringen.se/sveriges-regering/infrastrukturdepartementet/>

Agency Energy: Energimyndigheten <http://www.energimyndigheten.se>

Ministry Water: Miljödepartementet <http://www.regeringen.se/sveriges-regering/miljodepartementet/>

Agency Water: Havs- och vattenmyndigheten <http://www.havochvatten.se>

h. Finance/Taxation

Ministry: Finansdepartementet

<https://www.regeringen.se/sveriges-regering/finansdepartementet/>

Agencies: Ekonomistyrningsverket www.esv.se

Skatteverket www.skatteverket.se

Finansinspektionen www.fi.se

Konjunkturinstitutet www.konj.se

i. Industry/Trade

Ministry Industry: Näringsdepartementet <http://www.regeringen.se/sveriges-regering/naringsdepartementet/>

Agencies: Tillväxtverket <http://www.tillvaxtverket.se>

Tillväxtanalys www.tillvaxtanalys.se

Ministry Trade: Utrikesdepartementet <http://www.regeringen.se/sveriges-regering/utrikesdepartementet/>

Agency: Kommerskollegium www.kommers.se

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)? (Maximum 250 words)

Yes

<http://www.regeringen.se/49d52b/contentassets/f883444856cd40838e69a22ad25bdeed/report-on-the-implementation-addis-ababa-action-agenda-on-financing-for-development>

<http://www.regeringen.se/regeringens-politik/globala-malen-och-agenda-2030>

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

<https://www.regeringen.se/4b00ca/globalassets/regeringen/dokument/finansdepartementet/pdf/2017/smedborgaren-i-centrum.pdf>

<https://www.regeringen.se/informationsmaterial/2017/05/for-ett-hallbart-digitaliserat-sverige---en-digitaliseringsstrategi/>

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

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- 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 groups⁶
- 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 technologies⁷ such as artificial intelligence, blockchain, big data

(If any checked, please explain further. Maximum 250 words)

For new technologies

https://www.regeringen.se/49a828/contentassets/844d30fb0d594d1b9d96e2f5d57ed14b/2018ai_webb.pdf

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 expenditure⁸
- data interoperability
- digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

The Freedom of the Press Act - Unofficial English version, see pages 171-200:

<https://www.riksdagen.se/globalassets/07.-dokument--lagar/the-constitution-of-sweden-160628.pdf>

Public Access to Information and Secrecy Act (2009:400):

<https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/offentlighets-->

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

[och-sekretesslag-2009400_sfs-2009-400](#)

For example the EU Data Protection Regulation ((EU) 2016/679) and additional Swedish legislation such as Act (2018:218) with complementary provisions to that regulation: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32016R0679> and https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/lag-2018218-med-kompletterande-bestammelser_sfs-2018-218

Provisions related to open government data can be found in Act (2010:566) on Reuse of Public Sector Information: https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/lag-2010566-om-vidareutnyttjande-av-handlingar_sfs-2010-566

Provisions on electronic identification and signatures can be found in EU Regulation 910/2014 on electronic identification and trust services for electronic transactions in the internal market: https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv%3AOJ.L_.2014.257.01.0073.01.ENG

Regarding e-procurement: Act (2016:1145) on Public Procurement (e.g. Chapter 8 on electronic methods of procurement): https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/lag-20161145-om-offentlig-upphandling_sfs-2016-1145

No explicit provisions on expenditure in that aspect, but see above regarding public sector information. Government expenditure is published as open data: <https://www.esv.se/psidata/manadsutfall/>

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? (Max. 250 words)

Separate agencies does this on their own.

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? (Max. 250 words)

Separate agencies does this on their own.

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. (Max. 250 words)

Government officials use social media such as Facebook, Twitter and LinkedIn
There are no guidelines for government officials on the use of social media.

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:

(Please explain further including relevant links. Maximum 250 words)

Does your government have any government body⁹ at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services? (Max. 250 words)

N/A

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

N/A

19. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)

Close to 100%

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

Close to 100%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

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

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

N/A

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government? (Max. 250 words)

Sweden participates in cooperation on e-government within the European Union. Sweden also participates in cooperation with the other nordic countries. All agencies also cooperate with their equivalents in other countries to some extent.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

Several agencies engage in e-government projects in developing countries

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

N/A

X. Contact and Additional Information

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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: (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: (Max. 250 words)

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

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