Forms (https://www.offic Member States Questionnaire (MSQ) for th... - Saved ? KG

Respondent

< 86 Anonymous ⌄ **221:15** >
Time to complete

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1. Country name *

Finland

Contact information

2. Your name *

Juhani Korhonen

3. Title *

Ministerial Adviser

4. Organization *

Ministry of Finance, Public Sector ICT Department

5. Email *

Juhani.korhonen@vm.fi

6. Please select whichever applies *

○ I am authorized and fully knowledgeable to respond to this questionnaire.

○ A group of government agencies responded to the questionnaire collectively.

○ I am authorized but I did not have the full information to respond to this questionnaire

○ I mostly provided my own opinion/assessment rather than official information.

○ Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

   Note: E-government and digital government are used interchangeably in this Questionnaire.

   https://www.suomi.fi

8. Please provide link(s) for portal(s) providing following services/features:
   - E-services or similar *

   https://www.suomi.fi

9. Please provide link(s) for portal(s) providing following services/features:
   - E-participation or similar *

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

10. Please provide link(s) for portal(s) providing following services/features:
    - Open government data

    > https://www.avoindata.fi/

11. Please provide link(s) for portal(s) providing following services/features:
    - Public procurement

    > https://www.hankintailmoitukset.fi

12. Please provide link(s) for portal(s) providing following services/features:
    - Others (if any)

    > The Social Insurance Institution of Finland (Kela, www.kela.fi); Finnish Tax Administration (www.omavero.fi); Finnish Patent and Registration Office (www.prh.fi); www.infofinland.fi; Public employment and business services https://www.te-palvelut.fi; Finnish National Agency for Education (www.studyinfo.fi); The Business Information System (www.ytj.fi) Please note that all these sectoral portals do have also English websites.

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

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

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

    ◉ Yes

    ○ No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Mr. Jarkko Levasma (starts 1 Aug 2021)

16. Title *

Director General for Public Sector

17. Organization *

Ministry of Finance

18. Email *

Jarkko.Levasma@vm.fi

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

(⦿) Yes

( ) No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

> The Government CIO is currently changing. Mrs Anna-Maija Karjalainen, who successfully managed the post over seven years, retired in May 2021. The Government has just appointed a new Government CIO, Mr Jarkko Levasma, who will start his 5 year period from August 1st, 2021. Each Ministry and all government agencies do have their own CIO. According the Information Management in Public Administration Act (906/2019), the Ministry of Finance is responsible for the general management of the interoperability of public administration data resources as well as the coordination of co-operation between authorities regarding information management and the production of ICT services. To this end, in the autumn of 2020, the Ministry set up co-operation groups on information management strategic goals, information security and operational architecture. https://vm.fi/tiedonhallinnan-yhteistyoryhmat. One of these co-operation groups consists of CIOs from each Ministry (total of 12). This group is chaired by the Government CIO. In addition, the act provides for the competence of the Ministry of Finance to direct the information management of public administration and for a new authority, the Information Management Board, which assesses the implementation of the requirements of the Information Management Act. https://vm.fi/en/information-management-board

Sectoral agencies/departments/ministries

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

21. Planning/development *

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

22. Education *

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

23. Health *

Ministry of Social Affairs and Health, www.stm.fi; National Institute for Health and Welfare, www.thl.fi

24. Social Welfare (social inclusion, social protection, etc.) *

The Social Insurance Institution, www.kela.fi

25. Employment and Labour *

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

26. Environment *

Ministry of the Environment, www.ym.fi; The Finnish Environment Institute, www.syke.fi; Centre for Economic Development, Transport and the Environment, www.ely-keskus.fi

27. Justice *

Ministry of Justice, www.oikeusministerio.fi; The National Court Administration, www.tuomioistuinvirasto.fi

28. Economy/finance *

Ministry of Finance, www.vm.fi; Finnish Tax Administration, www.vero.fi, Financial Stability Authority, www.rvv.fi; Finnish Financial Supervisory Authority, www.finanssivalvonta.fi

29. Industry/trade *

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

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

   ⊙ Yes

   ○ No

   ○ [Other   ]

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

   > National Institute for Health and Welfare: https://thl.fi/fi/web/infektiotaudit-ja-rokotukset/ajankohtaista/ajankohtaista-koronaviruksesta-covid-19 (including a chat robot), Prime Minister's Office: https://valtioneuvosto.fi/tietoa-koronaviruksesta Ministry of Social Affairs and Health: https://stm.fi/korona

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

   ⊙ Yes

   ○ No

33. Please provide link and detail.

   > The Finnish Institute for Health and Welfare (THL) has developed the Koronavilkku application that is a contact tracing app (https://koronavilkku.fi/en/). In addition, THL like

many other authorities has developed a chat robot for citizen inquiries. Finnish Government is also introducing the EU Digital COVID Certificate that will facilitate safe free movement of citizens in the EU during the COVID-19 pandemic. Also the Finnish Digital Agency has updated the Suomi.fi services regarding the COVID-19 pandemic services and information https://www.suomi.fi/kansalaiselle/terveys-ja-sairaanhoito/koronavirus/opas/tietoa-koronaviruksesta. In addition, Finland is investing about 2,7 billion euros on green and digital transition as a part of the European Recovery and Resilience Facility. The aim of the Facility is to mitigate the economic and social impact of the coronavirus pandemic and make European economies and societies more sustainable, resilient and better prepared for the challenges and opportunities of the green and digital transitions. https://valtioneuvosto.fi/-/10623/tietoa-eu-n-elpymisvalineen-rahoituksesta-ja-ohjelmista.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

○ Yes

◉ No

35. Please provide link and detail.

No specific strategy regarding post-COVID-19 era, but the public governance strategy will guide and strengthen the renewal of public governance as a whole from 2020 to 2030 including e-Government development. (see answer to Q 19)

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

◉ Yes

○ No

37. If yes, please provide link and detail.

Act on the Openness of Government Activities (621/1999)
https://finlex.fi/fi/laki/ajantasa/1999/19990621

38. Is there any legislation, law or regulation on data privacy and/or protection? *

⦿ Yes

◯ No

39. If yes, please provide link and detail.

The European General Data Protection Regulation and additional general and special
national legislation on data protection and digital security: https://tietosuoja.fi/lainsaadanto.

40. Is there any legislation, law or regulation on cybersecurity or similar? *

⦿ Yes

◯ No

41. If yes, please provide link and detail.

The European NIS Directive on security of network and information systems. About the
national implementation, https://www.kyberturvallisuuskeskus.fi/fi/toimintamme/saantely-
ja-valvonta/digitaaliset-palvelut-ja-infrastruktuuri. Act on the Provision of Digital Services
(306/2019 https://www.finlex.fi/fi/laki/alkup/2019/20190306) and Act on Information
Management in Public Governance (906/2019
https://www.finlex.fi/fi/laki/alkup/2019/20190906).

42. Is there any legislation, law or regulation on digital identity? *

⦿ Yes

◯ No

43. If yes, please provide link and detail.

> The European eIDAS regulation (https://eur-lex.europa.eu/legal-content/EN/TXT/?
> uri=CELEX%3A32014R0910) Act on Strong Electronic Identification and Electronic Trust
> Services (617/2009, https://finlex.fi/fi/laki/ajantasa/2009/20090617) Act on Population
> Information System and Digital and Population Data Services Agency's Identification
> Services (661/2009, https://www.finlex.fi/fi/laki/ajantasa/2009/20090661)

44. Is there any legislation, law or regulation on digital signature? *

(●) Yes

( ) No

45. If yes, please provide link and detail.

> Act on Strong Electronic Identification and Electronic Trust Services (617/2009,
> https://finlex.fi/fi/laki/ajantasa/2009/20090617)

46. Is there any legislation, law or regulation on e-procurement? *

(●) Yes

( ) No

47. If yes, please provide link and detail.

> Act on Public Procurement and Concession Contracts (1397/2016,
> https://www.finlex.fi/fi/laki/alkup/2016/20161397)

48. Is there any legislation, law or regulation on digitally publishing government
expenditure? *

Note: This is related to SDG Indicator 16.6.1

(●) Yes

○ No

49. If yes, please provide link and detail.

> Yes, the national authority on publishing government expenditure is the State Treasury.
> https://www.valtiokonttori.fi/en/ (the Act on State Treasury (305/1991
> https://www.finlex.fi/fi/laki/ajantasa/1991/19910305). The Act on Budget of the State
> (423/1988): https://www.finlex.fi/fi/laki/ajantasa/1988/19880423) requires public
> organisations to submit their accounting to the State Treasury. In addition, the Ministry of
> Finance maintains an open service about the state budgeting https://tutkibudjettia.fi/etusivu
> and procurements https://tutkihankintoja.fi/.

50. Is there any legislation, law or regulation on data
sharing/exchange/interoperability across government agencies? *

● Yes

○ No

51. If yes, please provide link and detail.

> Act on Information Management in Public Governance (906/2019
> https://www.finlex.fi/fi/laki/alkup/2019/20190906) Act on Digital Support Services 571/2016,
> https://www.finlex.fi/fi/laki/ajantasa/2016/20160571)

52. Is there any legislation, law or regulation on open government data? *

● Yes

○ No

53. If yes, please provide link and detail.

> Act on the Openness of Government Activities (621/1999,
> https://finlex.fi/fi/laki/ajantasa/1999/19990621) The European Directive on data and the re-

use of public sector information (2019/1024, https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2019.172.01.0056.01.ENG)

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

○ Yes

◉ No

55. If yes, please provide link(s) and detail(s).

> There is no national legislation on this area, because the European Union going to regulate (at least to some extent) the usage of new technology in near future. The Government Programme of Prime Minister Sanna Marin (2019) states that Finland will promote a digitalisation policy for the EU that will regulate transnational platform services on a sustainable basis, consolidate the digital single market, bolster competitiveness within the Union, improve the data protection of citizens and businesses and ensure them a level digital playing field. Finland will contribute to the drafting of an ethically, economically and socially sustainable regulatory framework for data and AI policy. Finland is actively promoting these goals in the preparatory work of the AI legislation of the European Union. The schedule of the EU legislation is to be concluded.

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

◉ Yes

○ No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

○ Two-year

○ Three-year

○ Five-year

○ Ten-year

◉ | 2021-2030 |

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

◉ Yes

○ No

59. Please provide link and detail.

The Government Programme of Prime Minister Sanna Marin (2019) states that the Government prepares the public administration strategy that will have at its core a service pledge to the citizens. The strategy seeks to strengthen the presence of public administration in the daily life of the Finnish people across the country and in both national languages. It strives to improve digital accessibility and encourage wider use of plain language in administration. The public governance strategy (https://publicgovernancestrategy.fi/) guides the renewal of public governance as a whole by making extensive use of digitalization. The strategy introduces six shared goals of public governance during the 2020's. Digitalization is seen as a cross-cutting priority. In addition, the Government Programme of Prime Minister Sanna Marin (https://valtioneuvosto.fi/marinin-hallitus/hallitusohjelma) steers strategically the development of the e-Government during the Government term. Furthermore, the Government submitted a Government Report on Information Policy to the Parliament in December 2018. The report constitutes the knowledge basis and a policy, upon which a roadmap with prioritised concrete actions can be built in the future. The specific measures set out in the report concern matters such as information security, data protection, the gathering and combining of information, and information disclosure and storage. Other areas examined include ethical issues, securing expertise, regulatory issues, new focus areas and policy-level participation in the EU and international forums. https://vm.fi/en/information-policy-report. In terms of technology policy, the Ministry of Finance has appointed a high-level Technology Advisory Board from September 2020 to December 2023. The goal is to prepare a technology policy that will create wellbeing and channel competitiveness in Finland. The goal is that in 2030, Finland would be the most

successful and best known country for generating wellbeing from the development and utilisation of technology. Key results are presented to support the achievement of said goal. The Advisory Board submitted its first report in June 2021 which introduces three tools to implement the technology policy and proposes three structural reforms and about 40 measures to be implemented during the following years. https://vm.fi/teknologianeuvottelukunta. In addition, the Artificial Intelligence 4.0 Programme appointed by the Ministry of Economic Affairs and Employment in April 2021 enhances the use of AI and other digital technologies especially in the business sector. The programme is higly cross-sectoral and the steering committee is consisted of both private and public sectors. The goals of the programme is to strenghten digitalisation and economic growth by supporting public-private partnerships, increasing investments in digitalisation and competences of digital skills of businesses. https://tem.fi/tekoalyohjelma.

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

◉ Yes

○ No

61. Please provide link and detail.

Not directly. However, the public governance strategy (https://publicgovernancestrategy.fi/) includes goals of economic, ecological and social sustainability that is a crosscutting theme in the strategy. The public governance strategy is aligned with the Sustainability Roadmap of the Government (https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/163068/VN_2021_43.pdf?sequence=1&isAllowed=y).

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

◉ Yes

○ No

63. Please provide link and detail.

> The public governance strategy (https://publicgovernancestrategy.fi/) and its guidelines cover both national and local administration levels.

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

⦿ Yes

◯ No

65. Please provide link and detail.

> One of the policy guidelines addressed by the public governance strategy is to expand citizens' opportunities to exert influence and encourage people to participate in policy preparation and decision making. This is being implemented by, for example, making full use of digitalisation in developing ways to participate and exert influence.

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

⦿ Yes

◯ No

67. Please provide link and detail.

> One of the policy guidelines addressed by the public governance strategy is to utilise and provide information and data in a proactive and diverse manner. This is being implemented by, for example, developing capabilities to open and utilise information and real time data.

68. Does the national e-government strategy make specific reference to national digital identity? *

⦿ Yes

◯ No

69. Please provide link and detail.

> The Government Programme of Prime Minister Sanna Marin (2019) states that the possibility for electronic identification for all Finnish citizens and everyone residing in Finland will be promoted. In addition, the Programme also maintains that the citizens' rights to their digital data and to privacy protection will be strengthened. We will provide an opportunity for individuals to manage their personal data in public information systems in accordance with the MyData principle and to give permission for their use in other services.

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

◉ Yes

◯ No

71. Please provide link and detail.

> The Government Programme of Prime Minister Sanna Marin (2019) states that a programme will be put together for promoting digitalisation, and a requirement put in place for public services to be available digitally to individuals and businesses by 2023.

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

◉ Yes

◯ No

73. Please provide link and detail.

> Finland is implementing the goals of high-quality, user centric and seamless cross-border digital public services as stated in the Tallinn Declaration on eGovernment that was signed by the EU member states in 2017. (https://digital-strategy.ec.europa.eu/en/news/ministerial-declaration-egovernment-tallinn-declaration). Goals of the declaration include once-only-principle as well. In addition, the Ministry of Finance has introduced principles of

digitalisation in public governance that include the once-only-principle likewise
(https://vm.fi/digitalisoinnin-periaatteet?
p_p_id=com_liferay_journal_content_web_portlet_JournalContentPortlet_INSTANCE_SSKDNE5ODInk&p_p_l
In addition, these goals are also enhanced by the Berlin Declaration on Digital Society and
Value Based Digital Government that was signed by the EU member states in December
2020 (https://digital-strategy.ec.europa.eu/en/news/berlin-declaration-digital-society-and-
value-based-digital-government).

74. Does the national e-government strategy make specific reference to the use of
    new/emerging technologies such as artificial Intelligence (AI), robotics,
    blockchains, 5G and Internet of Things (IoT)? *

    ◉ Yes

    ◯ No

75. Artificial intelligence (AI) - please provide link and detail:

    https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/80849/TEMrap_41_2017_Suomen_teko%C3%A4
    https://tem.fi/tekoalyohjelma

76. Robotics - please provide link and detail:

    https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/163185/VM_2021_30.pdf?
    sequence=1&isAllowed=y

77. Blockchains - please provide link and detail:

    https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/163185/VM_2021_30.pdf?
    sequence=1&isAllowed=y

78. 5G - please provide link and detail:

    https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/163185/VM_2021_30.pdf?
    sequence=1&isAllowed=y

79. Internet of Things (IoT) - please provide link and detail:

> https://julkaisut.valtioneuvosto.fi/bitstream/handle/10024/163185/VM_2021_30.pdf?
> sequence=1&isAllowed=y

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

   ◉ Yes

   ◯ No

82. Please provide link and detail.

> Not directly. However, the goals of the public governance strategy
> (https://publicgovernancestrategy.fi/) are aligned with the European strategies and
> declarations on digital government and democracy (https://digital-
> strategy.ec.europa.eu/en/news/berlin-declaration-digital-society-and-value-based-digital-
> government; https://ec.europa.eu/digital-single-market/en/content/european-digital-
> strategy).

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

   ◉ Yes

   ◯ No

84. Please provide link and detail.

> The Prime Minister's Office is preparing a government report on the future every electoral period. https://vnk.fi/en/government-report-on-the-future. The Report includes also the thematics of future of digital government and the drafting phase utilises various means of foresight tools. In addition, the Prime Minister's Office coordinates the national foresight cooperation that includes also the e-Government thematics. https://vnk.fi/en/foresight-activities. In addition, the Finnish Digital Agency has set up a team responsible for foresight issues and future planning. For example, once a year the FDA publishes a report on current trends and issues affecting the digital government: https://dvv.fi/digihumausraportti. The FDA's foresight teams is also active in the field of scenario planning with different authoritatives and stakeholders.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

◉ Yes

◯ No

86. Please provide link and detail.

> The Government Programme of Prime Minister Sanna Marin is highly invested in promoting culture of experimentation. One objective promoted by the Government Programme is that Finland will be known as a frontrunner in technological advances, innovative procurement and the culture of experimentation. Some major government agencies are especially experimenting and piloting new digital technology in their services.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

◉ Yes

○ No

88. If yes, please provide link and detail.

> Inclusion and leaving no one behind is a central theme in the Programme of Prime Minister Sanna Marin's Government. See https://valtioneuvosto.fi/en/marin/government-programme. The Finnish Strategy for Public Governance Renewal identifies digitalisation as a means to ensure the organisation of services in a people-centric and diverse way, as well as a means to expand opportunities to exert influence and encourage people to participate in policy preparation and decision-making. See https://publicgovernancestrategy.fi/.

89. Is there a national e-participation policy/strategy or similar? *

◉ Yes

○ No

90. If yes, please provide link and detail.

> The Finnish Ministry of Justice launched the National Democracy Programme 2025 in late 2019. The objective of the cross-administrative programme is to promote participation and new forms of interaction between the public administration and the civil society. The programme puts participation and democracy at the centre of public administration activities and includes specific measures to develop e-participation measures. See https://oikeusministerio.fi/en/national-democracy-programme-2025. The Ministry of Justice has also set up a steering group for national e-democracy services to be responsible for the long-term development strategy of the service entity. The group's tasks include supporting, coordinating and monitoring the planning and implementation of the democracy services' common development and communication needs.

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

◉ Yes

○ No

92. If yes, please provide link and detail.

The Finnish Act on the Provision of Digital Services includes obligations for public organisations to ensure the provision of digital public services in a consistent, customer-oriented and secure manner to everyone. In Finland, all public authorities are obligated to provide everyone the possibility to transmit messaged and documents related to their transactions with authorities via digital service channels. The Act also contains obligations for the accessibility of digital services and implements the European Union's Accessibility Directive (Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies). The accessibility criteria promote equality and improve vulnerable groups' access to digital services. Besides legal requirements, specific governmental measures to support the planning and development of accessible digital public services in Finland include the provision of an "expert support service" to Finnish municipalities and public sector organisations in 2021 and 2022. The measure is provided by the Finnish Ministry of Finance and the Digital and Population Data Services Agency and is aimed at improving the usability and accessibility of digital public services by providing assistance by experts. https://vm.fi/en/programme-for-the-promotion-of-digitalisation In addition, the Finnish government has since 2018 funded the regional coordination and development of digital support services. These services are targeted at everyone requiring support to access or use digital public services or electronic devices. Currently, the Ministry of Finance and the Digital and Population Data Services Agency are working on establishing a permanent operating model for the national coordination and development of digital support services in Finland by the beginning of 2022. https://vm.fi/auta-hanke?
p_p_id=com_liferay_journal_content_web_portlet_JournalContentPortlet_INSTANCE_SJT8S2ZBXpn6&p_p_lif
As a final concrete example, the "Digi arkeen" (Digitalisation for every-day life) Advisory Board was set up in early 2017 to act as a cooperation and dialogue channel between CSOs, researchers and the Ministry of Finance, which is responsible for the digitalisation of public services. The Advisory Board's task is to highlight concerns about the digitalisation of services and help ensure that everyone is able to make the most of the opportunities offered by digitalisation. Attention has also been paid to ensuring the accessibility of digital services, developing the methods of authentication for digital services and exploring how digitalisation affects people's daily lives. Currently, the Advisory Board organizes roundtable thematic discussions on topics such as digital skills, inclusion and citizens' rights in the digital society. https://vm.fi/digi-arkeen-neuvottelukunta (Unfortunately currently only available on Finnish and Swedish). As to the gender equality, the Finnish Government is promoting gender equality across the government and in the Finnish society (responsible authorities https://stm.fi/en/gender-equality/responsible-agencies) In 2020 , Finland was number 1 among the EU members states in 'Women in Digital' indicator in the EU's DESI index (Digital Economy and Society Index): https://digital-agenda-data.eu/charts/analyse-one-indicator-and-compare-breakdowns#chart={%22indicator-
group%22:%22wid%22,%22indicator%22:%22wid_score%22,%22breakdown-
group%22:%22bygender%22,%22unit-measure%22:%22egov_score%22,%22time-
period%22:%222020%22,%22ref-area%22:
[%22AT%22,%22BE%22,%22BG%22,%22HR%22,%22CY%22,%22CZ%22,%22DK%22,%22EE%22,%22EU%22

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

○ Yes

○ No

94. If yes, please provide link and detail.

> All digital public services in Finland need to meet certain legal requirements guaranteeing
> e.g. their accessibility and usability by all individuals, including vulnerable groups. The
> Finnish Act on the Provision of Digital Services provides the accessibility criteria against
> which all digital public services are to be developed. In addition, other laws guiding the
> development of digital public services in an equal and non-discriminatory fashion include
> e.g. the Finnish Non-discrimination Act, the Language Act and the Constitution of Finland.
> As an example of a specific e-service for vulnerable groups, the Ministry of Justice's e-
> democracy service entity includes an e-participation service for the youth. The service
> supports low-threshold interaction and cooperation between young people and public
> officials, such as municipalities, educational institutions, organisations and others. The
> service brings out the opinions of the youth, discusses them and takes them into account in
> decision-making. It provides young people an equal opportunity to tell, ask and be heard as
> well as an opportunity to follow the decision-making process. The service can be found here
> (unfortunately currently only in Finnish and Swedish): https://www.nuortenideat.fi/fi/

95. Does the Government provide any specific e-participation measure(s) for
women and other vulnerable groups? *

● Yes

○ No

96. If yes, please provide link and detail.

> See previous answer. The e-participation of vulnerable groups is guaranteed by a legislative
> framework addressing e.g. the accessibility and usability of digital public services as well as
> non-discrimination and equality in service provision. The democracy services of the Finnish
> Ministry of Justice include specific services for the youth. The Ministry of Justice's National
> Democracy Programme 2025 includes specific measures to develop Finnish e-democracy
> services and consultation/dialogue measures for young people. In 2021, the Ministry will
> pilot the Virtual Council web service (Digiraati in Finnish) developed by the University of
> Tampere in the research project AllYouth. The intention is to build an e-participation channel
> into the Ministry of Justice's e-democracy services. See https://www.allyouthstn.fi/en/virtual-
> council-digital-web-councils-for-young-people/.

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

  ⦿ Yes

  ◯ No

98. If yes, please provide link and detail.

> The digital skills and literacy of the Finnish population are systematically developed at all levels of education, from daycare to universities. In addition, specific measures include e.g. digital support services. The national and regional coordination and development of the provision of digital support services aims at ensuring support and assistance to all in the access to, and use of, digital services and devices. https://vm.fi/auta-hanke?
> p_p_id=com_liferay_journal_content_web_portlet_JournalContentPortlet_INSTANCE_SJT8S2ZBXpn6&p_p_lif

99. Does the Government use any social media platform(s)? *

  ⦿ Yes

  ◯ No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

> Almost all the organizations of the Finnish Government, e.g. all ministries and bureaus, communicate on social media channels such as Twitter, Instagram or Facebook mainly for information.

101. Please include any guidelines for government officials/institutions on the use of social media.

> The Government's communication policy guidelines: https://vnk.fi/viestintasuositus. Almost all the organizations of the Finnish Government, e.g. all ministries and bureaus, communicate on social media channels such as Twitter, Instagram or Facebook. The use of social media varies depending on the organization. The form of communication in different social media channels is often twofold – the content comes from both organizational accounts and personal accounts of the civil servants. By being present and actively

communicating in social media we can advance the openness of government, make
information on decision making more available and contribute to furthering open dialogue.
Civil servants are encouraged to actively communicate in social media.

102. Does the Government publish information on how people's voices, including
those among women and the vulnerable groups, are included in policy
decision-making? *

⦿ Yes

◯ No

103. If yes, please provide link (URL) and detail.

The Government utilises e-Participation platform and channels (https://www.demokratia.fi/).
In addition, different stakeholders are participated concerning the preparation of legislation
and programmes. The Government of Prime Minister Sanna Marin is highly invested in
increasing equality. Thus, one of the key strategic goals of the Government Programme is to
enhance inclusive Finland and making Finland a global leader in gender equality and by
reducing inequalities in health, wellbeing and income.

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government
services? *

⦿ Yes

◯ No

105. If yes, please provide link and detail.

The authorities offering digital services are collecting data separately. However, typically the
data is not published online and is used only for developing the services. In addition, the
Programme for Enhancing Digitalisation appointed by the Ministry of Finance is developing
a set of indicators and an up-to-date picture of the situation of digital services in Finland.

The indicators and the situational picture will include the usage statistics of e-Government services and it will be published by the end of 2021.

106. Does the Government measure user satisfaction of e-government services? *

○ Yes

○ No

107. If yes, please provide link and detail.

The authorities offering digital services are collecting data separately. However, typically the data is not published online and is used only for developing the services. In addition, the Programme for Enhancing Digitalisation appointed by the Ministry of Finance is developing a set of indicators and an up-to-date picture of the situation of digital services in Finland. The indicators and the situational picture will include the user satisfaction of e-Government services and it will be published by the end of 2021.

108. Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

○ Yes

○ No

109. If yes, please provide link (URL) and detail.

Some government and regional authorities are collecting data by gender in terms of their own service development.

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

> The European Union, Nordic-Baltic Co-Operation (Nordic Council and Nordic Council of Ministers, OECD, International Council for IT in Government Administration, Coalition of the Willing consisting of 8 advanced like-minded EU countries, Digital Government Exchange (DGX), bilateral co-operation between Finland and Estonia concerning digitalisation and data exchange, Nordic Institute for Interoperability Solutions

111. Please provide any other information related to e-government development in your country. *

> The Digital Public Administration factsheet of Finland can be found here: https://joinup.ec.europa.eu/collection/nifo-national-interoperability-framework-observatory/digital-public-administration-factsheets-2020. The issue of 2021 will be published shortly. Some additional eGovernment development projects initiated by the incumbent Government of Prime Minister Sanna Marin: • https://vm.fi/en/programme-for-the-promotion-of-digitalisation • https://vm.fi/yritysdigi • https://vm.fi/en/national-artificial-intelligence-programme-auroraai • https://vm.fi/en/digital-identity • https://vm.fi/en/opening-up-and-using-public-data

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

- ◉ Yes

- ○ No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:
https://forms.office.com/r/yTrKyZCjdT (https://forms.office.com/r/yTrKyZCjdT)