

View results

Respondent

135

Anonymous

37:56

Time to complete

1. Country name *

Finland

Contact information

2. Your name *

Ms. Riitta Autere

3. Title *

Ministerial Adviser

4. Organization *

Ministry of Finance, Public Sector ICT Department

5. Email *

riitta.autere@gov.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.
- The response is assembled collectively by multiple officials at the Public Sector ICT Department of the Ministry of Finance.

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. - E-participation or similar *

<https://www.demokratia.fi/> (includes lausuntopalvelu.fi, otakantaa.fi, kansalaisaloite.fi, kuntalaisaloite.fi, puoluerekisteri.fi, vaalit.fi)

10. - Open government data

<https://www.avoindata.fi/>

11. - Public procurement

<https://www.hankintailmoitukset.fi/>

12. - Others (if any)

The Social Insurance Institution of Finland (Kela, <https://www.kela.fi/>); Finnish Tax Administration (<https://www.vero.fi/>); Finnish Patent and Registration Office (<https://www.prh.fi/>); InfoFinland (<https://www.infofinland.fi/>); Public employment and business services (<https://www.tyomarkkinatori.fi/>); Finnish National Agency for Education (www.opintopolku.fi); The Business Information System (<https://www.ytj.fi/>).

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 national 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

16. Title *

Director General, Public Sector ICT

17. Organization *

Ministry of Finance

18. Email *

jarkko.levasma@gov.fi

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

Each Ministry and all government agencies do have their own CIO.

According to 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, the Ministry has set up advisory boards on information management and digitalisation, digital security and operational architecture (<https://vm.fi/tiedonhallinnan-yhteistyoryhmat>).

One of these co-operation groups is the Advisory Board on Information Management in Central Government, which 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/tiedonhallintalautakunta>).

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 *

Ministry of the Environment, <https://ym.fi/>; Finnish Transport Infrastructure Agency, <https://vayla.fi/>; Centre for Economic Development, Transport and the Environment, <https://www.ely-keskus.fi/>; National Land Survey of Finland, <https://www.maanmittauslaitos.fi/>

22. Education *

Ministry of Education and Culture, <https://okm.fi/>; Finnish National Agency for Education, <https://www.oph.fi/>

23. Health *

Ministry of Social Affairs and Health, <https://stm.fi/>; National Institute for Health and Welfare, <https://thl.fi/>

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

The Social Insurance Institution, <https://www.kela.fi/>

25. Employment and Labour *

Ministry of Economic Affairs and Employment, <https://tem.fi/>

26. Environment *

Ministry of the Environment, <https://ym.fi/etusivu>; The Finnish Environment Institute, <https://www.syke.fi/> ; Centre for Economic Development, Transport and the Environment, <https://www.ely-keskus.fi/>

27. Justice *

Ministry of Justice, <https://oikeusministerio.fi/>; The National Court Administration, <https://www.tuomioistuinvirasto.fi/>

28. Economy/finance *

Ministry of Finance, <https://vm.fi/>; Finnish Tax Administration, <https://www.vero.fi/>, Financial Stability Authority, <https://rvv.fi/>; Finnish Financial Supervisory Authority, <https://www.finanssivalvonta.fi/>

29. Industry/trade *

Ministry of Economic Affairs and Employment, <https://tem.fi/>; Business Finland <https://www.businessfinland.fi/>

30. Sustainable Development Goals (SDGs) [NEW] *

The Prime Minister's Office, <https://vnk.fi/>. Sustainable development is an inter-administrative field issued by multiple ministries, but managed by the Prime Minister's Office. The Prime Minister chairs the National Commission on Sustainable Development.

31. Climate Change [NEW] *

Ministry of the Environment, <https://ym.fi/>

32. Others (Please specify) *

-

B. Crisis/Emergency Response and Recovery [NEW]

33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]

*

Yes

No

Other

34. Please provide links and details. *

Security Strategy for Society 2017 is a Government resolution, which harmonises national preparedness principles and guides preparedness in the various administrative branches (<https://turvallisuuskomitea.fi/en/security-strategy-for-society/>).

35. Is there a specific national portal addressing crisis/emergency? [NEW] *

Yes

No

36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]

The Finnish Government website is used as a national portal to address current issues, including crisis/emergency communication (<https://valtioneuvosto.fi/etusivu>).

C. Legal Framework

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

Yes

No

38. If yes, please provide link and detail.

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

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

Yes

No

40. 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://tietosuojafi/lainsaadanto>).

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

Yes

No

42. 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-infrastruktuuuri>.

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>).

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

Yes

No

44. 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>).

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

Yes

No

46. 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>).

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

Yes

No

48. 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>).

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. 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/> and procurements <https://tutkihankintoja.fi/>.

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

Yes

No

52. 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>).

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

Yes

No

54. 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).

55. 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

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

National legislation on the use of automatic decision-making and chatbots in public administration was introduced in 2022 and took effect on May 1st 2023:
<https://www.finlex.fi/fi/laki/alkup/2023/20230487>
<https://www.finlex.fi/fi/laki/alkup/2023/20230488>
<https://www.finlex.fi/fi/laki/alkup/2023/20230489>

This legislation however does not cover autonomous technologies like artificial intelligence, because the EU is planning to introduce regulation on the use of AI in the near future. The same applies for many other emerging new technologies, such as blockchain (virtual worlds initiative, the digital euro), IoT (the Data Act), etc.

The Government Programme of Prime Minister Sanna Marin (2019-2023) 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 EU regulation. The Proposal for a Regulation on artificial intelligence was announced by the Commission in April 2021. The EU Member States's governments reached agreement on the AI initiative in the Council in December 2022, and the European Parliament is expected to decide its own position in May 2023, opening the way for final negotiations.

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes

No

58. If yes, please provide link and detail.

Finland does not have regulation specific to the use of artificial intelligence. Ethics in Finnish public administration are based on existing legal principles enshrined in the Constitution, and there has not been an observed need to adjust these principles because of artificial intelligence. There are, however, guidelines and recommendations on the ethical and responsible use of artificial intelligence: These assist public administration entities in following the existing legal principles when using AI, e.g. the framework for the non-discriminatory use of AI in public administration published in 2022 (<https://julkaisut.valtioneuvosto.fi/handle/10024/164290>, policy brief in English <https://tietokayttoon.fi/julkaisu?pubid=42001>)

The EU Proposal for a Regulation on artificial intelligence aims to support the objective of the Union being a global leader in the development of secure, trustworthy and ethical artificial intelligence and ensure the protection of ethical principles.

D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

- Two-year
- Three-year
- Five-year
- Ten-year
- 2022-2030

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

*

- Yes
- No

62. **If yes, please provide link and detail.**

Finland's central government budget is divided between different administrative branches, and there is no dedicated budget for digital government development. Each administrative branch is responsible for the expenditure on their digital development. The Ministry of Finance is responsible for steering and developing public sector ICT, but the budget allocated for this purpose (EUR 14.7 million in 2022) is only a fraction of the actual expenditure on digital development.

However, Finland does publish information about central government ICT expenditure (<https://www.tutkihallintoa.fi/valtio/taloustiedot/talousarviotalous-eli-budjettitalous/valtion-ict-menot/>). This figure includes all ICT expenditure, not just digital development expenditure. According to the rapport in 2022, internal ICT expenditure amounted to EUR 436.9 million, external ICT expenditure to EUR 979.1 million and ICT investments to EUR 31.3 million. The figures do not include personnel costs of digital government development.

The Government ICT Centre Valtori produces common basic information technology services for central government, which in euros account for approximately one third of central government ICT costs. It is important to point out, that a large portion of the external ICT expenditure which Valtori purchases, they again invoice to other government organisations as internal ICT costs. Therefore, internal and external ICT expenditures are partly overlapping.

Besides central government, public ICT development is also carried out in municipalities and joint municipal authorities (<https://www.tutkihallintoa.fi/kunnat/talous/kunnan-tilinpaatostiedot-palveluluokkakohteisesti-kayttotalous-investoinnit/kuntien-ja-kuntayhtymien-ict-menot/>) and wellbeing service counties (<https://www.tutkihallintoa.fi/etusivu/hyvinvointialueet/hyvinvointialueen-talousarvio-ja-suunnitelma/>).

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** *

- Yes
- No

64. Please provide link and detail.

Finland does not have intrinsically a national development strategy, but we're referencing the Government Programme of Prime Minister Sanna Marin (<https://julkaisut.valtioneuvosto.fi/handle/10024/161935>) and the Strategy for Public Governance Renewal (<https://publicgovernancestrategy.fi/>), which are both aligned with the Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>).

The Government Programme of Prime Minister Sanna Marin 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 Strategy for Public Governance Renewal also recognizes digitalisation as a key factor in social development and emphasizes the importance of digitalization in public governance development.

Both the Government Programme and the Strategy for Public Governance Renewal are aligned with the Digital Compass, which steers the development of digitalisation and the data economy, as the development of digital public services being one of its four main strategic objectives.

An implementation plan for the Digital Compass is currently under work at the interministerial coordination group for digitalisation.

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

Yes

No

66. Please provide link and detail.

The Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>) is aligned with the UN Sustainable Development Goals as well as Finland's Strategy of the National Commission on Sustainable Development 2022–2030 (<https://julkaisut.valtioneuvosto.fi/handle/10024/164157>) detailing the actions to achieve the goals. Both strategies recognize digitalisation as a key factor to promote socially, environmentally and economically sustainable development.

For instance, the Digital Compass includes goals related to Finland's sustainable development goals such as promoting basic digital skills among citizens and digital competences among SMEs as enablers of sustainable development of society. Moreover, these goals are aligned with specific UN SDGs such as no. 8 Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all and no. 9 Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

In addition, also the Strategy for Public Governance Renewal (<https://publicgovernancestrategy.fi/>) includes goals of economic, ecological and social sustainability that is a crosscutting theme in the strategy.

Lastly, the Digital Compass is aligned with the Sustainability Roadmap of the Government (<https://julkaisut.valtioneuvosto.fi/handle/10024/163068>), where digitalisation is recognized as a cross-cutting theme for improving the efficiency and availability of public services.

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

Yes

No

68. Please provide link and detail.

The Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>) directs and manages the overall development of the digital transformation in Finland, covering both national and local administration levels.

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

Yes

No

70. Please provide link and detail.

The Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>) specifically sets high level of digital Bildung, basic digital skills and inclusion in the digital society as pre-conditions for societal participation opportunities and capabilities.

Also, one of the policy guidelines addressed by the public governance strategy (<https://publicgovernancestrategy.fi/>) is to expand citizens' opportunities to exert influence and encourage people to participate in policy preparation and decision making. This is implemented by, for example, making full use of digitalisation in developing ways to participate and exert influence.

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

Yes

No

72. Please provide link and detail.

The Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>) highlights digital security as one of its core values. Ensuring the reliable organisation of digital connectivity, products, services and data management are core elements, as this directly impacts citizens' trust in digital services and products.

One of the policy guidelines addressed by the public governance strategy (<https://publicgovernancestrategy.fi/>) 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.

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

Yes

No

74. Please provide link and detail.

One of the main objectives of the Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>) is that interoperable digital public services enable smooth service use for citizens, businesses and organisations, also internationally. As a result, Finland has shared soft infrastructure that enables digital services, surpassing the EU target of 80% citizens using digital ID.

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

Yes

No

76. Please provide link and detail.

The Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>) does not specifically use terms digital-by-design or digital-first but states that digital services should be the default service channel. The Digital Compass recognizes that digitalisation does not consist solely of technical development but also of the development of operations and processes and their implementation under new preconditions. It highlights taking user-driven development as the starting point instead of the administrative structures of the public authorities. Public administration officials are also required to provide digital services by law (Act on the Provision of Digital Services (306/2019) <https://www.finlex.fi/fi/laki/alkup/2019/20190306>).

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

Finland has advocated once-only principle for several years. One of the main objectives of the Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>) is that public services are data-intensive and interoperational. Among other results, the digitalisation of the public administration is developed with an approach that spans across sectoral boundaries and administrative levels. Unnecessary obstacles to the use and sharing of data have been identified and eliminated in regulations governing the data pools of the public administration.

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 the once-only principle as well.

Also, the Ministry of Finance has introduced principles of digitalisation in public governance that include the once-only-principle likewise (<https://vm.fi/en/principles-of-digitalisation>).

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>).

Finland is also a member of the European TOOP (The Once-Only Principle) consortium.

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

Life-cycle approach is a central feature in the Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>). One of the strategy's objectives is that public digital services are built so that they are based on an individual's life stages and the life cycle of businesses. As a concrete result, according to the Digital Compass by 2030 approximately 40 of the most significant life event service packages have been digitalised or automated. By then digital services constitute a proactive, human-centric and efficient set of services.

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. Please provide link and detail.

The Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>) states, that as society becomes increasingly digital, it is vital to ensure that everyone has the opportunity to participate in society and its operations. This will be achieved by focusing on digital skills and the accessibility of digital services. The terms inclusion-by-default or inclusion-by-design are not specifically used, but the importance of inclusion in the digital society is emphasized. Inclusiveness in terms of accessibility of digital services is also included in legislation (Act on the Provision of Digital Services (306/2019) <https://www.finlex.fi/fi/laki/alkup/2019/20190306>).

83. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes

No

84. Please provide link and detail.

The Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>) is on par with the EU target that 100% of key public services are online.

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

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

In the Digital Compass (<https://julkaisut.valtioneuvosto.fi/handle/10024/164429>), artificial intelligence is referred to as a method to produce more precise analyses and forecasts to support decision-making, produce better services and more secure environments, steer the energy system and optimise the use of resources, improve the efficiency of processes and save costs.

86. Robotics - please provide link and detail:

As one feature of digitalisation, robotics are seen in the Digital Compass as a solution to free up resources for work that creates the most value for organisations and society. Robotics, among other things, require fast and secure networks, the development of which is one of the main objectives of the Digital Compass.

87. Blockchains - please provide link and detail:

In the Digital Compass, Blockchain technologies are referred to in terms of EU-level multi-country projects that are interesting from Finland's perspective in the digital and green twin transition.

88. 5G - please provide link and detail:

One of the key results in digital infrastructure is that by 2030 5G and 6G networks are in use with network security in mind and 5G network covers the entire population.

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

Internet of Things is referred to in the Digital Compass. It is stated, that the IoT is one major factor increasing the requirements for communication network capacity. One of the main objectives of the Digital Compass is that Finland has comprehensive, secure and resilient telecommunications infrastructure as well as server and computing infrastructure. This objective guarantees the preconditions for the needs of IoT among other needs.

90. Invisible/anticipatory/proactive/seamless services [NEW]:

The Digital Compass has emphasis on developing human-centric public services, that refer to proactive and efficient services that take into account the needs and situations of different people, businesses and communities. This means that services must be built so that they are linked with people's life events and situations of the life cycle stages of businesses and communities.

91. Others - please provide link and detail:

-

92. 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

93. Please provide link and detail.

The Digital Compass is based on the EU's Digital Compass (https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/europe-fit-digital-age/europes-digital-decade-digital-targets-2030_en) and the related EU Digital Decade Programme (<https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:52021PC0574>). Finland's national objectives are ambitious and in some respects set even higher than the EU's targets.

The strategic objectives of the Digital Compass are also aligned with the the UN Sustainable Development Goals and OECD Recommendation on Digital Government Strategies.

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

Yes

No

95. 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/foresight/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 issues related to digitalization (<https://vnk.fi/en/foresight/ministries-joint-foresight-activities>). The foresight cooperation is supported by the Government Foresight Group (<https://vnk.fi/en/foresight/government-foresight-group>).

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/en/digihumausreport2023>). The FDA's foresight teams is also active in the field of scenario planning with different authorities and stakeholders.

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

Yes

No

97. Please provide link and detail.

The Government Programme of Prime Minister Sanna Marin (2019) 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 (<https://julkaisut.valtioneuvosto.fi/handle/10024/161935>).

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

99. **Please provide link and/or details.**

The coordination group for digitalisation is a permanent interministerial working group tasked with strengthening interministerial cooperation, coordination and flow of information (<https://vm.fi/en/coordination-group-for-digitalisation>). Its duties include maintaining the digital, data and information policy situation awareness, i.e. the digital transformation portfolio. The objective is that the digital transformation and data economy development measures taken by the Ministry of Transport and Communications, the Ministry of Finance and the Ministry of Economic Affairs and Employment together form a coherent whole and create a shared situational picture.

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

Inclusion and leaving no one behind is a central theme in the Government Programme of Prime Minister Sanna Marin's Government (<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 (<https://publicgovernancestrategy.fi/>).

Furthermore, two of the main objectives for 2030 in the Digital Compass consider digital inclusion. According to the first objective Finland has a high level of digital Bildung, with everyone having the capabilities necessary for participating in the digital world, and mutual respect and trust are at a high level. According to the second objective basic digital skills in Finland are among the best in the world and help promote the sustainable development of society (<https://julkaisut.valtioneuvosto.fi/handle/10024/164472>).

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

Yes

No

103. 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 (<https://oikeusministerio.fi/en/project?tunnus=OM036:00/2019>).

The programme produced a Government resolution that outlines the objectives of the Finnish democracy policy in the 2020s. According to the programme, investments in digital forms of participation and the updating and development of online democracy services as well as investments in digital Bildung will continue (<https://julkaisut.valtioneuvosto.fi/handle/10024/164419>).

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.

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

Yes

No

105. If yes, please provide link and detail.

The Finnish Act on the Provision of Digital Services (306/2019, <https://www.finlex.fi/fi/laki/alkup/2019/20190306>) 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 messages 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 included the provision of an "expert support service" to Finnish municipalities and public sector organisations in 2021 and 2022. The measure was provided by the Finnish Ministry of Finance and the Digital and Population Data Services Agency and was 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>). The term of the support service has recently ended, and continuation of such service remains unclear.

In addition, the 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. Digital support is developed by the Digital and Population Data Services Agency and provided by different municipalities, public actors, organisations, different projects and companies (<https://dvv.fi/en/digital-support>). Besides citizens, the Digital and Population Data Services Agency also supports public administration organisations that need support in improving the customer orientation of the organisation or its services and its strategic reform (<https://dvv.fi/en/services-to-promote-digitalisation>).

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>).

As to the gender equality, the Finnish Government is promoting gender equality across the government and in the Finnish society (responsible agencies <https://stm.fi/en/gender-equality/responsible-agencies>). In 2022, Finland was number 1 among the EU members states in 'Women in Digital' indicator in the EU's DESI (Digital Economy and Society Index) index (<https://digital-strategy.ec.europa.eu/en/policies/desi>).

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

Yes

No

107. 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 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. Therefore, e-services are by default built to be accessible for everyone.

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 Digiraati (<https://digiraati.fi/>), that is especially designed for the youth. The purpose of the service is to provide all young people under 29 with an equal opportunity to make their voices heard in social issues. The discussion is guided and supervised by a trained instructor, and the aim is to form a final statement on the topic being discussed by the panel, which will be forwarded to decision-makers and published in the service.

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

Yes

No

109. If yes, please provide link and detail.

The democratic participation of vulnerable groups is guaranteed by a legislative framework addressing the accessibility and usability of digital public services (the Act on the Provision of Digital Services) as well as non-discrimination and equality in service provision (e.g. the Finnish Non-discrimination Act, the Language Act and the Constitution of Finland). Therefore, e-participation measures are by default built to be accessible for everyone.

As an example of a specific e-participation measure for vulnerable groups, the Ministry of Justice's e-democracy service entity includes an e-participation service Digiraati (<https://digiraati.fi/>), that is especially designed for the youth.

As stated in the Government resolution on Finnish democracy policy in the 2020s (<https://julkaisut.valtioneuvosto.fi/handle/10024/164419>), investments in digital forms of participation and the updating and development of online democracy services as well as further strengthening of digital education among all age groups will continue.

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

Yes

No

111. 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 (<https://dvv.fi/digituki>). 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.

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

Yes

No

113. 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, Facebook and LinkedIn. 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. According to the Government's communication policy guidelines (<https://vnk.fi/viestintasuositus>), being present and actively communicating in social media is encouraged for civil servants to advance the openness of government, make information on decision making more available and contribute to furthering open dialogue. This policy guideline refers mostly to e-information and e-decision-making.

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

The Government's communication policy guidelines (<https://vnk.fi/viestintasuositus>). The updating of the communication policy has started in February 2023.

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

Yes

No

116. 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. One of the key strategic goals of the Government Programme of Prime Minister Sanna Marin 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

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

Yes

No

118. 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 has developed a set of indicators and an up-to-date picture of the situation of digital services in Finland (<https://vm.fi/en/programme-for-the-promotion-of-digitalisation>).

119. Does the Government collect usage data with dis-aggregation by gender? *

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

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

Yes

No

121. 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 (<https://vm.fi/en/programme-for-the-promotion-of-digitalisation>).

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

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

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]**

So far the main cooperation with United Nations is to participate on this survey on E-Government.

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] ***

As a member of the European Union Finland is actively participating in the European Council and its working groups on legislative and other initiatives of the European Commission. Finland is also active in Commission's working groups.

The Nordic Council of Ministers there is also cooperation on digitalization with Nordic and Baltic Countries. Finland is active in the ministerial working group on digitalization ("MR Digital") and also at civil service level ("HNG Digital").

Finland is also working with the OECD on digital affairs. Finnish Government CIO participates OECD's E-Leaders meeting. We also do participate the various surveys on development of digital government or usage of data done by the OECD.

Finland is also member of the International Council for IT in Government Administration (ICA), nowadays a Brussels based non-profit organisation for Government CIOs.

In 2017, together with Estonia, Finland has set up Nordic Institute for Interoperability Solutions (NIIS), an organisation to develop and manage X-road technology. Iceland joined the NIIS in 2021.

see: www.niis.org/history. In addition, a number of Finnish Government agencies have practical cooperation on digital data exchange with their Estonian counterparts.

There is also bilateral cooperation (based on Memorandum of Understanding) or unofficial multilateral cooperation (no formal declarations or agreements) with some so called like-minded countries. As an example of the latter, Singapore has annually invited the Finnish Government CIO to the Digital Government Exchange (DGX) seminar.

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW] ***

The Government of Prime Minister Sanna Marin (2019-2023) is currently at the end of its term, and because of the electoral cycle, so are some of Finland's e-government development programmes. Yet, the key programmes, such as Digital Compass, are planned to be continued also in auspices and support of the incoming Government. The parliamentary election was held in Finland on April 2nd 2023. Parliamentary parties are currently negotiating to form a new Government. Once the new Government and its Government Programme are formed, also new e-government development programmes are likely to be issued.

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-2021>. (An updated factsheet will be submitted shortly.)

Some additional eGovernment development projects initiated by the Government of Prime Minister Sanna Marin:

<https://vm.fi/en/programme-for-the-promotion-of-digitalisation>

<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>

<https://vm.fi/en/ministerial-working-group-on-developing-the-digital-transformation-the-data-economy-and-public-administration>

<https://vm.fi/en/coordination-group-for-digitalisation>

<https://vm.fi/en/digitalising-and-automating-life-and-business-events>

126. **Consent to publish this Questionnaire**

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

Yes

No

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