Annex A: The e-Government Delegation

The government has appointed an e-Government delegation with an operational role that will press the government's reform programme forward until December 2014. (see *http://en.edelegationen.se*) with an operational role that will press the government's reform programme forward until December 2014. The e-Government Delegation includes representatives of the government agencies and of *SALAR*. The Terms of Reference (Dir. 2009:19) are available at *http://en.edelegationen.se/sites/default/files/tor_2009_19_0.pdf.* The e-Government Delegation consists of the Directors-General of the most IT-intensive government agencies as well as the Director of *SALAR* and it will co-ordinate the development of e-Government at inter-agency level. This will involve both co-ordination of e-Government projects of a strategic nature, *i.e.* individual projects that affect the overall direction of the development of central government administration, and co-ordination of the government agencies that have their own responsibility for developing work or a sector so that each sector takes account of the interest for the whole of central government in its development work.

The main remit of the e-Government Delegation is to:

- Shape a strategy for agency work on e-Government that includes:

  1. providing the public sector with e- Identification;
  2. technical interoperability at both government-wide and sectoral level;
  3. the development of e-services supporting the transition to new technologies, such as IPv6;
  4. the concentration of administrative support services;
  5. the development of integrated e-services; and
  6. better services for citizens and businesses in rural areas.

- co-ordinate IT-based development projects in central government agencies;
- monitor and follow up the effects for citizens, business operators and staff;
- co-ordinate certain IT standardisation matters; and
- assist the government in international co-operation in the area.

The e-Government Delegation submitted proposals for a strategy for the government agencies work on e-Government (SOU 2009:86) in October 2009. The needs of citizens and businesses will manage the development of e-services. Better technical and legal conditions will facilitate the agencies to develop common e-services. A new regulated regime will increase the use of e-identification and e-services. A summary of this report

from the e-Government Delegation is available at: *http://en.edelegationen.se/sites/default/files/SOU2009_86_Summary_0.pdf.*

The strategy proposed by the e-Government Delegation sets out specific recommendations on how agencies can enhance their productivity and efficiency and boost the development capacity and innovative potential of society through e-Government applications. The e-Government Delegation suggests that these objectives can be achieved by means of the measures detailed in the strategy. The strategy can to a great extent be implemented with immediate effect, as the e-Government Delegation will be expected under its terms of reference to play a key role in the development of e-Government until the end of 2014. Accordingly, the strategy also contains the e-Government Delegation's stated intentions regarding the execution of its assignment as a whole, as well as proposals requiring Government decisions.

In the e-Government Delegation's view, the Action Plan's stated aim – as simple as possible for as many as possible – should be broadened to include an objective which refers to society's overall development capacity and innovative potential. By focusing on the needs of society, objectives such as reducing the administrative burden on enterprises and simplifying the everyday lives of ordinary people can be achieved. In other words, e-Government should no longer be regarded as an internal agency concern but as a tool capable of having a major potential impact on society as a whole. Moreover, the creation of a clearly defined, standardised environment for eservices will allow actors in society to take an active part in a collaborative effort with government agencies to develop e-services that generate further benefits for society at large. The strategy lays the groundwork for phased, demand-driven development of Swedish e-Government. A more broadly defined objective and a higher level of ambition will, in the Delegation's view, help the strategy progress to the third generation of e-Government.

To ensure the provision of demand-driven e-Government services, the e-Government Delegation proposes that the government assign special responsibility for e-Government development to the following government agencies: the Swedish Companies Registration Office (*Bolagsverket*), the Swedish Tax Agency (*Skatteverket*), the National Land Survey of Sweden (*Lantmäteriet*) and the Swedish Transport Agency (*Transportstyrelsen*). The government agencies would take a leading role in initiating collaboration and development in the following stakeholder and target group areas: business and enterprise, private individuals, geographic information and property information, and vehicles and drivers. The above agencies would also be required to provide basic services for information maintenance. The e-Government Delegation will regularly identify and submit proposals to the government regarding further stakeholder and target group areas, prioritise among them and assess appropriate government agencies to determine whether they should be assigned related development responsibilities. The e-Government Delegation will co-ordinate this process in accordance with the terms of its assignment. In addition, the e-Government Delegation will establish and run electronic forums as a means of capturing needs and promoting exchanges of experience between e-service developers in the public sector, the business world and citizens. The e-Government Delegation will also initiate a process involving collaboration and agreements with relevant actors, including representatives of the business community and the Swedish Association of Local Authorities and Regions, with a view to ensuring demand-driven, flexible e-Government services.

Agencies require a basic infrastructure specifically designed to allow collaboration between independent entities. If the e-Government Delegation's proposals are adopted, government agencies will largely be able to determine their own processes and architecture. At the same time, the proposed standardised, message-based solution would clearly delimit

responsibility for information exchange. Thus, the proposals would also serve to enhance information security. The e-Government Delegation proposes that a board at the Swedish Tax Agency be empowered to issue regulations in a number of areas, including common standards for electronic information exchange between government agencies, and that the Legal, Financial and Administrative Services Agency be tasked with ensuring that framework agreements on standardised message processing are in place. The e-Government Delegation is to draw up a guidance on automated collaboration and proposes that it serve as the basis for a statutory regulation. The guidance will stipulate that disparities in respect of data, concepts and semantics be dealt with as they arise. It will also provide for the re-use of existing solutions and recommend that open standards be the preferred option, and that open applications should always be considered when choosing technological solutions.

The government further intends to establish a clear and simple legal framework for the growing market for services based on public information, based on the PSI-Directive. A draft proposal for new PSI-legislation was presented on 30 June 2009. The law comprises rules *e.g.* on non-discrimination, charges for information and redress. The law is planned to enter into force on 1 July 2010. The proposed PSI-Law will establish a level playing field for commercial as well as non-commercial re-users. However, this will not be the end of the work: ministries, government agencies and municipalities will then have to work jointly and intensively to ensure that the legislation is fully implemented and has an impact on actual activities.

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