

## ***Finland***

### **General Aspect**

Finland has a surface area of 338 145 square kilometres and a population of 5 million about.

### **Diffusion of ICT in the country**

50% of population has a PC and an internet access. The telephone penetration is estimated to 98% , whereas the mobile phone penetration is, instead, 80%.

### **Application of ICT to Public Administration**

In Central Public Administration office all employees have a PC in their work place. 85% of them has internet and e-mail access in their work environment.

All governmental bodies and offices are interlinked through Intranet or extranet networks, both at a central and local level.

### **Public Administration on line**

All governmental bodies of the Central P.A. and 90% of the Local Public Administration have their own internet web site. The executive and legislative bodies have their own internet web site as well. Government's web site include press releases, speeches and statements of the Head of Government, official document, government and legislative acts and is possible to find the transcription legislative debates and legislative acts.

A service portal for citizens has been implemented. It allows citizens to send requests for information through e-mail and to carry out some transactions.

### **E-Government issues**

Many on line services are offered to citizens and companies.

Services to citizens are: ordering and enquiries; information services; ordering and paying leisure services; submitting legal matters; notifying about the television set; registration of the jobseeker information; downloading the forms of the agency; market place of statistical information; notifying about the change of address. The kind of services provided to companies are: company reporting to the authorities; information services; downloading of forms; notifying about free jobs; ordering domain names; requests for tenders.

Government has started an action program to promote the application of ICT to the Public Administration and to provide on line services. Main objectives are: provision of electronic services to citizens and companies; access to government information; strengthening of people's participation in public affairs.

However, even though there is an overall e-government policy, Ministries and Agencies are responsible of implementation in their own fields. Financing of programs and initiatives should come almost totally from existing resources. Ministry of Finance and Ministry of Interior have small support programs that lead at building of joint-up electronic services.

The official acts that formalises the e-government strategy are available on line at the internet address: [www.vn.fi/vm/english/public\\_managment/it](http://www.vn.fi/vm/english/public_managment/it)

The efforts are concentrated on specific projects: citizen portal Suomi.fi; enterprise portal; new version of electronic forms service

### **Future issues**

Finnish Government plans to invest in e-government actions about 10 million USD.

e-government implementation is also the main instrument in order to support central administration reform.

