

Iceland

General Aspects

Iceland has 283.000 inhabitants. Surface is 103.000 sq. Km.

Diffusion of ICT in the country

PC penetration in the country (number of PCs/population) is estimated 83%, while the Internet diffusion is 78%. Telephone numbers at the end of year 1999 were 161.000, while mobile telephones at the end of the same year were 173.000.

Application of ICT to Public Administration

PC penetration in the local Public Administration in Iceland is 14.000 out of 15.000 (approx. 94%), while the Internet diffusion among the civil servants (Internet connection and/or e-mail boxes) is estimated 90%.

Governmental entities of the central Public Administration are interlinked and can interchange information and data through Internet/extranet networks. There is a good diffusion of Intranets in local Public Administrations while interlinking and interchange between local Public Administrations and central governmental bodies is still limited.

Public Administration on line

80% of governmental bodies of central Public Administration in Iceland have their own internet website and both the Legislative and the Executive bodies have their own Internet web-site.

On government's websites it is possible to send requests for information through e-mail, and to consult the press releases, speeches and statements of the Head of Government, Government and Legislative acts, and transcription of parliamentary debates as well. A project for the implementation of a citizen service portal has been funded but has to be started.

E-government issues

The following e-services are actually available to citizens on-line: information on law and regulations; tax return forms; information on road conditions, weather reports and forecasts; radio broadcasts.

Companies can get information on customs documents transactions; tax return forms submittal; statistics; registry of real estate and of persons and businesses.

The Government of Iceland has started an action program to promote the application of ICT to the Public Administrations and to provide on-line services.

The main aims are to develop: the legal reform to ensure validity of electronic signatures; the public key infrastructure for the Government; the health care network; the Electronic Government marketplace (on-line Government purchasing); the Government In-house document management system to be enhanced to better cope with the requirements of e-government.

Main instruments of this program are: special funding and development and pilot projects in targeted areas.

The e-government program is also formalized in an *Action Plan* (Internet address: www.iceland.is/it/reports/iceland-ecommerce2000.htm) and there is a specific Authority for the co-ordination of the e-government issues.

Future issues

The envisaged investments for the next three years planned in order to support the e-government strategy are estimated 23 million USD: for further information, please refer to www.iceland.is/it/.