

Sweden

General Aspects

Sweden covers a surface of 449.964 sq. km and has a population of 9 millions people. It is a constitutional monarchy.

Diffusion of ICT

PC penetration in the country (number of PCs/population) is estimated 73% at work and 76% at home. There are 81 access to internet each 100 persons.

The numbers of users of telephone services covers approximately all the population; the users of mobile telephones represent, instead, 60% of the population.

Application of ICT to Public Administration

All the employees in the Local Public Administration use a PC in its work environment; the percentage decreases to 90% for the Local Public Administration. The internet diffusion (number of employees with access to e-mail and Internet in their work environment/ number of civil servants) is estimated 80%.

The governmental offices of the Central and the Local Public Administration can communicate each other through Intranet/Extranet networks.

Public Administration's visibility on line

94% of governmental bodies of Central Public Administration has its own internet web site (among them, the Executive and Legislative body); the percentage reaches 100% for the Local Public Administrations.

The government's principal web sites generally include press release, speeches and statement of the Head of Government, official documents, transcription of parliamentary debates, government and legislative acts. Here, it is possible to carry out transactions and to send requests for information through e-mail.

There is also a specific portal for citizens.

E-government

In Sweden a number of public services are already provided through the internet. Services are in the field of: income tax, certificates, citizenship, migration, food and health, school, university, employment, student grants and loans, vehicle registration, driving licence approval, police reports and permits, basic geographical information. Several services are available on-line also for companies. They concern: corporation tax, VAT, employment services, vehicle registration and database, import-export declaration, start-process firm, real property registration and database.

Government has started an action program, formalized in an *Action Plan*, and a *White Book* and specific e-government development programs (available at the address www.regeringen.se).

The efforts are concentrated on specific projects: creation of 24/7 agencies (agencies opened 24-hours, seven-days-a-week), implementation of portals for business owners, research of security solutions in electronic communication, digital signature.

The government is promoting a deep dialogue between ministers and Director Generals in agencies to coordinate the activities; with this aim, a specific Authority has been instituted.