

Switzerland

General Aspects

Switzerland covers a surface of 42.000 sq. Km, with a population of 7 millions inhabitants.

Diffusion of ICT

A half of the population has a PC; the Internet penetration (number of internet access/population) is estimated to 38,2%. The users of telephone services represent the 68,2%¹ of the population; the percentage of the users of mobile telephones amounts, instead, to 60% the population.

Application of ICT to Public Administration

All civil servants have a PC with an internet access²; for the Local Administration the percentage referred to Internet penetration decreases to 40%.

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

90% of governmental bodies of Central Public Administration have their own internet web site (among them, the Executive and Legislative body); for the Local PA, the data is 33%.

The government has an overall policy for making public information available on-line. On the government's web sites it is possible to send requests for information through e-mail, and to consult the press releases, official documents, Speeches and statements of the Head of Government, Government and Legislative acts.

There is also a portal for citizens.

E-government

Just above one third of all Swiss cities and communal administrations (2884), the lowest level of public administrative hierarchy, have a website. They offer mostly information on the community, the administration behind can be contacted via e-mail; transaction offers are rare. All the 26 cantons, the middle administrative level, have a website, some of them since 1995. The services available are quite varied, information and communication is the rule. 14 cantons offer forms online, but payment functions are only offered by two cantons. Most cantons plan to offer services like income taxation online, but the legal bases for these services need to be adapted (acknowledgement of digital signatures). The federal administration has information, communication and transaction services online, the latter the form of ordering brochures, maps etc. There are special information sites for companies at all administrative levels. A one-stop-shop public portal is being planned to provide information, communication and transaction for citizens bringing together all administrative levels. There are two commercial portals for the companies.

Government has recently approved an *Action Plan*, and has instituted a dedicated Authority to promote the application of ICT to the Public Administrations and to provide on-line services; the main ongoing project regards the construction of an efficient portal for citizens.

For the next three years the e-government strategy will be supported by a fund of 180 MI US\$.

¹ Data referred to 1998.

² Data referred to Cantons and federal government.