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Swiss E-Government

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Part I

Introduction

Motivation

Task:

Produce a comprehensive state-of-progress (past, present, future) report on Swiss e-government. COVID has shown that the digital transformation of public services is a pressing need.

- ▶ Better understand the structure of government in the country where I live
- ▶ Know the online services
- ▶ Covid-19 in Switzerland
- ▶ Improvements in lockdown

Goal

- ▶ State of progress report of e-Government over time
- ▶ Past, present, and future Strategies
- ▶ To know how e-Government works
- ▶ Goals achieved by e-government
- ▶ Compare Swiss e-government with other countries

Part II

Method

Resources

- ▶ Federal online portals
- ▶ European Fact sheet
- ▶ Swiss Fact sheets and Documents
- ▶ eGovernment strategy documents
- ▶ Annual Reports
- ▶ Press and publications

Part III

Result

Result

Overview:

- ▶ Strategy
 - ▶ First strategy in 2008: immature
 - ▶ Second strategy in 2016: lessons learned
 - ▶ Current strategy: still missing key points
- ▶ Feedback
 - ▶ Changing attitudes about online services
 - ▶ People want to go online more
 - ▶ Government was not ready for covid
- ▶ Pros and Cons eGovernment

First strategy 2008-2015



Figure: eGovernment Performance 2012 [1]

Second strategy 2016-2019

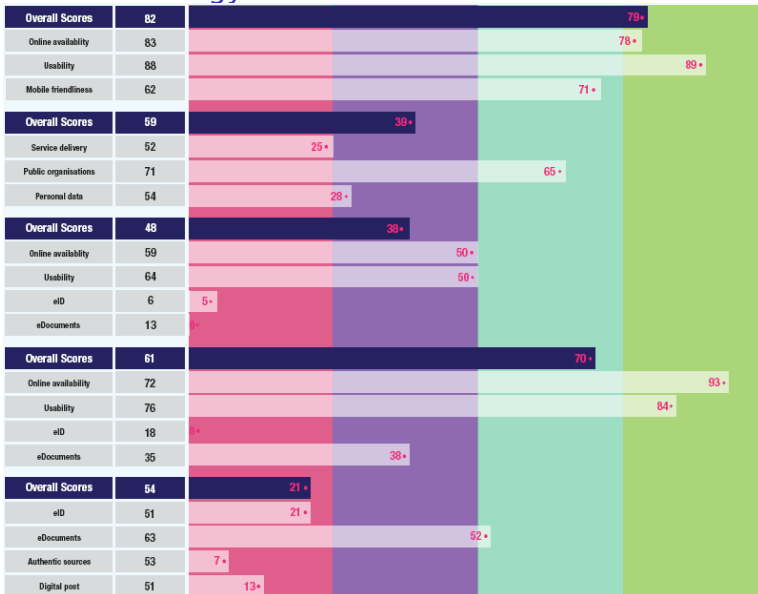


Figure: eGovernment Performance 2018 [2]

Current strategy 2020-2023

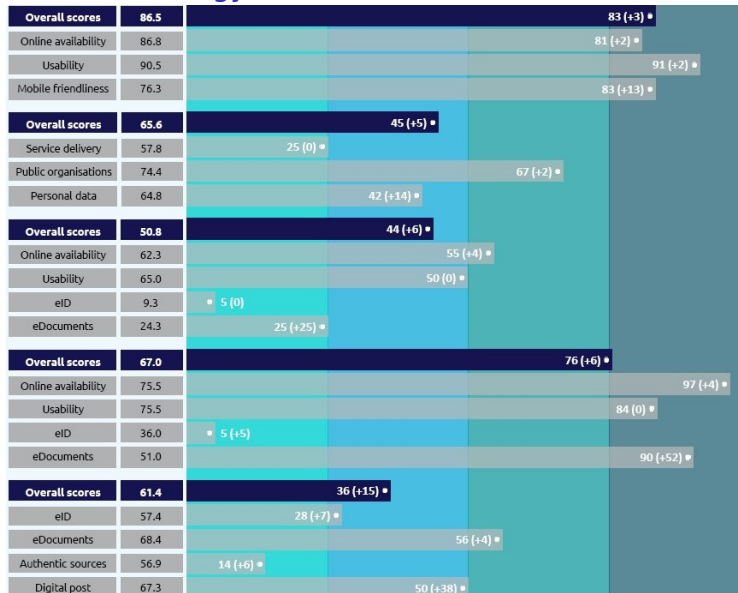


Figure: eGovernment Performance 2020 [3]

Changing attitudes about online services

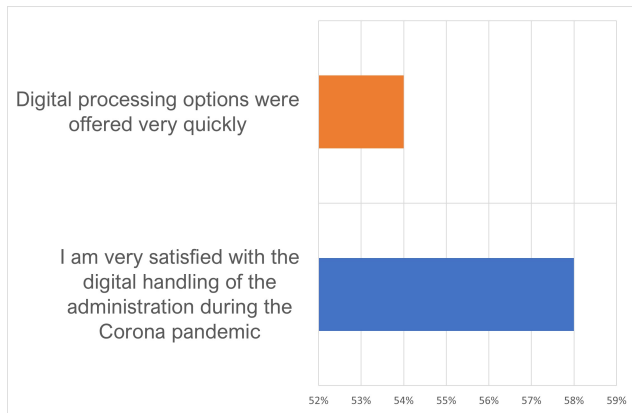


Figure: People satisfied during the pandemic

People want to go online more

3 out of 4 people will continue to stay online even after the pandemic (70%).



Figure: Online after Covid

Government was not ready for covid

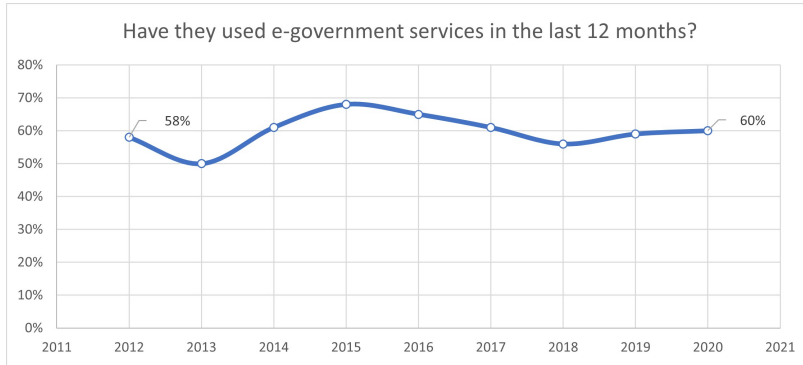


Figure: Ten years of eGov

Pros and Cons eGovernment

Pros	Cons
Data accuracy	Expensive IT system
Access to data	All IT-related problems
Ease of Data Verification	Security and terrorist attacks
Ease of Data Updates	Dependence on electricity
Ease of Data Archiving	Network issues

Table: Pros and Cons

Part IV

Conclusion

Conclusion

- ▶ Switzerland only started in 2007.
- ▶ Older generations are wary.
- ▶ Covid shook up the security we had.
- ▶ Safety Issue.
- ▶ We are not ready yet.
- ▶ Hope for the future.

Discussion

- ▶ Does it make sense in 2021 to move to digital or is the government as we know it now okay as it is?
- ▶ Has the mandatory distancing helped authorities to digitalize?
- ▶ Is it clear now to the authorities and the population the value of electronic government?
- ▶ Might this actually be a path to a possible future?

Thanks

Thank you for your attention

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