



Local and Regional
Government Finland

**Finnish local e-government –
situation and trends**

Heikki Lunnas 28.9.2007



What is the Finnish local e-government?

**Independent municipalities with own
funding resources and responsible on all
welfare services**

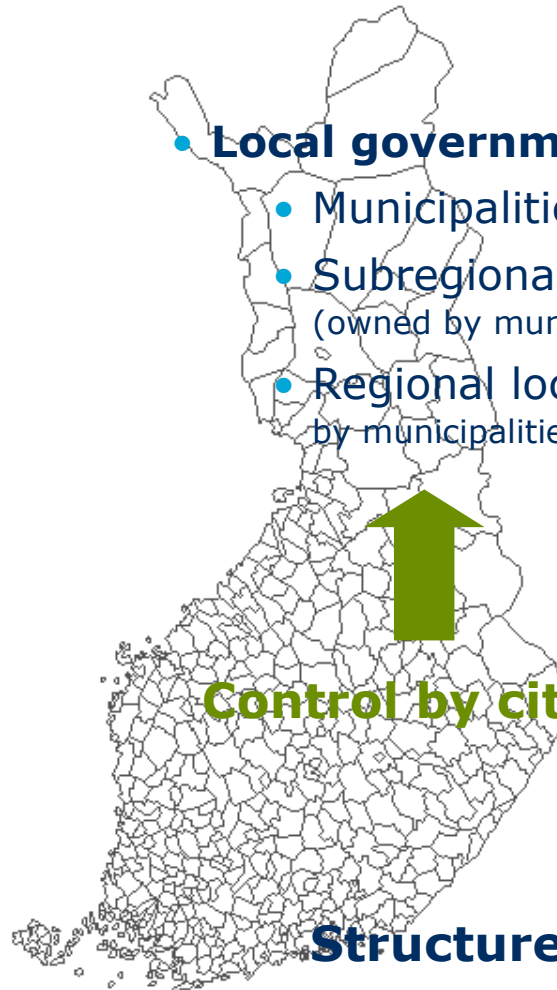
Finnish Public Government

- **State government**

- Central state government
- Regional state government
- Local state government

- **Local government**

- Municipalities
- Subregional local government (owned by municipalities)
- Regional local government (owned by municipalities)



Control by citizen's

Staff 110.000

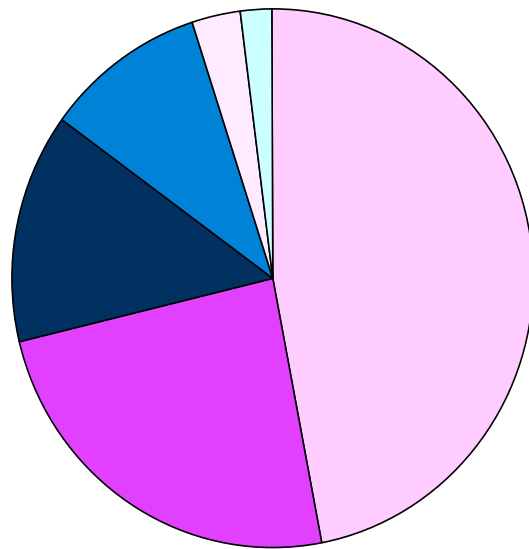
Staff 430.000

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Structure reform

416 => 300 municipalities

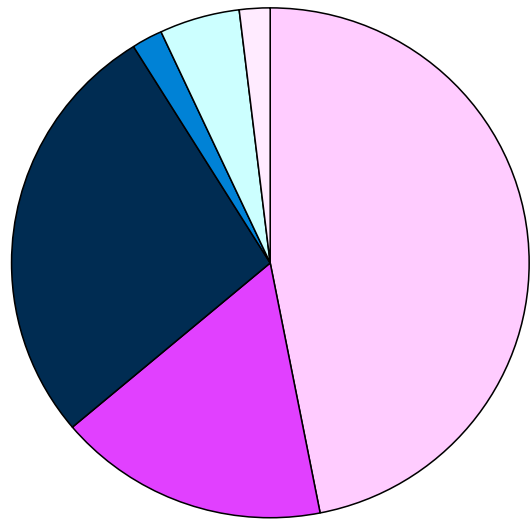
Total municipal sector expenditure



Estimate for 2005
(external expenditure)

- Social welfare and health care
48 %, 14.8 billion euro
 - Education and culture
24 %, 7.3 billion euro
 - Other operating expenditure
14 %, 4.2 billion euro
 - Investment expenditure
10 %, 3.0 billion euro
 - Loan repayments
3 %, 0.8 billion euro
 - Other expenditure
1 %, 0.4 billion euro
- Total 30.5 billion euro**

Total municipal sector income



- Tax revenues
47 %, 14.1 billion euro
- State subsidies
17 %, 5.2 billion euro
- Operating revenues
27 %, 8.3 billion euro
- Investment income
2 %, 0.7 billion euro
- Loans
5 %, 1.6 billion euro
- Other income
2 %, 0.5 billion euro

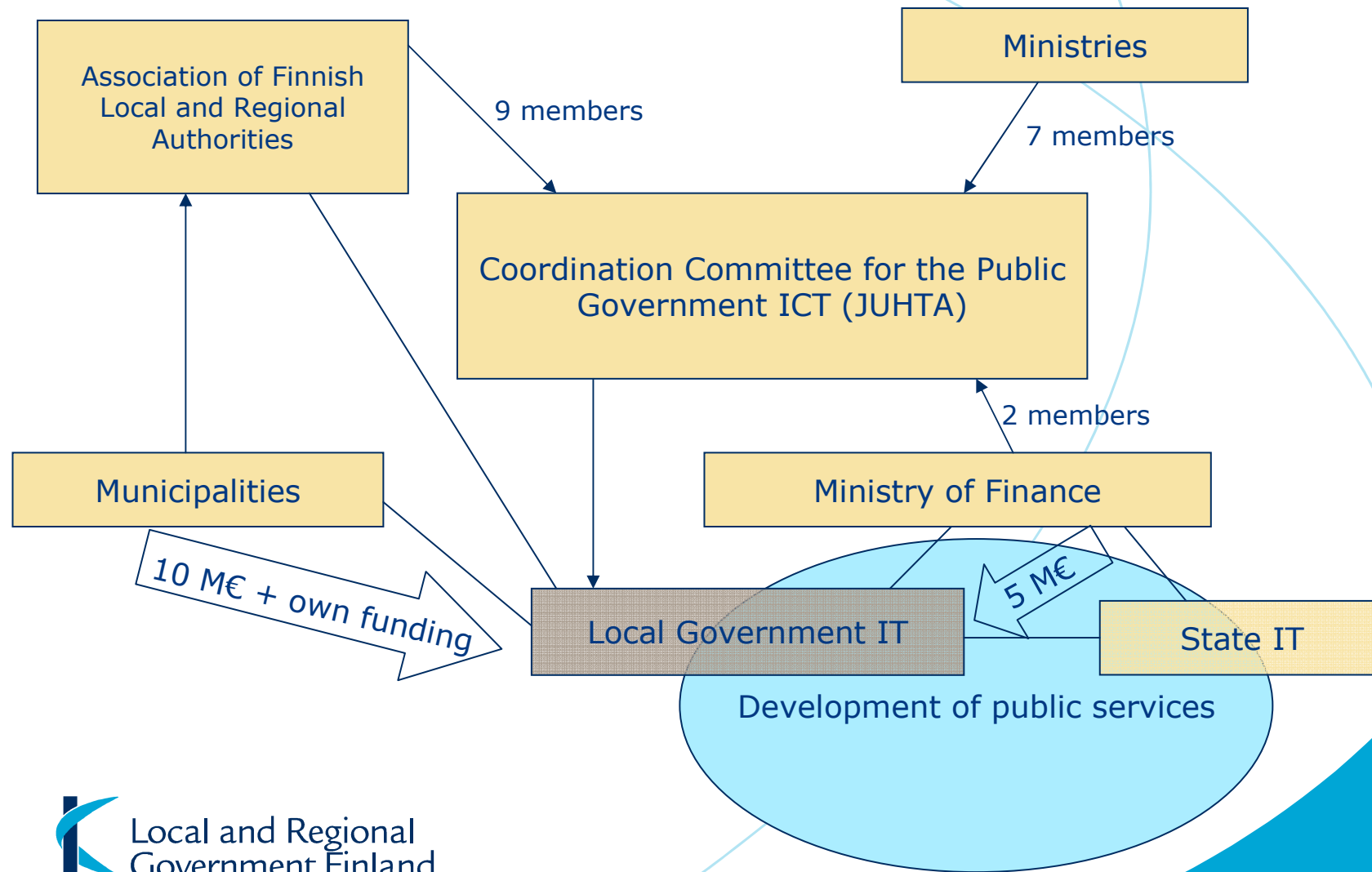
Total 30.4 billion euro



National Cooperation

**Flexibility for the future: From
organisation-oriented ICT to
structure-free ICT**

Public government coordination 2007-2008



National services

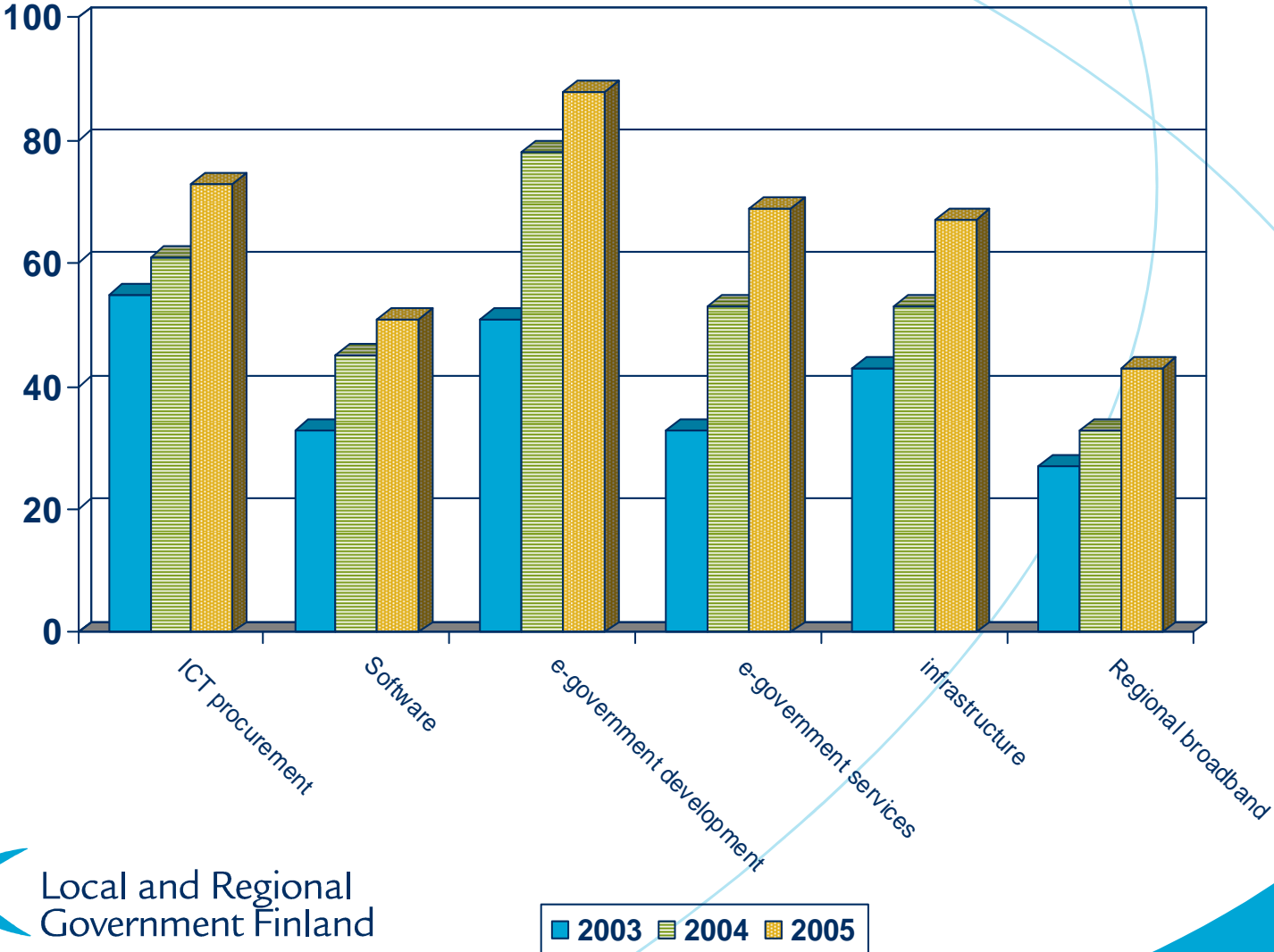
- Basic registers
 - Population, housing and buildings, real estates, maps
- Joint sectoral information services
 - Social and health care CRM, education, agriculture, environmental permissions, electronic archive
- Joint services
 - identification and payments for customers (VETUMA), public procurement ([HILMA](#)), legislation ([FINLEX](#))
- Recommendations
 - Content, architecture, procurement
- Other services
 - Banks, professional skills



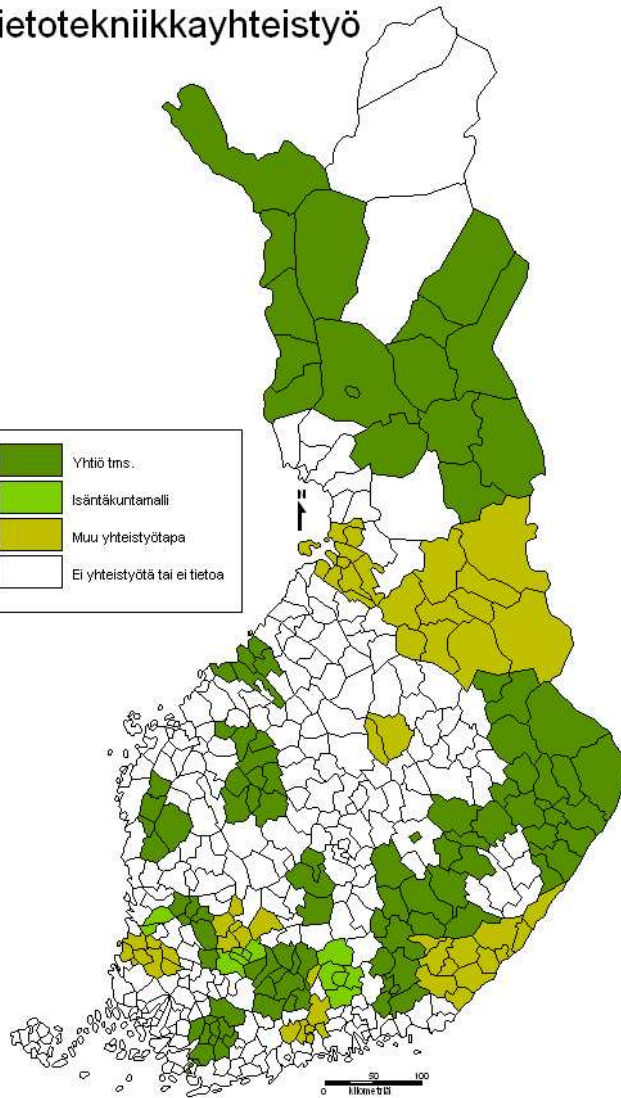
**Growing ICT-cooperation in the
local government**

More global ICT-market

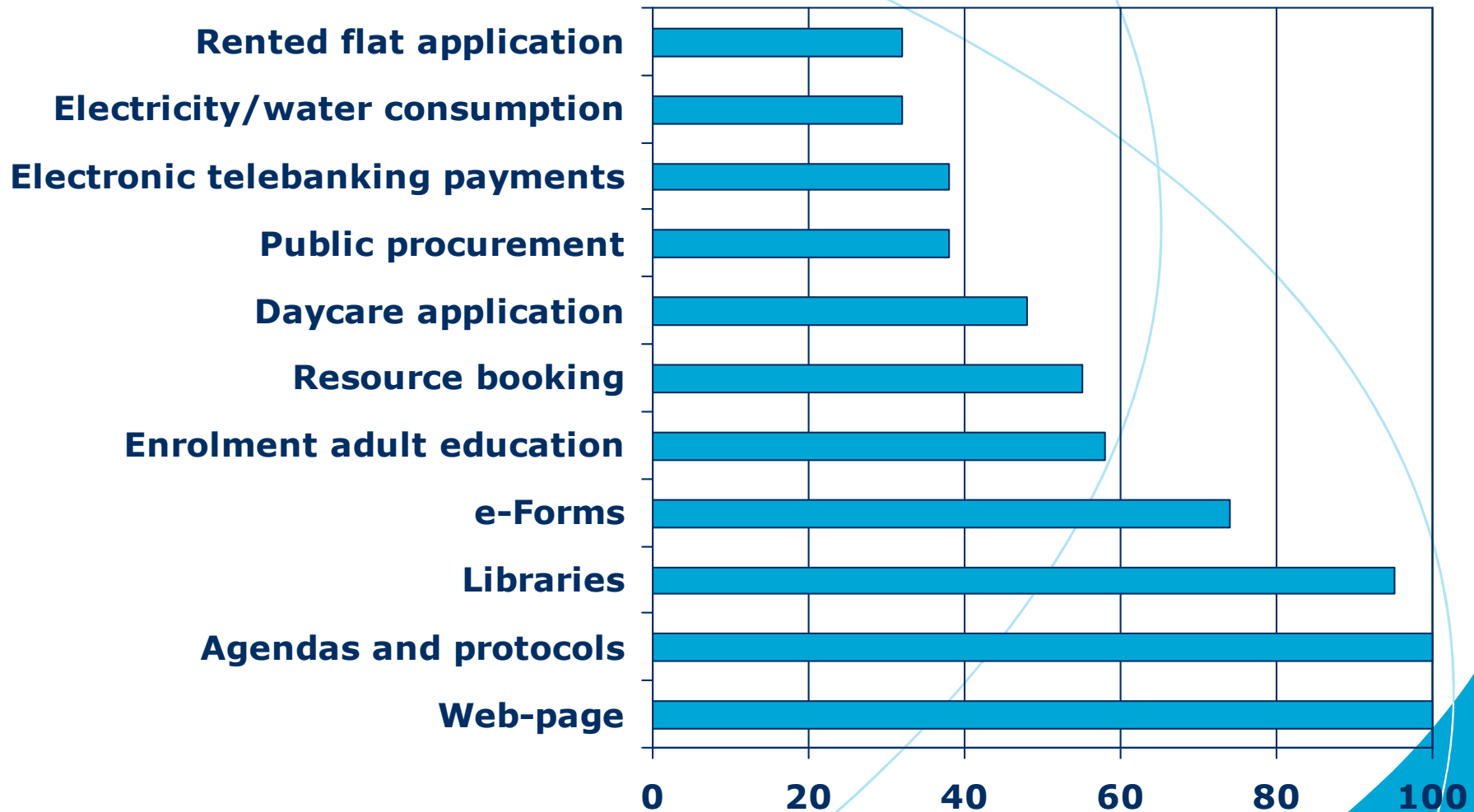
Local government ICT co-operation (% of municipalities)



Kuntien tietotekniikkayhteistyö



E-Services in the Finnish Municipalities (% of municipalities)





Joint and seamless services over the organisational borders

ICT and Joint Services

Back Offices
Service providers

Public
Private
Non profit
organizations



Videoconference
CRM-databases

Service Desk
Joint tool for providers and customers

Benefits
Employment
Health
Housing
Education
Childcare
Tax...

Front Office
Customer and His/Her Life Event



Multichannel access



Call Center
One Stop Shop
Internet Portal
Digital TV



Multichannel approach combining traditional services and self-service

Multichannel

MULTICHANNEL DOES NOT MEAN THE USE OF ALL POSSIBLE CHANNELS IN EVERY SERVICE, BUT THE USE OF THE MOST APPROPRIATE CHANNELS IN THE SINGLE PARTS OF THE SERVICE PROCESS

SERVICE PROCESS

Making a doctor's appointment

Self-service in the change of appointment

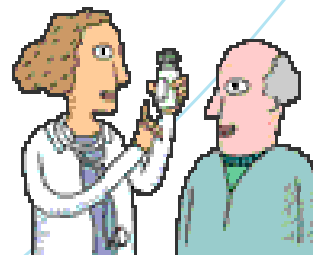
Visiting doctor

Personal and general health information



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Internet, phone, SMS



Benefits of the location-based systems

Locating staff and customers

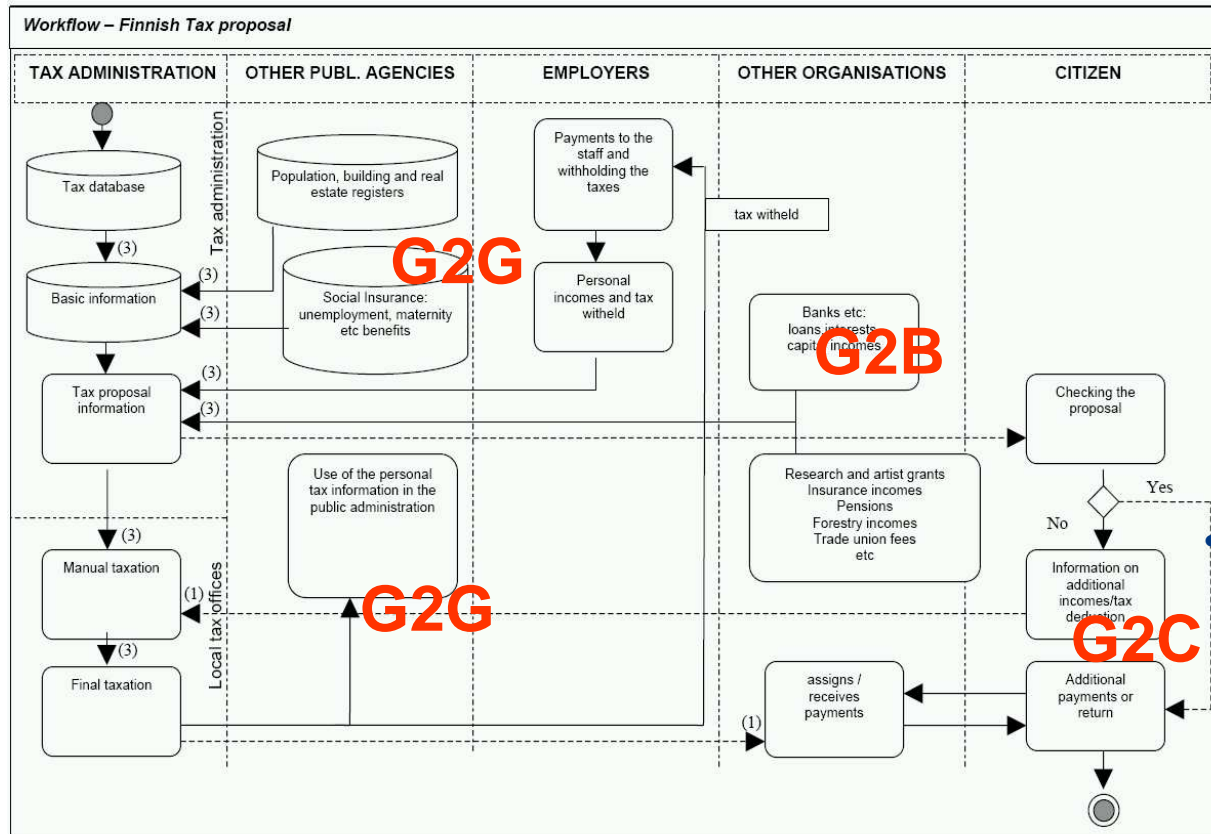


- Local logistics
- Public transport
- Assisting living at home
- Own responsibility on health
- Mobile staff
- Security issues
- Building management

<http://www.hkl.fi/kartta>

E-government = less services?

Killing unnecessary services



Not anymore existing services:

- Birth certification
- **Tax declaration**
- Change of address (**only one**)
- Car registration

From application to consultation:

- Information on salaries and wages
- Building permissions
- Many processes in health and social

Conclusions

- Rethinking of the processes is not enough, rethinking of the services is also needed
- Develop ICT for the local government of the future
- New services need new kind of co-operation between the organisations (public, private, third)
- How to avoid digital divide in e-government?
 - Development of the services in all channels with the same ICT
 - Right channel for every part of the process
- Self-service approach important
- Basic element of a good e-government is a good government

Warm Thanks!

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