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Strategic plan 2019

Adopted by the steering committee
30.10.2018

Contents

1	Introduction	2
1.1	Components of the strategic plan	2
1.1.1	Operational objectives	2
1.1.2	Measures and yardsticks	2
1.1.3	Strategic projects.....	2
1.1.4	Strategic services	2
1.1.5	Innovations	3
1.2	Implementation of the strategic plan	3
1.2.1	Organisations responsible for projects and services	3
1.2.2	Rolling planning and budgeting	3
1.2.3	Preparation and implementation process.....	4
1.3	Preparation of this strategic plan	5
2	Strategic plan for 2019	6
2.1	Pursuit of the strategy at the operational level	6
2.2	Operational objectives	8
2.3	Strategic projects (SP)	12
2.3.1	SP1 Identity Network Switzerland.....	12
2.3.2	SP2 Developing a transaction portal for businesses	13
2.3.3	SP3 Establishment of an electronic identity that is valid nationally and internationally	14
2.3.4	SP4 Validator for digital documents.....	15
2.3.5	SP5 Establishment of eOperations	16
2.3.6	SP6 eMovingCH	17
2.3.7	SP7 Electronic voting	18
2.3.8	SP8 eVAT	19
2.3.9	SP9 Creation of national address services	20
2.3.10	SP10 Property search using AHV number	21
2.4	Strategic services (SS)	22
2.4.1	SS1 Access to electronic government services for the general public.....	22
2.4.2	SS2 Standardisation maintenance	24
2.4.3	SS3 Technical coordination within public bodies	25
2.4.4	SS4 Coordination in legal issues concerning eGovernment.....	26
2.5	Innovations	27
2.6	2019 budget overview (in CHF 1000)	28

1 Introduction

The strategic plan is the implementation tool for the eGovernment Strategy Switzerland. It sets out the operational objectives pursued to meet the strategic objectives.

This strategic plan covers 2019. It was approved by the planning committee at the end of 2018 and adopted by the steering committee. These bodies review the strategic plan on an annual basis and update it as needed. Details on the planning, definition and implementation of the strategic plan are provided in the eGovernment Switzerland organisation manual.

The components (1.1) and the implementation (1.2) of the strategic plan are presented below.

1.1 Components of the strategic plan

1.1.1 Operational objectives

The operational objectives are derived from the strategic objectives. The planning committee defines these for four years, reviews them annually and adjusts them as needed. The operational objectives are formulated in measurable terms. They are described in section 1.1.1, as are the implementing strategic projects (1.1.3) and services (1.1.4).

1.1.2 Measures and yardsticks

Measures are defined in order to achieve the operational objectives, and yardsticks are set for each one to assess the degree to which the objectives are achieved. The strategic plan is updated as part of the annual review of the progress made on implementing the operational objectives.

1.1.3 Strategic projects

Projects are deemed to be strategic particularly if they are of national significance and require a great deal of coordination. They aim to develop electronic government services or eGovernment infrastructures for which there is significant demand from the general public, businesses and the administration.

Specific measures for achieving the operational objectives are supported within the scope of strategic projects. Their implementation is steered by means of service level agreements. Consequently, strategic projects are generally financed only partly via the strategic plan.

1.1.4 Strategic services

Services are deemed to be strategic if they correspond to tasks of a permanent nature that are of national importance. Strategic services contribute in particular to the sustainable propagation of electronic government services in the Confederation, cantons and communes. The service level agreements contain not only the measures, but also a basic mandate for managing strategic services. The basic mandate is entirely financed via the strategic plan. Within the framework of strategic services, specific measures for achieving the operational objectives are also implemented and supported in addition to the basic mandate.

1.1.5 Innovations

Innovations are projects that use new technologies, for example, or promote regional cooperation. The planning committee determines which projects are supported within the framework of innovations.

1.2 Implementation of the strategic plan

The 2019 strategic plan describes the measures that will be implemented to achieve the operational objectives up to the end of 2019. This plan will be reviewed on an annual basis and adjusted in line with current circumstances and the budget available. The plan is on a rolling basis. The defined measures are implemented by the organisations responsible for projects and services.

1.2.1 Organisations responsible for projects and services

The steering committee gives organisations responsibility for the implementation of a strategic project or a strategic service because they are suitable due to their expertise. The tasks and responsibilities of the organisations responsible for projects and services are set out in Article 21 of the public law framework agreement on eGovernment cooperation in Switzerland (2016 to 2019).

1.2.2 Rolling planning and budgeting

The budgets for each strategic project and service are set out in this strategic plan as part of the project and service descriptions. They include the financial resources defined in the service level agreement for implementing measures in the current year (2019). Section 2.6 contains the budget overview for 2019, the funds approved for 2018 and the actual amounts spent in 2016 and 2017.

1.2.3 Preparation and implementation process

The planning committee prepares the strategic plan based on the strategy or the four strategic objectives. It formulates measurable objectives at the implementation level. Measures or deliverables are defined in order to achieve those. It examines and prioritises these measures within the scope of the budget available. The funding requirements for these measures are set out.

Each service level agreement sets out the timeframes, deadlines and costs for implementing the strategic plan's prioritised measures. These measures are implemented within the framework of strategic projects and services. The planning committee can instruct the Programme Office to implement individual measures.

The figure below shows the links between the strategic and operational levels, as well as between planning and implementation.

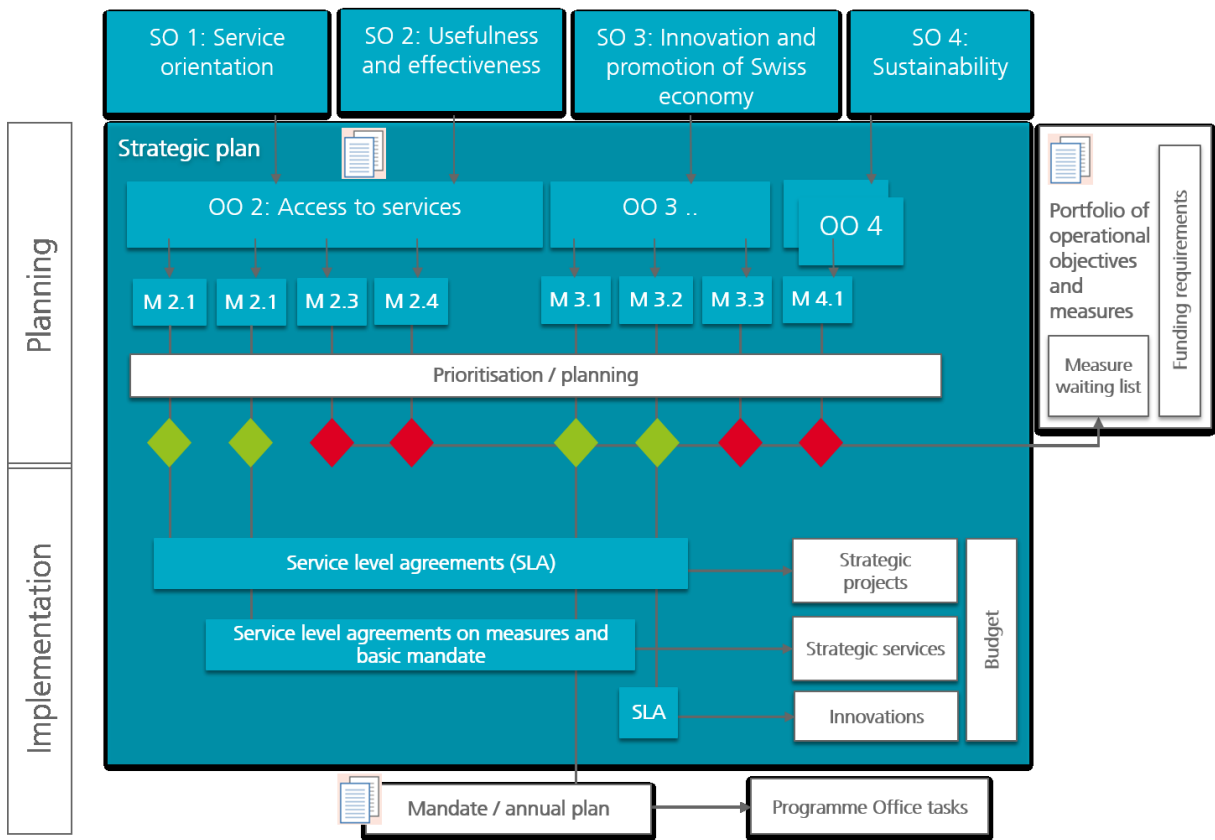


Image 1: Development of the strategic plan

1.3 Preparation of this strategic plan

This strategic plan was supplemented within the scope of the rolling plan. The basis for the annual review of the strategic plan by the planning and steering committee is shown below:

- Requests from those responsible for projects and services
- Findings from controlling and monitoring
- Subordinately prioritised operational objectives from the 2015 process to draw up the first strategic plan for 2016 to 2019
- Input from the representatives of the public and businesses in the context of the user board

2 Strategic plan for 2019

2.1 Pursuit of the strategy at the operational level

The aim of the strategic objectives (SO) is to achieve the objectives defined in the mission statement. They determine the directions for modernising and further developing the administration using eGovernment.

Derived from the four strategic objectives, the operational objectives (OO) listed below will be pursued for the period up to 2019. The list is not exhaustive, as the operational objectives seek to achieve various strategic objectives. The overview can be found in the table on page 8.

1 Service orientation

- Secure access to electronic services should be simplified with the establishment of an Identity Network Switzerland and a uniform registration procedure (→ OO1).
- The authorities provide the general public and businesses with information and access to services based on their needs. They develop this offering in an appropriate manner (→ OO2).
- The seamless processing of electronic government services is possible with electronic signatures and signature validator (→ OO6).

2 Usefulness and effectiveness

- Important government services for the general public will be seamlessly provided electronically in an integrated manner at all levels of government. People should be able to process changes of address (→ OO8) and vote (→ OO9) electronically throughout Switzerland by 2019.
- Businesses can process their affairs with the authorities electronically, particularly annually recurring VAT returns (→ OO10).
- The electronic exchange of data between authorities is based on an unambiguous cross-domain personal identifier (→ OO7).
- National address services for official addresses for service will be created (→ OO12).

3 Innovation and promotion of the Swiss economy

- Switzerland has a reliable implementation concept for a sustainable identity in cyberspace and thereby creates long-term prospects for the economic area and digital society (→ OO5).

4 Sustainability

- The Confederation and the cantons create the conditions for organising, financing and operating horizontal services, basic infrastructures and other service offerings (Art. 9 of the framework agreement), and clarify the development of a national operating organisation (→ OO4).
- Relevant standards are maintained in such a way as to enable the development and propagation of strategic projects and services on a sustainable basis (→ OO3).
- Support and coordination by the Confederation, the cantons and communes in legal issues concerning eGovernment has been ensured to enable the sustainable development and propagation of strategic projects and services (→ OO11).

The overview below shows all of the operational objectives and their allocation to the four strategic objectives.

Operational objectives	Strategic objectives			
	Service orientation	Usefulness and effectiveness	Innovation and promotion of the Swiss economy	Sustainability
1. The uniform registration procedure for eGovernment services on portals at various federal levels will be possible by 2019.	X		X	
2. The ten most frequently requested electronic government services for the general public and businesses will be integrated in the national eGovernment portals by the end of 2019.	X	X		X
3. The most important eGovernment standards will be identified on an ongoing basis and developed or updated.		X	X	X
4. A joint organisation will be established by 2019 for the procurement, operation and maintenance of joint eGovernment solutions.		X		X
5. The legal, standardisation and infrastructure framework for state-recognised means of identification (eID) will be established by 2020.	X		X	
6. By 2019, an eGov signature validator will be made available in order to increase citizens'/companies'/authorities' trust in digital signatures and thereby encourage eGovernment transactions.	X	X		
7. The allocation of data to a specific person in the electronic exchange between information systems will be ensured by 2019.		X	X	
8. By 2019, it will be possible to seamlessly report changes of address (arrival and departure) electronically throughout most of Switzerland.	X	X	X	
9. The Confederation and the cantons will continually push ahead with extending electronic voting to more voters with the aim of seeing two thirds of the cantons use electronic voting by 2019.	X	X	X	
10. Seamless electronic reporting of VAT will be possible by 2019.		X	X	
11. A systematic transfer of legal knowledge between the public bodies will be established by the end of 2019.		X		X
12. National address services will be created by 2019.		X		X

Table 1 Allocation of operational objectives to the strategic objectives

2.2 Operational objectives

No.	Operational objective	Strategic projects and services
1	<p>The uniform registration procedure for eGovernment services on portals at various federal levels will be possible by 2019.</p> <p>With Switzerland's federal structure, the various authorities usually offer their services on their own portals. In order to simplify electronic dealings with the authorities and make them more user-friendly, efforts will be made to ensure that users can register on the various authorities' portals with a uniform procedure. The authorities will thus be relieved of costly registration processes and users will no longer be obliged to manage a large number of account names and passwords.</p> <p>The establishment of an Identity Network Switzerland and a uniform registration procedure will facilitate secure access to electronic services. As a result, users should be able to log on to federal, cantonal or communal portals with a uniform registration procedure in the future.</p>	<p>SP 1 Identity Network Switzerland</p>
2	<p>The ten most frequently requested electronic government services for the general public and businesses will be integrated in the national eGovernment portals by the end of 2019.</p> <p>Information on the administration's activity as well as on electronic government services at all levels of government should be easily accessible for the Swiss population, for Swiss citizens living abroad and for interested parties abroad without any knowledge of governmental responsibilities. This calls for portals that lead users to the government service in an intuitive, understandable, multilingual and barrier-free manner and that support them in dealings with the authorities. Queries on dealings with the authorities can be reduced by providing information at federal, cantonal and communal offices. Suitable interfaces will be incorporated in the access infrastructure so that solutions can be used several times and costs can be saved.</p>	<p>SS 1 Access to services</p> <p>SP 2 Establishment of a one-stop shop</p>
3	<p>The most important eGovernment standards will be identified on an ongoing basis and developed or updated.</p> <p>The work which is required for standardisation in the context of implementing the strategic plan should be ensured within the scope of a strategic service. The burden can thereby be reduced for the implementing authorities. In addition, standardisation allows for multiple usage of eGovernment solutions.</p>	<p>SS 2 Standardisation maintenance</p>

No.	Operational objective	Strategic projects and services
4	<p>A joint organisation will be established by 2019 for the procurement, operation and maintenance of joint eGovernment solutions.</p> <p>The operational management of IT cooperation in the area of eGovernment requires a jointly borne organisation of the Confederation and cantons that acts as an organisational structure and competent service provider of the administration across all federal levels. Sustainability will be promoted with the creation of an organisation that competently assumes operational and organisational tasks. It should thus be possible for cooperation to be established and organised more quickly. Unnecessary additional expenditure caused by parallel developments can be avoided so that eGovernment will develop more quickly on the whole and in a more uniform manner. This will be achieved if technical expertise for processing IT projects that cover various authorities can be bundled and easily accessible, and if financing mechanisms that create a sound basis for the further development of joint solutions are used.</p>	SP 5 Establishment of eOperations Switzerland
5	<p>The legal, standardisation and infrastructure framework for state-recognised means of identification (eID) will be established by 2020 in Switzerland.</p> <p>At present, various electronic identification and authentication methods (text message or email authentication with a personal password; certificate-based authentication, etc.) are commonly used for processing official business electronically. Consequently, users of eGovernment services have to manage several passwords and authentication details.</p> <p>An electronic identity which is trustworthy, standardised and recognised by Switzerland constitutes a basis for electronic business transactions of individuals and authorities. Among other things, it will allow for user-friendly processing of electronic government services while maintaining the necessary data security. Its compatibility with EU regulations means it can also be used internationally if necessary. The propagation of such an electronic identity, in particular, should be promoted within the framework of the strategic plan.</p>	SP 3 eID Switzerland

No.	Operational objective	Strategic projects and services
6	<p>By 2019, an eGov signature validator will be made available in order to increase citizens'/companies'/authorities' trust in digital signatures and thereby encourage eGovernment transactions.</p> <p>A signature is frequently necessary for concluding a transaction with the authorities. This is replicated by an electronic signature for eGovernment transactions. The new Federal Act on Electronic Signatures (EsigA, in force since 01.01.2017) governs the principle ways in which an electronic signature can be used.</p> <p>Certified solutions available on the market will be offered for the creation of signatures. These will allow documents to be signed based on the statutory framework.</p> <p>The recipient of documents which have been digitally signed by the authorities should be able to verify that the contents of the document received has not been modified and that the digital signature was attached by the correct administrative office.</p> <p>This will be made possible with a signature validator which can check digital signatures from across all levels of the Swiss authorities (Confederation, cantons, communes).</p>	SP 4 Validator for digital documents
7	<p>The allocation of data to a specific person in the electronic exchange between information systems will be ensured by 2019.</p> <p>It is necessary to unambiguously allocate a person to his or her file in order for government services to be processed electronically. The authorities do this by using identification and authentication mechanisms, as well as additional numbers. The authorities at the three levels of government and the various specialist areas currently use a series of different numbers. An unambiguous personal identifier that can be used in all specialist areas and at all levels of government will significantly reduce the administrative burden associated with this allocation procedure. Because it has not been possible to establish such a personal identifier up to now, there is a great need for action. Processes could be optimised on the administrative side and costs reduced with the introduction of an unambiguous personal identifier.</p>	<p>SS 3 Technical coordination within public bodies</p> <p>SP 10 Property search using AHV number</p>
8	<p>By 2019, it will be possible to seamlessly report changes of address (arrival and departure) electronically throughout most of Switzerland.</p> <p>Studies have shown that the electronic reporting of moves to and away from a commune is one of the eGovernment services most frequently requested by the general public. The introduction of eMovingCH throughout Switzerland will not only increase efficiency for administrations and the public; it will also enhance the appeal of Switzerland as a place to live. More action is needed from 2016 for expanding eMovingCH throughout Switzerland, in particular in the following areas: support for the implementation of eMoving in cantons and communes, assurance of the operation of the eMovingCH solution, and elimination of legal obstacles.</p>	SP 6 eMovingCH

No.	Operational objective	Strategic projects and services
9	<p>The Confederation and the cantons will continually push ahead with extending electronic voting to more voters with the aim of seeing two thirds of the cantons use electronic voting by 2019.</p> <p>Studies have shown that electronic voting is one of the eGovernment services which is most in demand by the general public. 14 cantons currently have experience with electronic voting. The cantons of Basel Stadt, Geneva and Neuchâtel also provide some voters living in the canton with an electronic voting channel. The aim of the Confederation and the cantons is to introduce electronic voting nationwide for all voters.</p>	SP 7 Electronic voting
10	<p>Seamless electronic reporting of VAT will be possible by 2019.</p> <p>Studies have shown that company representatives frequently request the electronic processing of value added tax. Companies subject to VAT should be given the option of submitting their regular VAT returns electronically. The procedure is user-friendly and simpler than filling out the necessary forms on paper. The administrative burden for companies will be reduced significantly as a result.</p>	SP 8 eVAT
11	<p>A systematic transfer of legal knowledge between the public bodies will be established by the end of 2019.</p> <p>In accordance with Article 7 of the framework agreement (2016-2019) on eGovernment cooperation, the Confederation and the cantons ensure that the need for legislation is evaluated early on and new legal foundations to be created are included as partial projects in the project planning and execution process in a timely manner. In addition, Article 3 and Article 6 paragraph 1 of the framework agreement designate legal tasks and challenges in the implementation of eGovernment projects. By coordinating problem solving and simplifying knowledge transfer in the area of legal issues, the public authorities are supported when addressing and clarifying legal issues.</p>	SS 4 Coordination in legal issues concerning eGovernment
12	<p>National address services will be created by 2019.</p> <p>In the future, the public administrations of the Confederation, cantons and communes will be able to access a central service with the addresses of the inhabitants of Switzerland. This will allow the authorities to perform their tasks more efficiently and simplify administration procedures.</p>	SP 9 Creation of national address services

2.3 Strategic projects (SP)

2.3.1 SP1 Identity Network Switzerland

Description of target state

Identification services assign unambiguous, electronically transmissible identifiers to partners involved in eGovernment transactions (where necessary to machines as well). With the help of these identifiers, partners can reliably recognise with whom they are communicating. Authorisation services define which rights the partners identified in this manner have, and they ensure that, in eGovernment transactions, data can be viewed and services provided only if authorisation has been granted. In a first step, the conditions should be created to enable the Confederation, the cantons and the communes to set up overarching identification and access management (IAM) services.

Organisation responsible for project

Federal Department of Economic Affairs, Education and Research (EAER)
 State Secretariat for Economic Affairs (SECO)
 SME Policy Section
 Contact Person: Martin Godel

Measures supported (2018 status)

The following measures will be financed via the strategic plan. The remaining costs for implementing the project will be borne by SECO.

No.	OO	Measure/deliverable	Deadline
SP1.1	1	The relevant eCH IAM standards will be identified, verified and revised.	31.12.2019
SP1.2	1	The establishment of a maintenance and support organisation is to be contractually ensured.	31.12.2018
SP1.3	1	Identity providers, attribute authorities and relying parties will be identified and integrated in the identity network.	31.12.2019
SP1.4	1	Identification of bodies interested in a responsible body	31.12.2018
SP1.5	1	Support to develop a responsible body	31.12.2019

2019 budget (in CHF 1000)

Deliverable/measure	2016	2017	2018	2019	Total
SP1.1	100	200			300
SP1.2	50	150			200
SP1.3		100			100
SP1.4			200		200
SP1.5				200	200
Total	150	450	200	200	1000

2.3.2 SP2 Developing a transaction portal for businesses

Description of target state

eGovernment portals such as StartBiz allow companies to access the same data set for registering for the commercial register, VAT, AHV and accident insurance. The aim of the project is to gradually develop StartBiz into a simple and intuitive one-stop shop which allows eGovernment services of the Confederation, the cantons and the communes to be carried out seamlessly.

Organisation responsible for the project

Federal Department of Economic Affairs, Education and Research (EAER),
State Secretariat for Economic Affairs (SECO)
SME Policy Section
Contact Person: Philippe Zimmerman

Measures supported (2018 status)

The following measures will be financed via the strategic plan. The remaining costs for implementing the project will be borne by SECO.

No.	OO	Measure/deliverable	Deadline
SP2.1	2	The concept «electronic access to Swiss authorities' services for the general public in Switzerland and abroad» will be created by involving the relevant players.*	31.12.2016
SP2.2	2	The eGovernment services to do with residence and labour law authorisations can be undertaken seamlessly nationwide and can be accessed via the one-stop shop portal.	postponed (31.12.2023)
SP2.3	2	Commercial register changes. The most important HR changes are available as services.	31.12.2018
SP2.4	2	Debt collection and bankruptcy matters (e-DEBA). Ordering debt collection information and initiating requests for debt enforcement are possible via EasyGov.	31.12.2019

* Under the leadership of the Federal Chancellery as part of SS 1.

2019 budget (in CHF 1000)

Deliverable/measure	2016	2017	2018	2019	Total
SP2.1	50	50			100
SP2.2		200			200
SP2.3			200		200
SP2.4				200	200
Total	50	250	200	200	700

2.3.3 SP3 Establishment of an electronic identity that is valid nationally and internationally

Description of target state

The creation and introduction of a uniform electronic identity (eID) which is recognised without restriction not only in Switzerland but also in the EU area for the electronic business transactions of individuals and legal entities with the authorities.

Organisation responsible for the project

Federal Department of Justice and Police (FDJP)
Federal Office of Police (fedpol)
Contact person: Philippe Lorenz

Measures supported (status in 2018)

The following measures will be financed via the strategic plan. The remaining costs for implementing the project will be borne by fedpol.

No.	OO	Measure/deliverable	Deadline
SP3.1	5	Establishment of a legal framework for state-recognised electronic means of identification (eID) which allows a needs-based internet identification and authentication, particularly for portals of the federal authorities. By taking international standards and requirements into account, this eID will later be recognised in the EU.	postponed (31.12.2020)
SP3.2	5	Creation of a standardisation framework for state-recognised electronic means of identification (eID). Definition of the technical and organisational standards, security levels and technical rules which are obligatory for state-recognised eID systems. In particular, these should ensure unobstructed interoperability between recognised eID systems and be compatible with EU regulations.	31.12.2018
SP3.3	5	Development and further development of a "demonstrator" and a design recommendation (best practices) for the state-recognised eID as a reference model and, in particular, as a contribution to communication and marketing.	31.12.2019
SP3.4	5	Creation of an attribute interface at the State Identity Service (SIS). This will happen in parallel with the political consultations concerning the planned eID Act.	31.12.2019

2019 budget (in CHF 1000)

Deliverable/measure	2016	2017	2018	2019	Total
SP3.1	-		150	150	300
SP3.2			50		50
SP3.3	-	100		100	200
SP3.4			250	750	1000
Total	-	100	450	1000	1550

2.3.4 SP4 Validator for digital documents

Description of target state

The existing possibilities for electronic signatures in official documents for the G2C, G2B and G2G processes are to be supplemented by signature validation. In 2013, the Federal Office of Justice (FOJ) established an internal document validator within the Confederation. The canton of Zug would like to extend this to cantonal transactions. To this end, a pilot operation is being set up, and this is subsequently to be spread to other cantons and communes.

Organisation responsible for the project

Federal Department of Finance FDF
Federal IT Steering Unit (FITSU)
Contact person: Peter Erz

Measures supported (2018 status)

The following measures will be financed via the strategic plan.

No.	OO	Measure/deliverable	Deadline
SP4.1	6	Implementation of a pilot project on signature validation in official documents and examination of selected documents in the canton of Zug in connection with the Confederation's existing solution.	31.12.2016
SP4.2	6	The version of the validator «for authorities» will be completed and its usage in cantonal (and communal) administrations is to be promoted.	30.03.2018
SP4.3	6	Provision of the eGov signature validator; new development of the signature validator, taking into account the eGovernment objectives, implementation and support for propagation of the eGov signature validator in the cantonal administrations.	postponed (31.03.2020)

2019 budget (in CHF 1000)

Deliverable/measure	2016	2017	2018	2019	Total
SP4.1	210	50			260
SP4.2		150			150
SP4.3			185	350	535
Total	210	200	185	350	945

2.3.5 SP5 Establishment of eOperations

Description of target state

In accordance with Article 9 of the framework agreement, the Confederation and the cantons will lay the foundations for the organisation, financing and operation of interdepartmental services, basic infrastructures and other service offerings.

The strategic project eOperations lays the foundation for a joint organisation supported by the Confederation, the cantons and the communes which acts as an organisational body and competent service provider at all federal levels for implementing IT cooperation in the administration.

Organisation responsible for the project

eOperations Schweiz AG
Contact person: Daniel Arber

Measures supported (2018 status)

The following measures will be financed via the strategic plan.

No.	OO	Measure/deliverable	Deadline
SP5.1	4	Project management and infrastructure.	30.11.2019
SP5.2	4	Commencement and evaluation of pilot operation with two services.	30.09.2019
SP5.3	4	Support to develop the responsible body, communication and business development: drawing up the foundation agreement and principles for formal establishment. The foundation agreement will be signed.	30.09.2019

2019 budget (in CHF 1000)

Deliverable/measure	2016	2017	2018	2019	Total
SP5.1	77	150	448	400	1075
SP5.2	-	47	65	70	182
SP5.3	-	40	25	20	85
Total	77	237	538	490	1342

2.3.6 SP6 eMovingCH

Description of target state

Full electronic processing of the moving process from a user perspective is currently not yet possible. At the end of 2015, the technical prerequisites and standards were established and were tested in pilot operation by various communes and cantons. Action is needed for expanding eMoving throughout Switzerland, in particular in the following areas: support for the implementation of eMovingCH in cantons and communes, assurance of the operation of the eMovingCH solution, and elimination of legal obstacles.

Organisation responsible for the project

eOperations Schweiz AG
Contact person: Manuela Kleeb

Measures supported (2018 status)

The following measures will be financed via the strategic plan.

No.	OO	Measure/deliverable	Deadline
SP6.1	8	Coordination and project management for the ongoing further development and rollout of eMovingCH on behalf of the organisation responsible for the project.	31.12.2019
SP6.2	8	Preparation and dissemination of a guide on the introduction of eMovingCH for communes and cantons.	31.12.2017
SP6.3	8	Preparation of an appropriate communication basis to promote the use of eMovingCH by the population.	30.06.2018
SP6.4	8	Implementation of notification to third parties: development of a study on address forwarding.	31.12.2019
SP6.5	8	eMovingCH will be made accessible as a service for the general public via the ch.ch portal.	31.12.2018

2019 budget (in CHF 1000)

Deliverable/measure	2016	2017	2018	2019	Total
SP6.1	232	314	399	170	1115
SP6.2	20				20
SP6.3	-	20	30		50
SP6.4	-		20	30	50
SP6.5		30	30		60
Geres interface	43				43
Total	295	364	479	200	1338

2.3.7 SP7 Electronic voting

Description of target state

The goal of the Confederation and the cantons is to introduce electronic voting across the board for all voters. In 2013, in its third report on electronic voting, the Federal Council formulated the strategy for introducing and extending the electronic voting channel and defined new security requirements. Based on this, the legal foundations were amended. The cantons will be able to apply to the Federal Council for an extension of the authorised electorate when the security requirements have been implemented. In 2017/2018, the Federal Council will evaluate the trial period from 2012 onwards in another report. This report will evaluate the experience with the new test conditions. If the results are positive, the electronic voting channel could be established as the normal voting channel. It will remain up to the cantons whether or not they offer electronic voting. At federal level, establishing electronic voting as the normal voting channel would require an amendment of the legal foundations, namely the Federal Act on Political Rights. This legislative revision is subject to an optional referendum.

Organisation responsible for the project

Swiss Federal Chancellery (FCh)
Political Rights Section
Contact person: Mirjam Hostettler

Measures supported (2018 status)

The following measures will be financed via the strategic plan.

No.	O O	Measure/deliverable	Deadline
SP7.1	9	Support for the implementation of the security requirements and for the certification of systems with regard to extending the authorised electorate (50–100 %).	31.12.2019
SP7.2	9	Support measures to foster confidence in electronic voting.	31.12.2019
SP7.3	9	Assessment of the trial period, whereby implementation of the new security requirements will be evaluated and the legislative process launched.	31.12.2019
SP7.4	9	Cantonal projects to implement electronic voting will be reviewed on an annual basis and will be supported in line with the financing concept of the Federal Chancellery.	31.12.2019

2019 budget (in CHF 1000)

Deliverable/measure	2016	2017	2018	2019	Total
SP7.1	150	100	100	100	450
SP7.2	-	50	50	50	150
SP7.3		100			100
SP7.4		630	100	100	830
Total	150	880	250	250	1530

2.3.8 SP8 eVAT

Description of target state

Businesses subject to VAT have the option of submitting their regular VAT returns electronically. The procedure is user-friendly and simpler than filling out the necessary forms on paper. This will relieve companies significantly.

Organisation responsible for the project

Federal Department of Finance (FDF)
Federal Tax Administration (FTA)
Main Value Added Tax Division / IT Division
Contact person: Rudolph Wachter

Measures supported (2018 status)

The following measures will be financed via the strategic plan. The remaining costs for implementing the project will be borne by the FTA.

No.	OO	Measure/deliverable	Deadline
SP8.1	10	Specification of the VAT declaration data that enables the suppliers of ERP systems to provide compliant data after implementing the following steps.	31.08.2017
SP8.2	10	Extension of the existing FTA SuisseTax portal solution, adding functionality that allows for uploading return data generated in XML format from clients' ERP systems.	30.06.2018
SP8.3	10	Creation of an interface for machine-to-machine delivery of return data.	postponed (31.12.2021)
SP8.4	10	Creation of a low-threshold accessible solution for the submission of regular VAT returns	31.12.2019

2019 budget (in CHF 1000)

Deliverable/measure	2016	2017	2018	2019	Total
SP8.1	60	93			153
SP8.2		47	110		157
SP8.3					
SP8.4				200	200
Total	60	140	110	200	510

2.3.9 SP9 Creation of national address services

Description of target state

The creation of national address services for federal, cantonal and communal public administrations is valuable because these bodies are reliant on the unambiguous identification of the persons concerned in almost all the activities they perform. At communal level, address data is available thanks to the registers of residents, which are constantly updated, and this is also generally the case at cantonal level; however the data is missing at federal and intercantonal level. Case-by-case enquiries have to be made in collaboration with the communes and cantons and this can entail considerable additional work. Many administration procedures, such as the collection of compensatory military tax or health insurance premiums, as well as the processing of recovering proceedings, can be significantly simplified and optimised by the creation of a national address register.

Organisation responsible for the project

Federal Department of Justice and Police (FDJP)
Federal Office of Justice (FOJ)
Contact person: Marianne Fraefel

Measures supported (2018 status)

The following measures will be financed via the strategic plan.

No.	OO	Measure/deliverable	Deadline
SP9.1	12	Consultation draft	30.06.2019
SP9.2	12	Financing concept	31.12.2018
SP9.3	12	Provision of a prototype	31.12.2019
SP9.4	12	Authorisation concept	31.12.2018
SP9.5	12	Operating concept	30.06.2019

2019 budget (in CHF 1000)

Deliverable/measure	2018	2019	Total
SP9.1	100	180	280
SP9.2	20		20
SP9.3		100	100
SP9.4	20		20
SP9.5		50	50
Total	140	330	470

2.3.10 SP10 Property search using AHV number

Description of target state

Article 949b of the Civil Code, adopted by Parliament, obliges real estate registries to systematically use the AHV insurance number to identify persons. On this basis, Article 949c of the Civil Code provides for a nationwide search by authorised authorities for properties in which a person identified on the basis of the AHV number is entitled to rights. This change requires adjustments to the cantonal real estate register software.

The measures in the strategic plan provide the cantons with coordinative and financial support. The efficient implementation of the technically necessary adaptations of the real estate register software is being emphatically promoted. This will ensure that the conditions throughout Switzerland will be met as quickly as possible by the end of 2019. The existing processes, namely the internal data exchange between authorities and the (business) processes between authorities and private individuals, are not affected by the adaptations and therefore remain unchanged. The statutory mandate under the new provisions of the Civil Code will be implemented at as little cost as possible and in compliance with the relevant special provisions in dealing with the AHV insurance numbers.

The use of the AHV insurance numbers will increase the quality and timeliness of personal data in the real estate register. The nationwide property search is intended to provide authorised authorities with an efficient and secure working tool through simple electronic queries.

Organisation responsible for the project

Federal Department of Justice and Police, FDJP

Federal Office of Justice, FOJ

Contact person: Christian Bütler

Measures supported (2018 status)

The following measures will be financed via the strategic plan.

No.	OO	Measure/deliverable	Deadline
SP10.1	7	Support for changes in the affected land register software.	31.12.2019
SP10.2	7	Definition of the changes.	31.12.2019

Budget 2019 (in CHF 1000)

Deliverable/measure	2019	Total
SP10.1	180	180
SP10.2	20	20
Total	200	200

2.4 Strategic services (SS)

2.4.1 SS1 Access to electronic government services for the general public

Description

Access to electronic government services will be further developed and facilitated in an optimal manner for the stakeholder groups. This requires a shared understanding on the part of the Confederation, the cantons and the communes with regard to how access to electronic government services and on that basis eGovernment portals are to be designed.

Organisation responsible for service:

Swiss Federal Chancellery (FCh)
Communications Section
Contact person: André Do Canto

Basic mission

Running of citizens' portal ch.ch: editing, translations, internal FCh specialist support, correction of links, citizens' enquiries, communication, updates, quality assurance and usage analysis. In view of the 2019 elections, the existing election platform from 2015 will be revised.

Measures supported (2018 status)

No.	OO	Measure/deliverable	Deadline
SS1.1	2	Contribution will be made by ch.ch to the concept "electronic access to Swiss authorities' services for the general public in Switzerland and abroad" by involving the relevant players.*	31.12.2016
SS1.2	2	The relevant eCH standards, best practices, sample solutions and aids for access to electronic government services will be prepared or revised.	31.12.2018
SS1.3	2	A product strategy will be developed for the Swiss authorities portal ch.ch by the end of 2017 based on the access concept.*	31.12.2017
SS1.4	2	Uniform CI/CD will be introduced for national eGovernment portals.	31.12.2018
SS1.5	2	The most frequently requested government services for the general public will be integrated in the ch.ch portal.	31.12.2019
SS1.6	2	A specialised community will be developed which includes relevant players and acts as an exchange and decision-making platform.	31.12.2019
SS1.7	2	Joint eGovernment communication projects will be implemented in the specialised community.	31.12.2019
SS1.8	2	Federal, cantonal and communal specialists will receive support for the early identification and analysis of trends.	31.12.2019

* Collaboration between SECO (company-relevant government services) and the FCh (government services of relevance to the population)

2019 budget (in CHF 1000)

Positions	2016	2017	2018	2019	Total
SS1. Basic mission	800	800	500	500	2600
SS1.1	100				100
SS1.2		50	30		80
SS1.3		50			50
SS1.4		20	50		70
SS1.5		30			30
SS1.6			100	80	180
SS1.7			170	270	440
SS1.8			150	150	300
Total	900	950	1000	1000	3850

2.4.2 SS2 Standardisation maintenance

Description

In accordance with Article 4 of the framework agreement on eGovernment cooperation in Switzerland (2016-2019), the public authorities adhere to national or international standards when setting up electronic services. In principle, the national standards which are applicable are those of the eCH Association. As a rule, the public authorities declare these to be binding. This is particularly applicable in the case of procurements and the development of solutions.

Since it was founded in 2002, the eCH standardisation association has drawn up and approved nearly 200 eGovernment standards. The work of eCH is supported by the Confederation, the cantons, the communes and companies. The standards relevant for projects and services in the strategic plan are sustainably maintained and updated as part of a strategic service.

Organisation responsible for service:

eCH Association, Programme Office
Contact person: Lorenz Frey-Eigenmann

Basic mission

Maintenance and further development and publication of existing, relevant eCH standards and the associated network. The updating requirement is clarified on a half-yearly basis. The standards are updated in a timely manner (depending on the need for updating).

Measures supported (2018 status)

No.	OO	Measure/deliverable	Deadline
SS2.1	3	Design of the updating service and identification of the relevant standards.	30.06.2016
SS2.2	3	Implementation of the eCH standards by the requesting and procurement offices and tenderers.	31.12.2019

2019 budget (in CHF 1000)

Positions	2016	2017	2018	2019	Total
SS2 Basic mission	75	73	198	75	421
SS2.1	50				50
SS2.2		50	50	50	150
Total	125	123	248	125	621

2.4.3 SS3 Technical coordination within public bodies

Description

In accordance with Article 5 of the framework agreement on eGovernment cooperation in Switzerland, the Swiss Conference on Informatics (SIK/CSI) will make bodies such as expert groups as platforms available for coordination in technical and specialist areas of information and communication technologies. The public bodies will take account of the SIK/CSI recommendations on technical cooperation.

Organisation responsible for service:

Swiss Conference on Informatics (SIK/CSI)

Contact person: Michael Bützer

Basic mission

The SIK/CSI supports the projects of its working groups within the framework of the basic mandate. Projects are prioritised depending on their contribution to the implementation of the strategic objectives of eGovernment Switzerland. The SIK/CSI makes drafted documents, e.g. recommendations and sample solutions, available to public bodies.

Measures supported (2018 status)

No.	OO	Measure/deliverable	Deadline
SS3.1	3	Relevant eCH standards for government services at all three levels are updated via eCH and further development is ensured.	31.12.2019
SS3.2	7	The basis for the information used to establish the universal personal identifier will be made available.	31.12.2019

2019 budget (in CHF 1000)

Positions	2016	2017	2018	2019	Total
SS3 Basic mission	145	103	150	150	548
SS3.1	45	35	50	50	180
SS3.2	-	50	50	50	150
Total	190	188	250	250	878

2.4.4 SS4 Coordination in legal issues concerning eGovernment

Description

Adequate resources support the early identification of existing legal obstacles and the need for new legislation when implementing eGovernment projects. Knowledge transfer between administrations and project managers will be made significantly easier and faster.

Organisation responsible for service:

eJusticeCH Association

Contact person: Timur Acemoglu

Basic mission

The eJusticeCH Association fulfils the task of a coordination office for legal issues within the eGovernment environment. The dissemination of important legal findings and results among the public bodies is ensured by means of appropriate electronic publication resources, this also includes the findings of the intercantonal legal specialist group and the advisory service provided.

Measures supported (2018 status)

No.	OO	Measure/deliverable	Deadline
SS4.1	11	The exchange of information between the public bodies in the context of an intercantonal legal specialist group has been established.	31.12.2019
SS4.2	11	In the event of specific legal questions, public bodies or projects receive a summary initial consultation.	31.12.2019

2019 budget (in CHF 1000)

Positions	2017	2018	2019	Total
SS4 Basic mission	10	10	10	30
SS4.1	10	10	10	30
SS4.2	10	10	10	30
Total	30	30	30	90

2.5 Innovations

In line with the strategic objective of innovation and promoting the Swiss economy, a small part of the strategic plan budget is reserved for innovative projects. These may send a signal and may later be applied or used by other projects or administrations. 5% of the strategic plan budget is available to provide support for innovations.

In 2018, the planning committee approved the following innovations projects:

- Chatbot for the public administration (city of St.Gallen)
- Electronic identity and signature based on blockchain technology (Canton of Geneva)
- Simple eSign (canton of Fribourg)
- Development of an eParticipation module for public bodies (commune of Moosseedorf)

At the beginning of 2019, the planning committee of eGovernment Switzerland will decide on the allocation of innovations for 2019.

2018/2019 innovations budget

Innovation	2018	2019
Chatbot	50	
ID as blockchain	50	
Simple eSign	60	
eParticipation	40	
Total	200	200 (still to be allocated)

2.6 2019 budget overview (in CHF 1000)

Annual budget according to framework agreement	4 000	4 950	4 933	5 000	
Credit transfer from previous year	889	1 626	1 233	1 056	
Total budget	4 889	6 576	6 166	6 056	

Position	Used		Agreed	Planned	
	2016	2017	2018	2019	Summe

SP1: Identity Network Switzerland	150	450	200	200	1 000
SP2: Establishment of a one-stop shop	50	250	200	200	700
SP3: eID Switzerland		100	450	1 000	1 550
SP4: Validator for digital documents	210	200	185	350	945
SP5: Establishment of eOperations	77	237	538	490	1 342
SP6: eMovingCH	295	364	479	200	1 338
SP7: Electronic voting	150	880	250	250	1 530
SP8: eVAT	60	140	110	200	510
SP9: Establishment of a national address service			140	330	470
SP10: Property search using AHV number				200	200
SS1: Access to services for the population	900	950	1 000	1 000	3 850
SS2: Standardisation maintenance	125	123	248	125	621
SS3: Technical coordination within public bodies	190	188	250	250	878
SS4: Coordination for legal issues concerning eGovernment		30	30	30	90
Innovations	155	160	200	200	715
National eGovernment Study		106	90		196
Strategic plan total	2 362	4 178	4 370	5 025	15 935

Personnel and tasks eGovernment Switzerland Programme Office	901	838	1 000	1 000	3 739
Transitory Active SIK/CSI eCH		260	-260		
Total eGovernment Switzerland expenditure	3 263	5 276	5 110	6 025	19 674

Internal federal credit transfer/balance	1 235	1 248	1 056	31	
SIK/CSI credit transfer/balance	391	52			
Total	4 889	6 576	6 166	6 056	

Imprint

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