VALTIOVARAINMINISTERIÖ

Public Sector ICT

Principles of digitalisation

The nine principles of digitalisation are the commonly agreed rules for digitalisation in all public administration. They lend support to the leap in productivity, user-orientation and the primarily digital role of public services.

We will provide customer-oriented services

The actual needs, goals and also annoyances of customers take centre stage in the development of public services. The public administration aims to serve people and businesses as consistently as possible. The boundaries of the different organisations need to be visible to customers only if this is of special benefit to them. This requires cross-administrative and cross-sectoral cooperation which is possible only if we reform the old practices.

An important aspect to be taken into account in the customer-oriented service development is that people's and companies' needs are always closely connected to a certain life event or business event. An example of a life event is having a child and an example of a business event is internationalisation of a company. This kind of thinking helps the public administration ensure that its operations are based on an endeavour to make people's lives and business activities easier.

We will cut unnecessary red tape

The most desirable solution is to completely eliminate the need to use services that do not add any value to the end user, but people and companies must still have an opportunity to be in contact with the public administration, if need be. The necessary services will be designed together with the customers so that using them will be as smooth and effortless as possible. Furthermore, we will examine whether people and companies could have their necessary matters dealt with in other, already existing services. This would reduce the total amount of services and dealings with the public administration.

We will build easy-to-use and secure services

The services provided by the public administration must be easy to use irrespective of whether they are used by mobile phone, by tablet or in person. Well-functioning services must be guaranteed for all, including blind and deaf people. Data security and protection of personal data of customers must be given top priority during the entire lifecycle of the service.

We will produce benefits for our customers quickly

Service development is started by first charting which features or functions of the service are the most important ones for the customer. When the customer

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is involved in the development process, feedback on the service can be obtained quickly. This saves money and time, and new things are learned by doing and experimenting. We must be ready to change the direction of the development based on the benefits experienced by the customer.

The aim is that the customer does not need to pay any special attention to the practicalities when using the services, because the process has been made so easy for him or her. The customers need not be separately trained to use the services, because the service process has been made as intuitive as possible.

We will also serve in case of disruptions

The primary service may not always be available due to disruptions. In such situations, we must be able to provide the customers with timely information on how to proceed. We must prepare for any possible disruptions and other exceptional situations and clearly inform the customers of them.

We will ask for new information only once

Customers will not be asked to provide information that the public administration already has. Information produced by services is interoperable with other services, which means that services may exchange this information without having to ask people or companies to provide it again. If we need some information from the customer that we do not have yet, this information will be acquired in a way that requires least possible effort from the customer.

We will make use of the existing public and private online services

The existing public and private services will be made use of. The necessary new services, such as Suomi.fi services, will be developed so that they can be utilised as extensively as possible. The formation of the common digital capital will be promoted by ensuring the interoperability of information through standard interfaces and by utilising open source in the development work.

We will provide businesses and citizens with open access to information and interfaces

In principle, we will provide the public with open access to information and interfaces unless there is a particular reason to limit access. We will enable the use of the information in the development of new services, while respecting the data protection of people and businesses in an appropriate manner.

We will designate an owner for every service and its implementation

Each service will have a designated owner for its entire lifecycle. The owner will be responsible for operating the service and for facilitating dialogue between different parties. The owner of a service will be responsible for the further development of the service and for the direction the service is evolving in. The services will not be developed separately from each other, so it is important that the owners of the different services may easily contact each other.

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