The OECD Council adopted on 15 July 2014 the Recommendation on Digital Government Strategies. The Recommendation provides a set of 12 principles structured around 3 pillars. The OECD Secretariat is developing a Digital Government Policy Toolkit to support OECD member countries and non-member adhering countries with the implementation of the Recommendation. This practice was submitted by the government of Switzerland to be considered as a good practice in the implementation of one or more of the principles contained in the Recommendation.

**Description of the practice:**

**Organisation:** E-Government Switzerland, Federal IT-Steering Unit

**Name of the practice:** Development of the Swiss E-Government Strategy and its legal basis

**Principles implemented:**

- **Principle 1** – Ensure greater transparency, openness and inclusiveness of government processes and operations
- **Principle 10** – Reinforce institutional capacities to manage and monitor projects’ implementation

**Description:** The new E-Government strategy defines strategic goals, based on principles like for example inclusiveness and transparency. Among others they focus on citizen involvement, interoperability and re-use of assets.

As a derivate from these strategic goals, the so called operative targets were defined which are persecuted with concrete measures or actions in the frame of strategic projects or services. For example, there is an operative target saying that the once only principle should be reached by 2018. The Measure is a project with the aim to federate the several existing identity systems among the cantons.

These goals, projects and services are written down in a strategic plan which is focused on some main priorities but at the same time it is dynamic and iterative as you describe the new action plan in this paper. The Idea behind this is to be able to react better on the fast evolution of needs and technology changes.
A dedicated group of specialists from the different Swiss federal levels will be responsible to define these measures and plan them for four years, corresponding to the needs of their federal level. But then every year this plan is reassessed an extended to the fifth or then being fourth year and so on. On the top level there is a steering committee which is composed by politicians of all federal levels. That’s how we hope to bring forces together over all the different interests within the Swiss confederation.

Business case: Approval Process by an interfederal Working Group

Governance: E-Government Responsible from the Confederation, the cantons and the communes build a Planning board. A Steering committee will decide about the proposed Plans.


**Results**

- Top-Down Planning instead of Bottom-up.

Evaluation: Several Analysis and Workshop with users and Stakeholders. As well as a broad political consultation Process

**Development**

**Design:** http://www.egovernment.ch/umsetzung/00881/01066/index.html?lang=de

Stakeholders involved: All the relevant Stakeholders from all the federal Levels.

**Testing:** There was a Pilot for operative coordination between strategic Projects.

**Implementation:** In the framework of a strategic service, the conference of the IT Steering of the cantons will bring the word into the cantons and communes to pursue the operative goals.

Tools: Hermes Management Method.

**Resources:** 4 FTE + CHF 24 Mio

**Diffusion and scaling:** The strategy will be implemented as from 2016, therefore no answer at time being. WebSite, Communication Concept, Building an online Community, Collaboration Platform. This practice has expanded to other Strategic Processes.

**Partnerships:** Private Sector, Civil Society, Academics and Research Bodies, Public Sector Organisations

Partners: Several Bodies from the Confederation, Cantons, Association of Cities and Communes, Universities, several Companies from the Private Sector.
Digital government toolkit

Nature of the partnership: Partners were invited to contribute their Needs and Ideas in the strategic Process

**Lessons learned**

Regular Workshops with different stakeholders worked well.

**Conditions required:** Level-adapted Communication

**Additional information:** Please do not hesitate to contact us in case of any questions