

New Data, Services and Solutions Required for Smart Nations in 2030 - Case Finland

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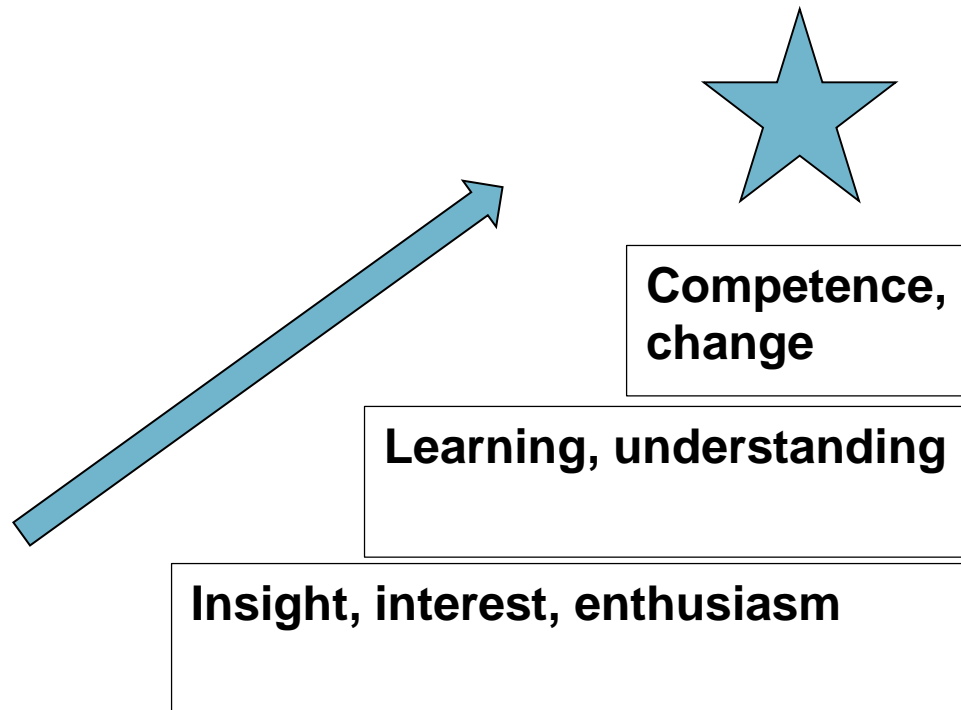


Current Situation

- It is both possible and necessary to digitalise functions.
- The service experience of customers is the driver of change.
- New ways of working (electronic calendars, telecommuting, videoconferencing etc.) have already been introduced.

→ A more holistic approach is needed.

Digitalisation demands changes in culture, competence and attitudes



The stairs must be taken one step at a time.

All NLS stakeholders need "digi-glasses"

- e-management
- e-processes
- e-legislation
- e-systems
- . . .



From a standard agency to an e-agency

Principles of digitalisation to reach our goal

1. We centralise our services with the customer in mind.
2. We eliminate unnecessary customer visits to our service points / case handling.
3. We build services that are easy to use and secure.
4. We provide our customers with benefits quickly.
5. We provide services even during disruptions of service.
6. We request new information only once.
7. We take advantage of existing public and private e-services.
8. We grant both businesses and the public access to our data and interfaces.
9. We assign each service and its implementation an owner.

Conclusions

- National transformation project under Smart Nation.
 - Digital society
 - Digital economy
 - Digital government