

eGovernment Benchmark Switzerland 2026



Agenda

- 1 Introduction, Context and Method
- 2 Findings
- 3 Recommendations
- 4 Good Practices
- 5 Appendix



Introduction, Context and Method



Public authorities across all levels jointly drive the digital transformation of public administration in Switzerland

Digital Public Services Switzerland (DPSS) provides the joint governance framework through which the Confederation, cantons, cities and communes align their digital transformation efforts. In 2025, building on the [Digital Public Services Switzerland Strategy for 2024-2027](#), the focus shifted from strategy-setting to implementation as highlighted in the [Digital Public Services Switzerland Annual Report 2025](#), with deeper coordination across all levels of government.

- 2025 was characterized by deepening coordination and translating priorities into implementation activities. This was supported by a rolling **Implementation Plan (Umsetzungsplan)**, enabling alignment across federal, cantonal and communal levels. The cooperative nature of the strategy therefore remained central, with priority action areas requiring joint action across all levels of government.
- Implementation activities continued to be guided by a set of shared principles that characterize Switzerland's approach to digital government: a focus on **user-centered** and **inclusive design**, the consistent application of **digital-first approaches**, **interoperability** and the **reuse** of data and solutions, **trust**, **security**, and **transparency**.
- The strategic priorities pursued remained stable and saw further maturation in 2025. These include the **expansion of digital public services nationwide**, progress toward one-stop government, continued efforts related to a state-recognized electronic identity (**e-ID**).

With its [monitoring system](#), Digital Public Services Switzerland obtains an overview of eGovernment progress in Switzerland and peer countries.

- **National and international studies** include the National eGovernment Study (*Digital Public Services Switzerland and State Secretariat for Economic Affairs*), eGovernment Monitor Study (*Initiative D21 and the Technical University of Munich*) and eGovernment Survey (*United Nations*).
- Within the broader monitoring landscape, the [eGovernment Benchmark](#) provides detailed insights into how strategic digital ambitions are being realized. By measuring performance annually, it enables Switzerland to monitor developments over time and compare to European peer countries to support targeted improvements.





The European Commission's eGovernment Benchmark measures the digital transformation of the public sector

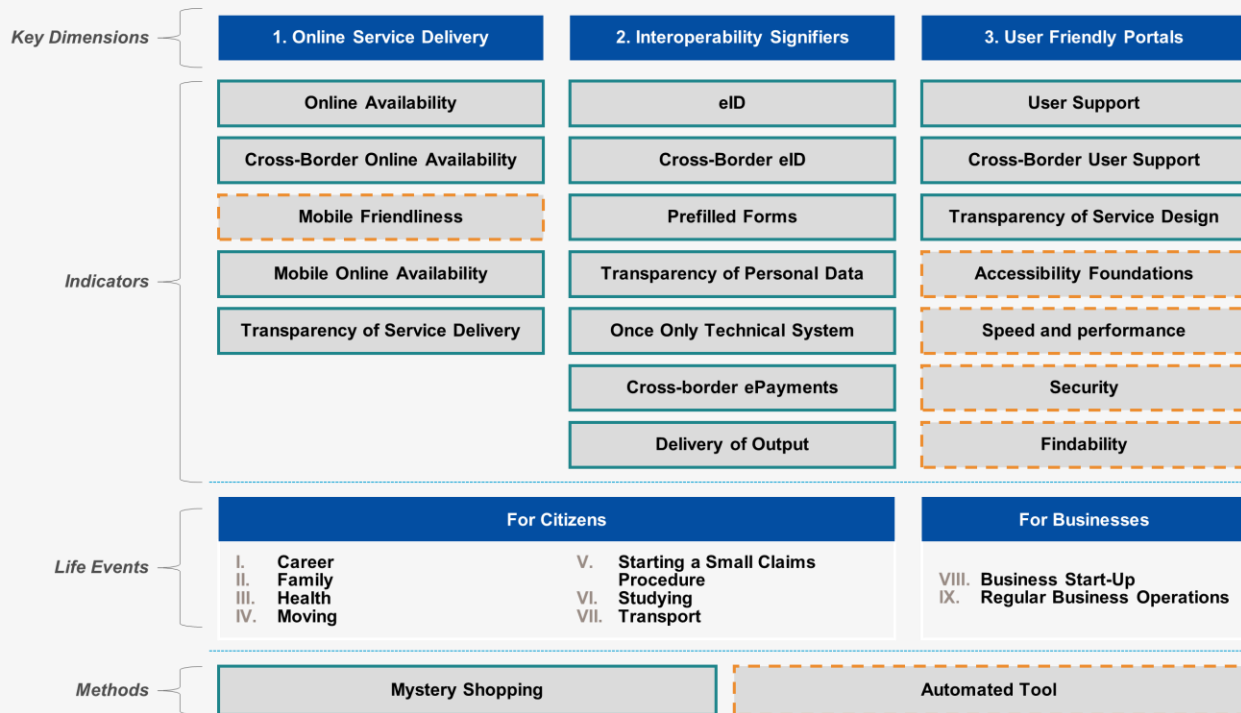
The [eGovernment Benchmark](#) is the European Commission's an annual monitoring instrument for the digital transformation of the public sector and has been conducted for Switzerland since 2012.*

- The study provides insights into **19 indicators** on key technological developments relevant to the delivery of government services to citizens and businesses, as well as **11 pilot indicators** focusing on artificial intelligence, cyber security, sovereignty and multilingualism.
- The digitalization of public services is measured from the perspective of Swiss users. An analyst acted as a user via an online 'Mystery Shopping' technique, visiting and evaluating **98 services related to 9 life events** using a structured questionnaire. In addition, 8 new pilot services were tested, representing specific administrative procedures related to sustainability, business growth, electronic identification (eID), and ICT specialist skills.
- Only the Mobile Friendliness, Accessibility Foundation, Findability, Speed and performance and Security indicators were tested with **automated tools**.

Next to federal authorities, the following Swiss cantons, cities and communes, universities, and hospitals were analyzed:

- For cantons: all 26 canton administrations.
- For cities and communes: largest cities of all 26 cantons.
- For universities: University of Zurich, Federal Polytechnic School of Zurich, University of Geneva, University of Bern, University of Basel, University of Lausanne, Federal Polytechnic School of Lausanne, University of St Gallen, University of Fribourg, University of Neuchâtel, University of Italian Swiss, University of Luzern
- For hospitals: Universtätsspital Bern, Universtätsspital Basel, Centre Hospitalier Universitaire Vaudois Lausanne, Hôpitaux Universitaires de Geneve, Universtätsspital Zürich

* This study follows the European Commission's eGovernment Benchmark [methodology](#). Yet, Swiss scores cannot be fully compared with EU Member States (e.g. services are provided by other administrative levels or are inapplicable in Switzerland). As for Switzerland, the EU comparative numbers were collected in November 2025, published in June 2026. Moreover, historical numbers not entirely match current ones due to methodological updates (e.g. introducing additional services and indicators in line with the [Digital Decade Policy Programme 2030](#)).



2

Findings – Overall Performance

Overall Performance
Life Events
Government Levels

Switzerland



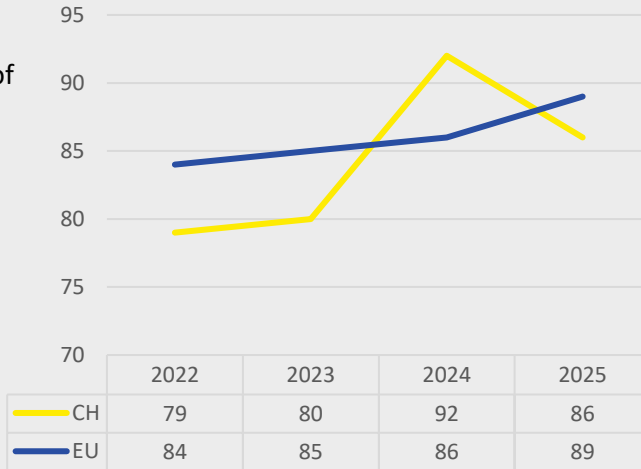
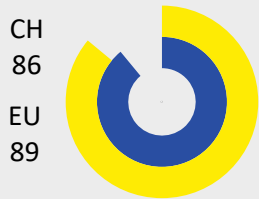
■ EU27 Average
■ Switzerland (CH)
■ Yellow = Digital Public Services for Businesses
■ Light blue = Digital Public Services for Citizens

Digital Decade KPIs for the digitalisation of public services target

Digital Public Services for Businesses

This Digital Decade KPI for the digitalisation of public services for businesses considers the availability of services to both national & cross-border users, each scoring respectively:

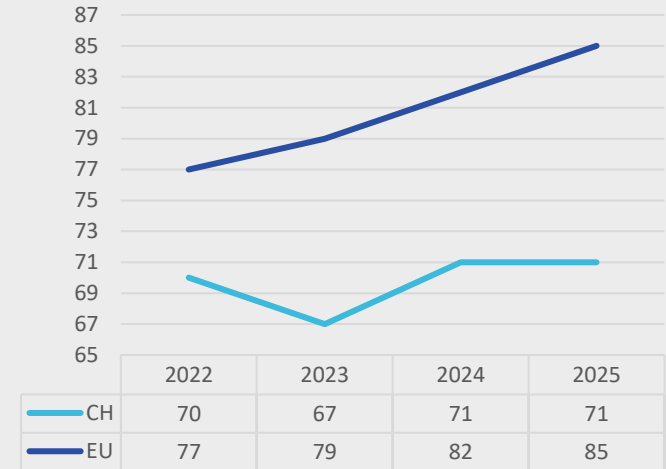
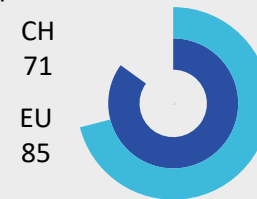
- 97 points for national users,
- 75 points for cross-border users.



Digital Public Services for Citizens

This Digital Decade KPI for the digitalisation of public services for citizens considers the availability of services to both national & cross-border users, each scoring respectively:

- 80 points for national users,
- 75 points for cross-border users.

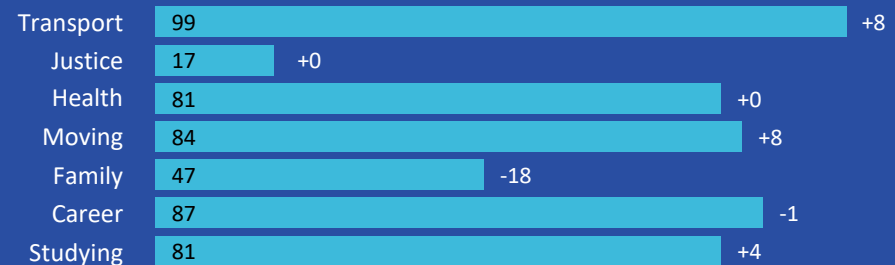


Digitalisation of public services per life event

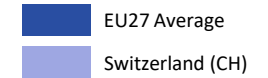
Online provision of key public services for businesses measures the share of administrative steps that can be completed fully online for major life events. There are 2 life events considered each with their respective score as collected in 2025, compared to the most recent available year:



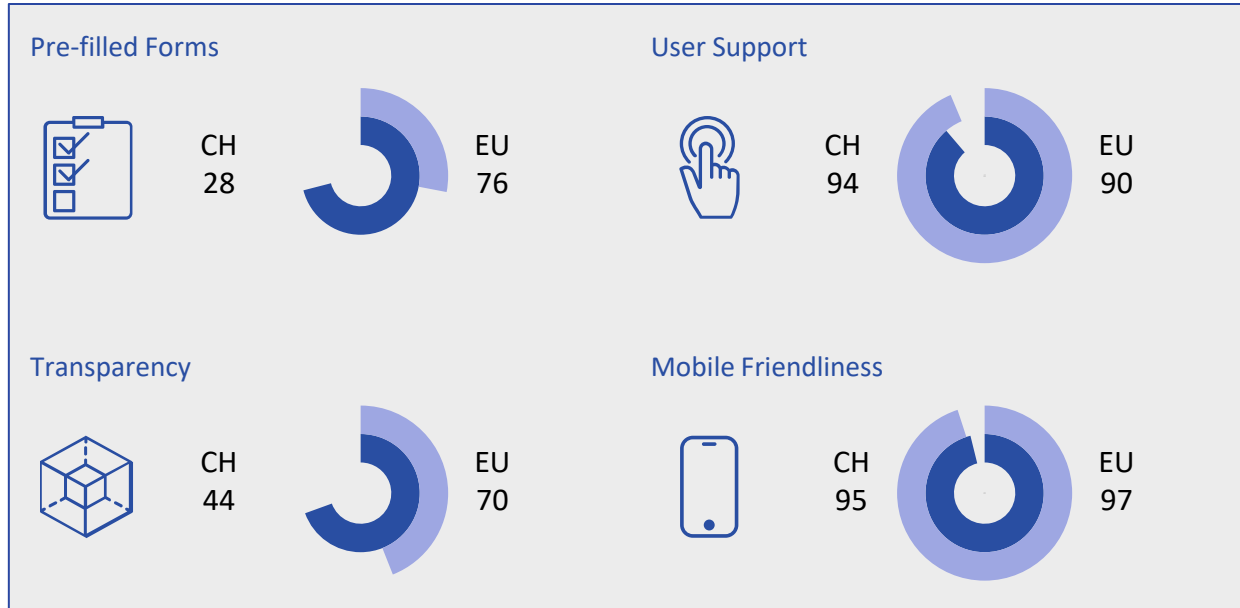
Online provision of key public services for citizens measures the share of administrative steps that can be completed fully online for major life events. There are 7 life events considered each with their respective score as collected in 2025, compared to the most recent available year:



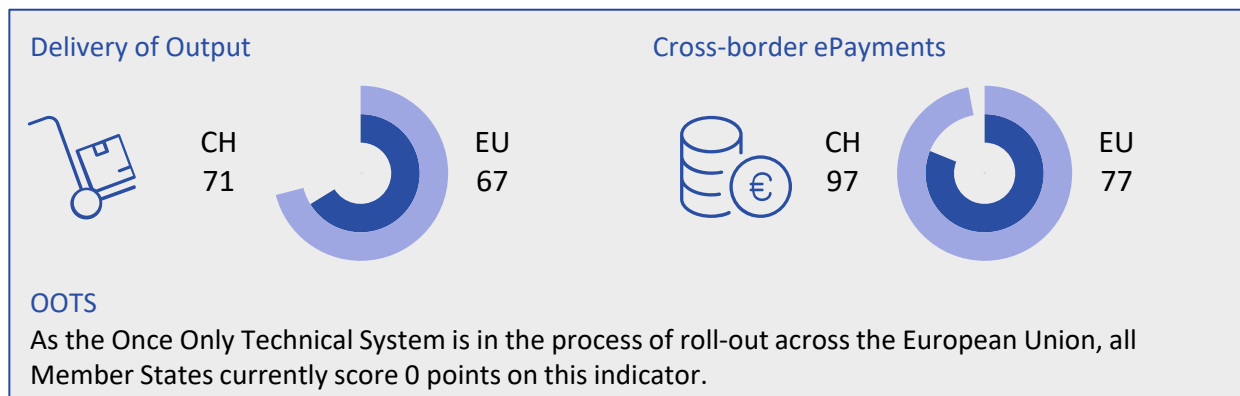
Switzerland



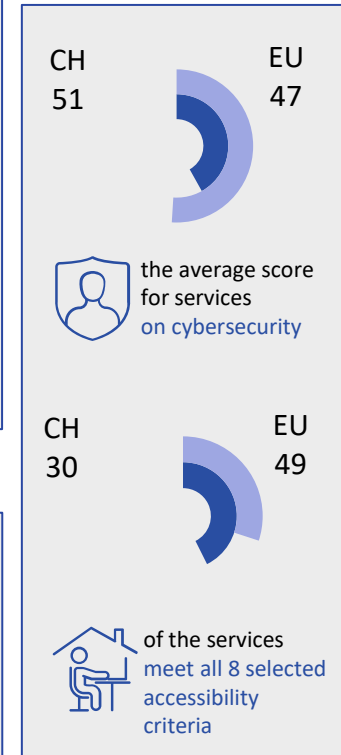
Digital Decade auxiliary indicators on digitalisation of public services



Single Digital Gateway Regulation indicators



Additional figures



Digital Decade auxiliary indicators on digitalisation of public services

- Pre-filled Forms: measures the share of administrative steps in which online forms contain prefilled data, enabling users to avoid re-entering information already held by the public administration (e.g., names, addresses, or company details).
- Transparency of service delivery, design and personal data: measures the extent to which the digital service processes are transparent, services are designed with user involvement and users can manage their personal data. The indicator is an aggregate of three scores, each representing one of these three elements.
- User Support: measures the extent to which online support, help features, and feedback mechanisms are available to both national as well as cross-border users. The indicator is an aggregate score of multiple elements.
- Mobile Friendliness: measures the share of services delivered through interfaces adapted to smartphones and tablets.

Single Digital Gateway Regulation (SDGR) indicators

- Delivery of Output: measures the extent to which users are provided with an automatic acknowledgement of receipt, the output of the procedure is delivered electronically, and users are provided with an electronic notification of completion of the procedure.
- OOTS: measures the extent to which the necessary cross-border documents can be submitted via the Once-Only Technical System (OOTS). This is assessed exclusively for services related to the SDGR.
- Cross-border ePayments: measures the extent to which users are able to pay any fees online through widely available cross-border payment services, without discrimination based on the place of establishment of the payment service provider, the place of issue of the payment instrument or the location of the payment account within the Union.

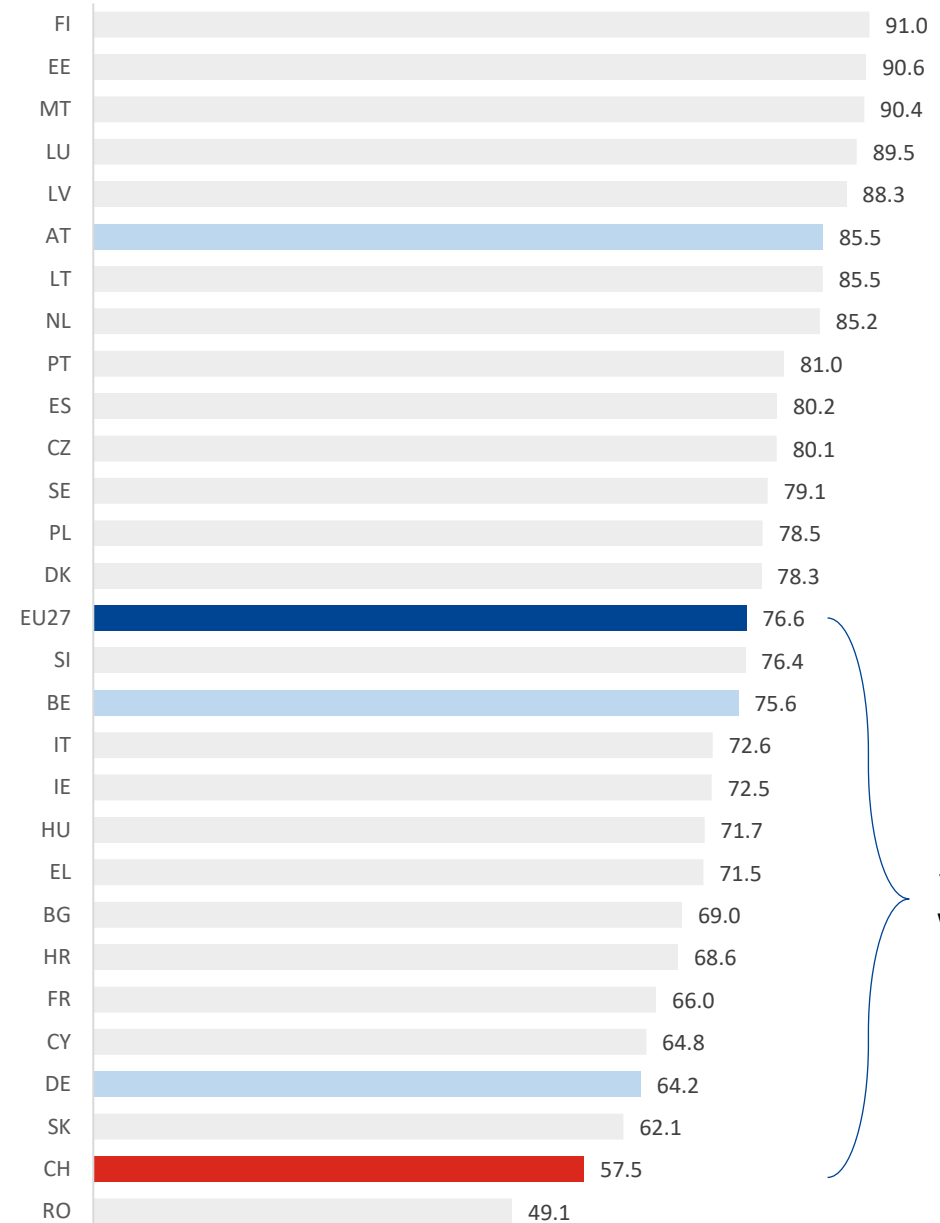
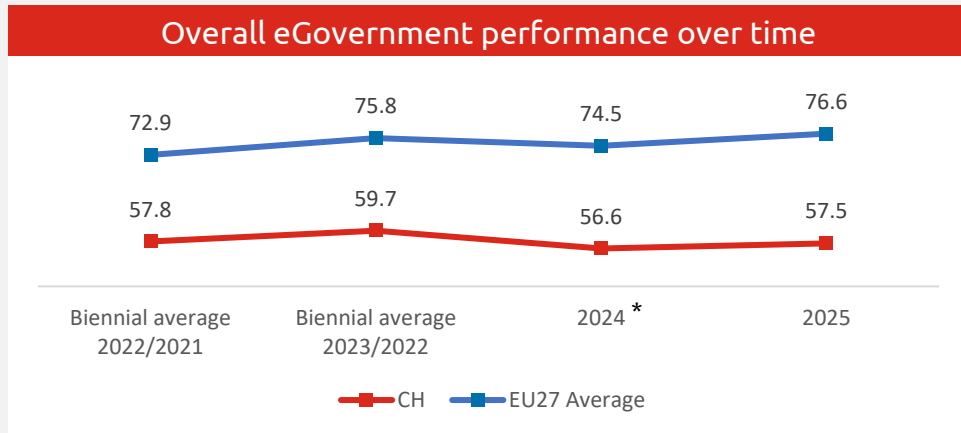
Additional accelerators to support digital public service delivery

- Cybersecurity: measures the extent to which national services pass 13 cybersecurity criteria by using the openly available tools Internet.nl and Mozilla Observatory tools.
- Accessibility: measures the extent to which national service websites meet all eight selected Web Content Accessibility Guidelines (WCAG) 2.2 criteria.



Switzerland requires improvement to bridge the gap with EU average

- Overall performance score is 57.5, an increase of 0.9 points compared to last year, while the ranking remains #27.
- Indicators with the largest improvements include cross-border ePayments, compliant procedures and clear access to complaint procedures for cross-border users.
- Indicators with the largest decreases include feedback mechanisms, discussion fora or social media, and information on service design.
- The gap with the EU average has widened to 19.1 points, indicating that Switzerland's year-on-year improvement was smaller than the increase observed at EU level.
- Among peer federal state countries, Austria (#6) and Belgium (#16) are widening the gap while Germany (#25) scores similarly to Switzerland.



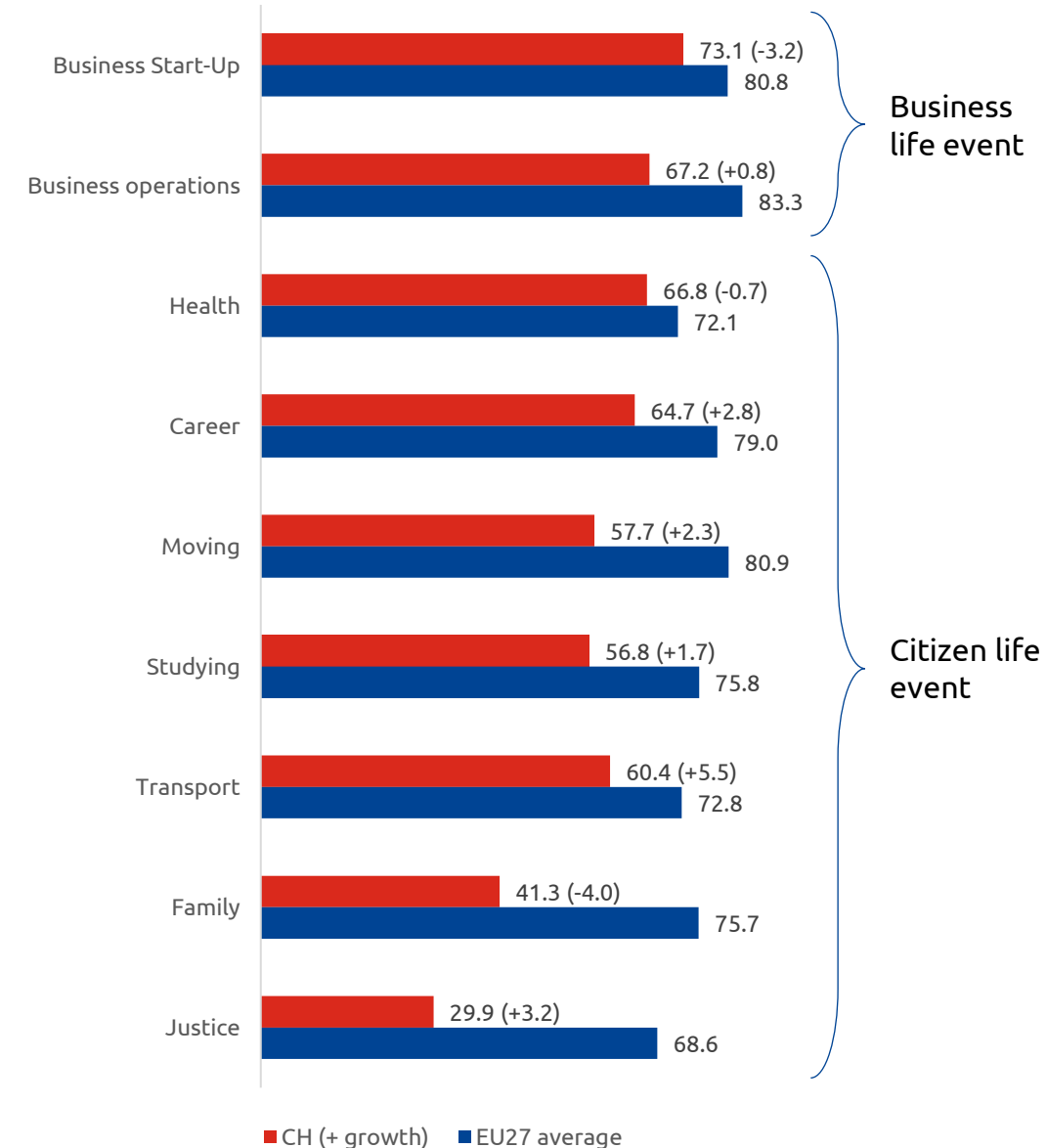
19.1 difference with EU average

* Method update: annual measurement, alignment SDGR and three-dimension framework



Public services for entrepreneurs still outperform public services for citizens

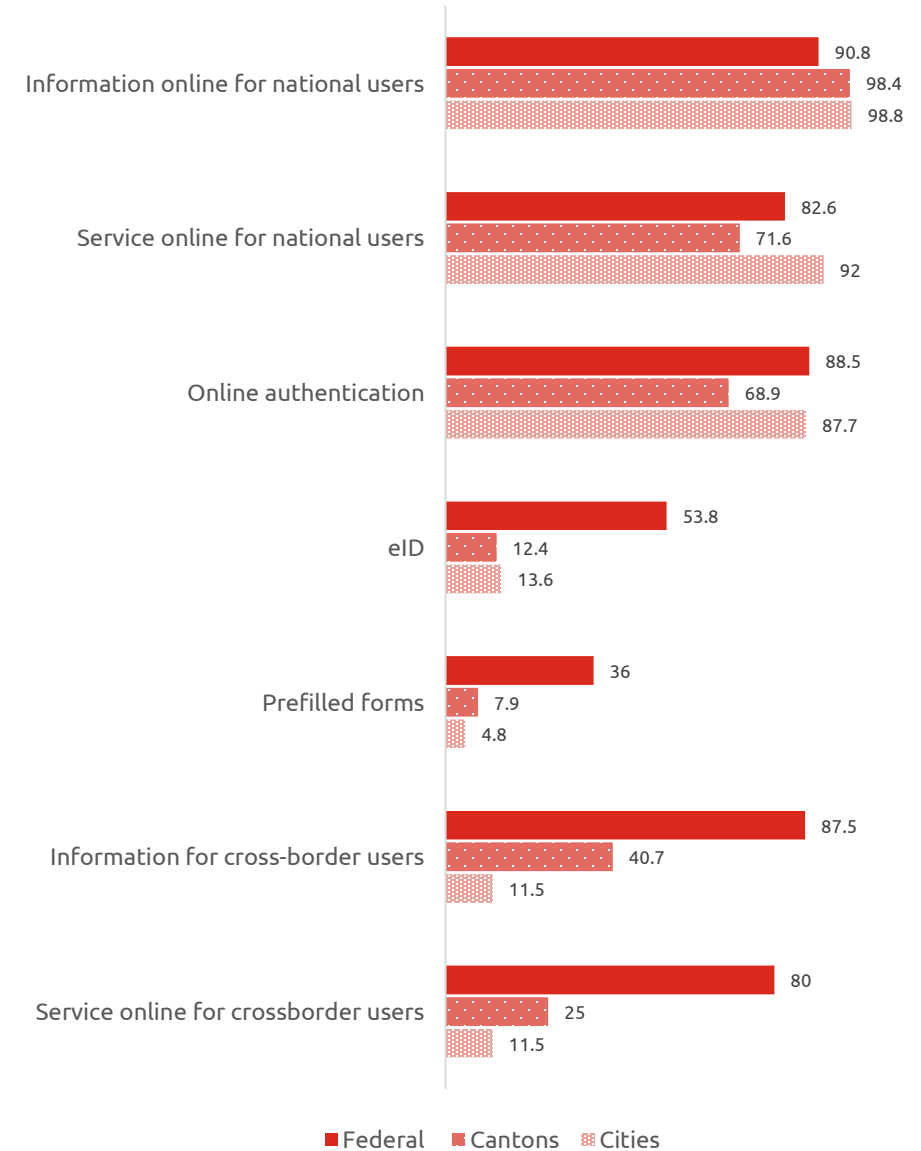
- **Business-related life events continue to score comparatively high**, with an average score of **70.2**. Within this group, **Business Start-Up** remains the strongest performer with a score of **73.1**.
- **Citizen life events score an average of 53.9**, pointing to ongoing gaps in the accessibility and quality of digital public services for individuals.
- **Transport, Justice, and Career** show the most improvements. Increase in transport due to the newly available cross-border transport support. Career improved with eID login availability and improved user support. Justice improved in the provision of digital public services.
- **Justice remains the weakest-performing life event**, with a score of **29.9**.
- **Health (66.8)** and **Career (64.7)** remain the strongest citizen life events and can pave the way for enhancing other government areas.
- **Score decreases are largely explained by changes in availability**, notably in cross-border user support (Health), regional differences in Business start-up services, and limited online access to birth certificates (Family).





Federal services ahead of cantonal and local counterparts

- All 26 cantons and largest canton cities were assessed for this evaluation. Both the availability of information and the share of services that can be completed online for national users are similar to EU averages, while performance on other indicators falls below the EU27 average.
- Cantonal and local governments lag behind the federal level across most indicators. This gap should, however, be interpreted, considering the more limited scope of services typically offered at the city level. In total, three services are provided at city level, twenty-five at canton level, and fifty-five at federal level.
- Pre-filled forms show a low score, despite relatively better performance at federal level with cantons and local government lagging behind. This highlights limited reuse of base registers and untapped potential for automation and user-friendliness. The same pattern between federal, cantonal and city level appears for e-ID and cross-border information and cross-border services. This means that many cross-border users are not able to complete a service online in the canton/city they are living in.
- Across the EU27, central government services perform more strongly than regional and local services. Within these levels, smaller municipalities and regions tend to underperform compared to larger cities and capital regions in (cross-border) online availability and other indicators.





Switzerland performs broadly in line with Germany, but lags behind Austria.

- Compared to its DACH peers, Switzerland consistently underperforms across most indicators, with the exception of cross-border user support
- Switzerland's performance aligns more closely with Germany than with Austria, indicating similar structural strengths and weaknesses between the two countries. In contrast, Austria emerges as a clear frontrunner within the DACH region, even surpassing the EU27 average on most indicators. This positioning highlights Austria as a particularly relevant benchmark and learning opportunity for Switzerland.
- Across all three countries, the strongest-performing indicators are consistently online availability, mobile friendliness, and user support
- The most significant performance gap is observed in cross-border eID, where Switzerland lags substantially behind Austria with a difference of 81 points.

	Switzerland	EU27	Germany	Austria
Online availability	84	95	87	96
Mobile Friendliness	95	97	97	100
User Support	95	96	97	98
Transparency of Service Delivery	38	61	46	71
Transparency of Personal Data	47	76	67	87
Transparency of Service Design	47	72	53	75
eID	59	85	63	87
Pre-filled Forms	29	76	52	83
Cross-border Online Availability	64	76	69	74
Cross-border User Support	93	84	74	89
Cross-border eID	10	43	14	91

2b

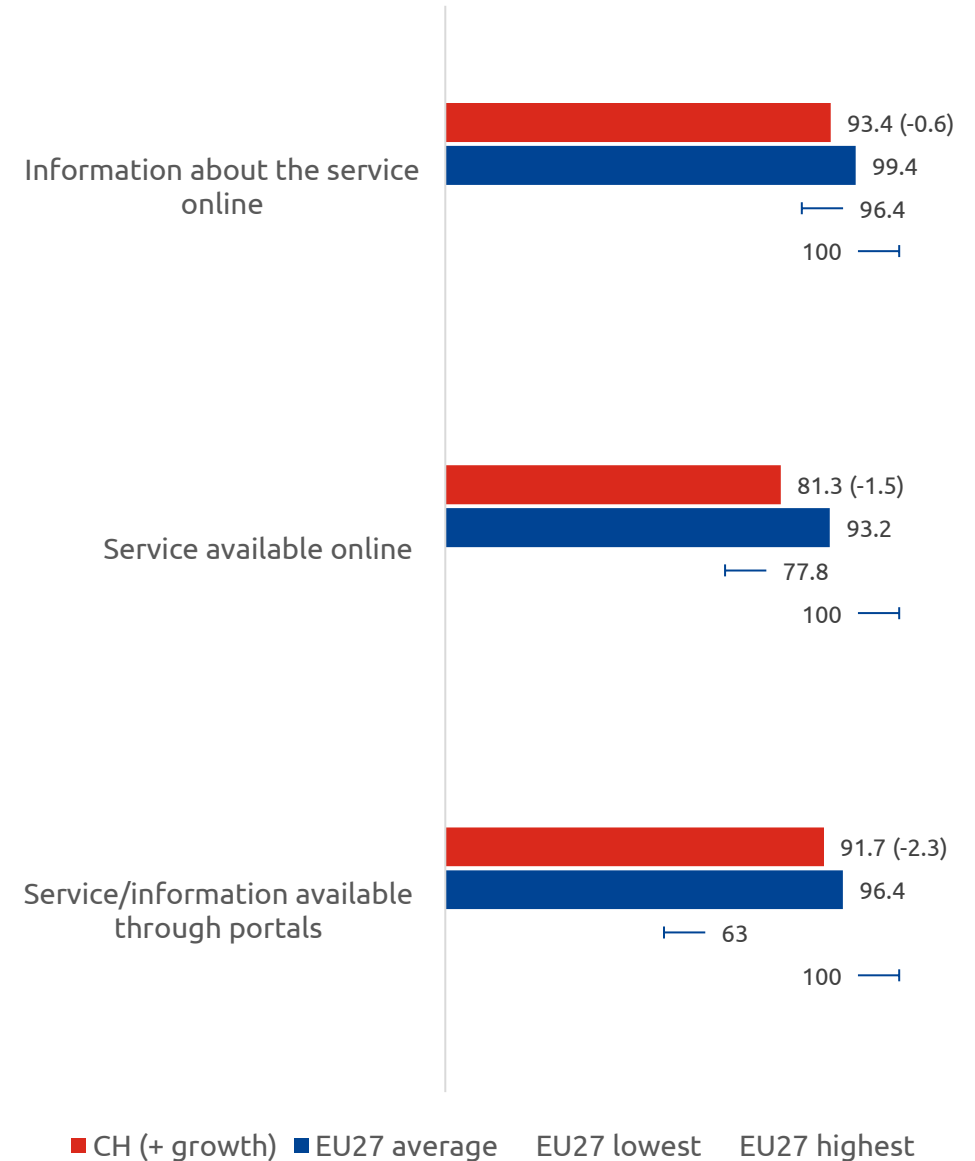
Findings – Online Service Delivery

Online Availability of Services
Cross-border Online Availability
Mobile Online Government
Transparency of Service Delivery



National online availability

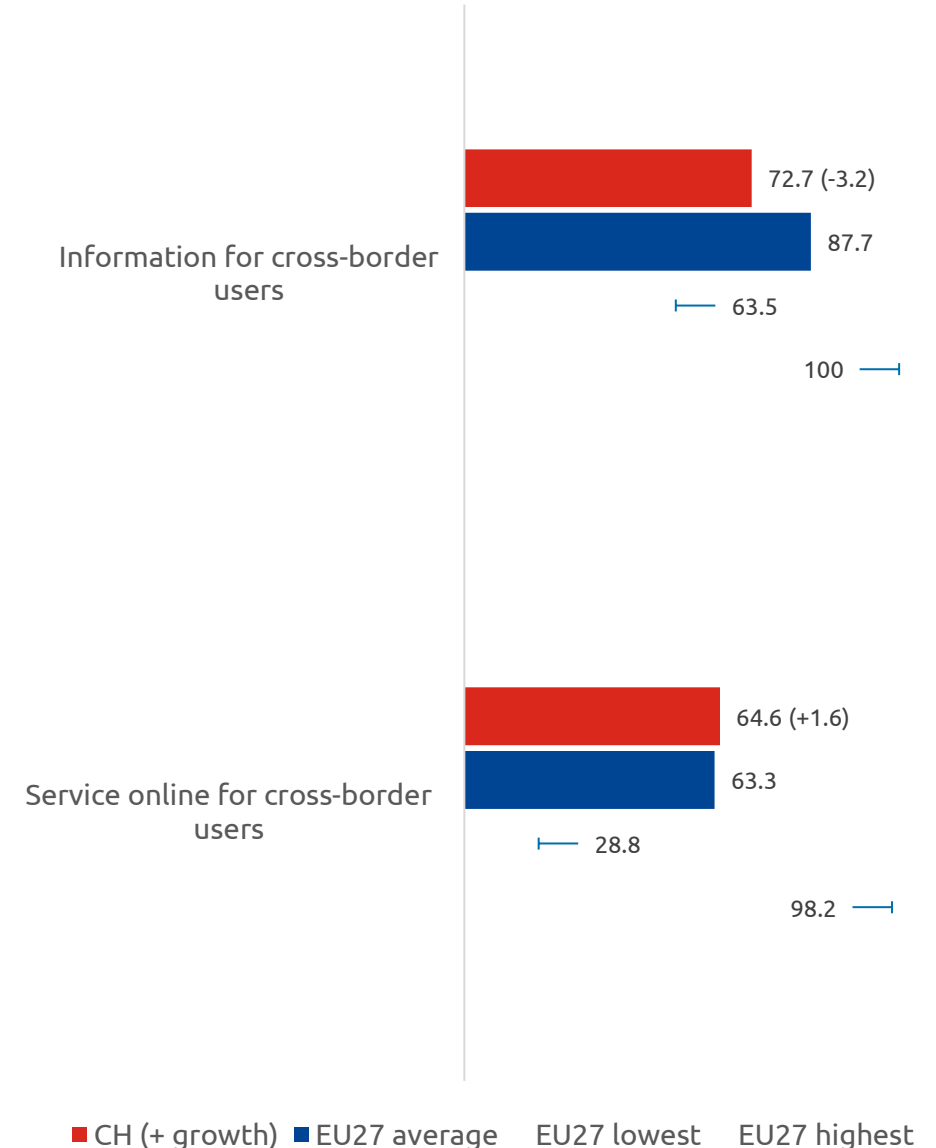
- Switzerland provides information for almost all of the evaluated services (93.4%).
- However, the number of online services decreased compared to 2025 from 82.8% to 81.3% due to inconsistent online availability in some cantons.
- Online availability is significantly higher for business life events at 97.0% compared to citizen life events with 80.5%. Continued improvement is required for Justice services who currently sits at 16.7%.





Cross-border online availability

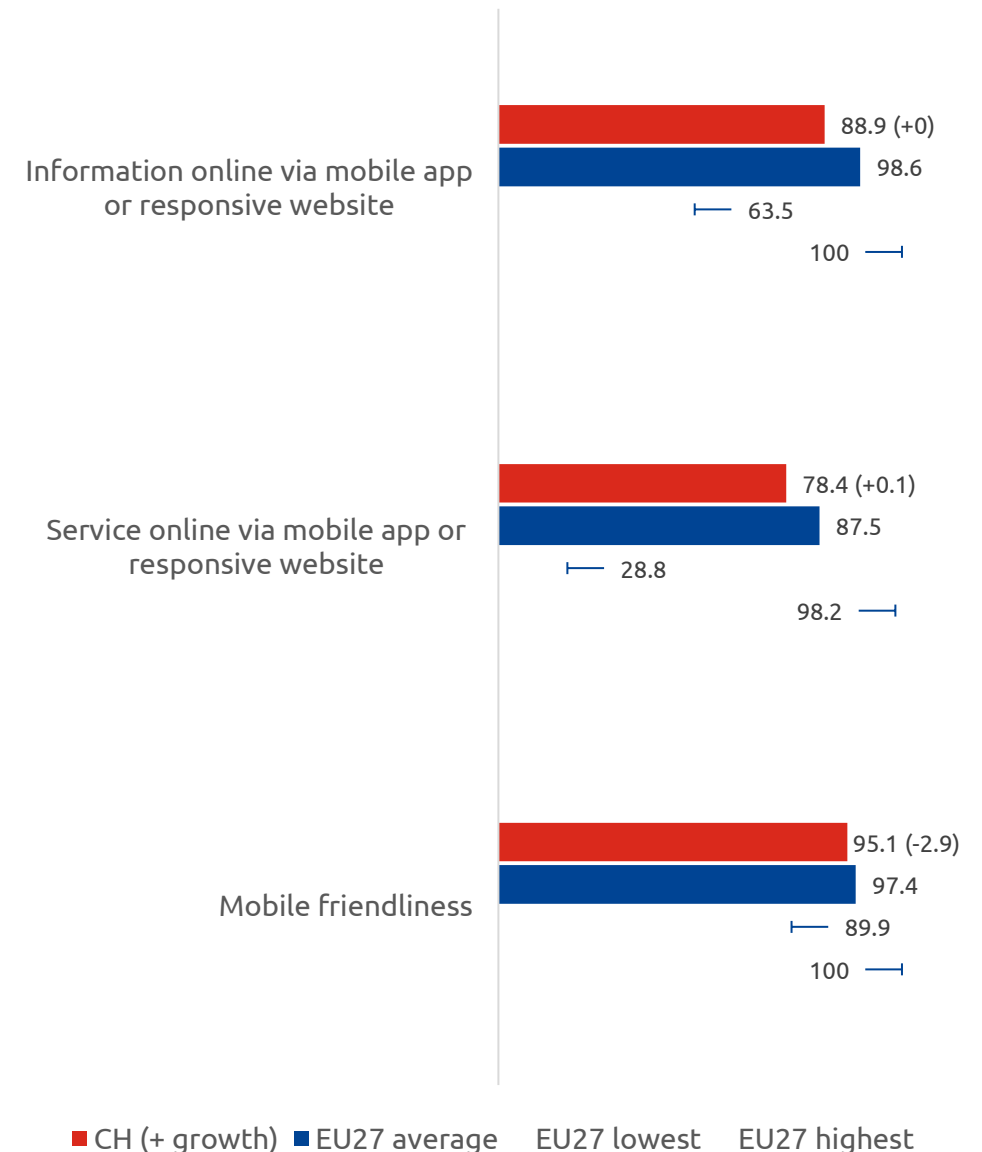
- Switzerland made some progress in cross-border online availability, yet improvements are needed to ensure a smooth service delivery for foreigners.
- Cross-border information online is now 72.7%, a decrease from 75.9% of last year. This change appears to be linked to the discontinuation of certain business operations websites, as well as increasing regional variation in business start-up platforms.
- Switzerland again improved cross-border online service availability, now at 64.6%, surpassing the EU average of 63.3%.





Mobile online government

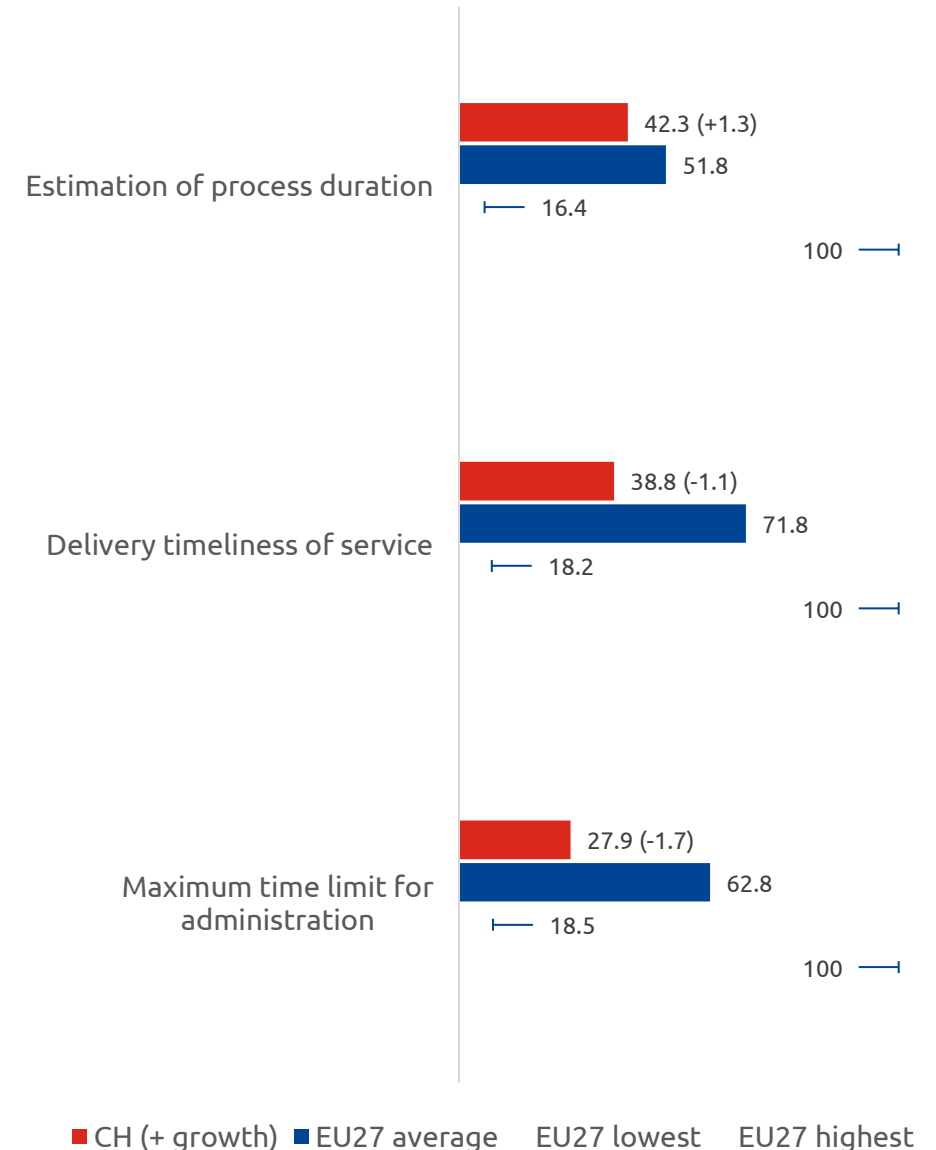
- Mobile online government measures whether services can be fully accessed and completed via mobile, while mobile friendliness evaluates how well those services function on mobile devices.
- 88.9% of Swiss services provide mobile-friendly information, versus 98.6% in the EU, although significant availability, improvements are needed to reach EU level.
- Justice related services (Submitting a small claims procedure and appealing against court decisions) pull down the average for mobile online availability, as they score 0% for mobile online availability.
- Business life events have 100% mobile availability.
- The mobile friendliness score 95.1% is close to the EU average of 97.4%. With all services scoring 100% except registering a car and obtaining a passport.





Transparency of service delivery

- Transparency of service delivery remains a challenge across most life events, continuing to leave users without clear view on duration and delivery of services.
- Switzerland lags behind the EU average in showing how long a process will take, although progress has been made to close the gap.
- Less than 40% of services disclose delivery timelines, creating uncertainty for users.
- Maximum time limits for administrations are disclosed in just 28% of services, versus 63% in the EU, showing room for improvement.
- The decrease in the overall score is driven by a lower performance in the Studying indicator. This is due to an expanded sample, with more universities included in the assessment, which has led to relatively lower scores.



20

Findings – Interoperability Signifiers

eID

Cross-borders eID

Pre-filled Forms

Transparency of Personal Data

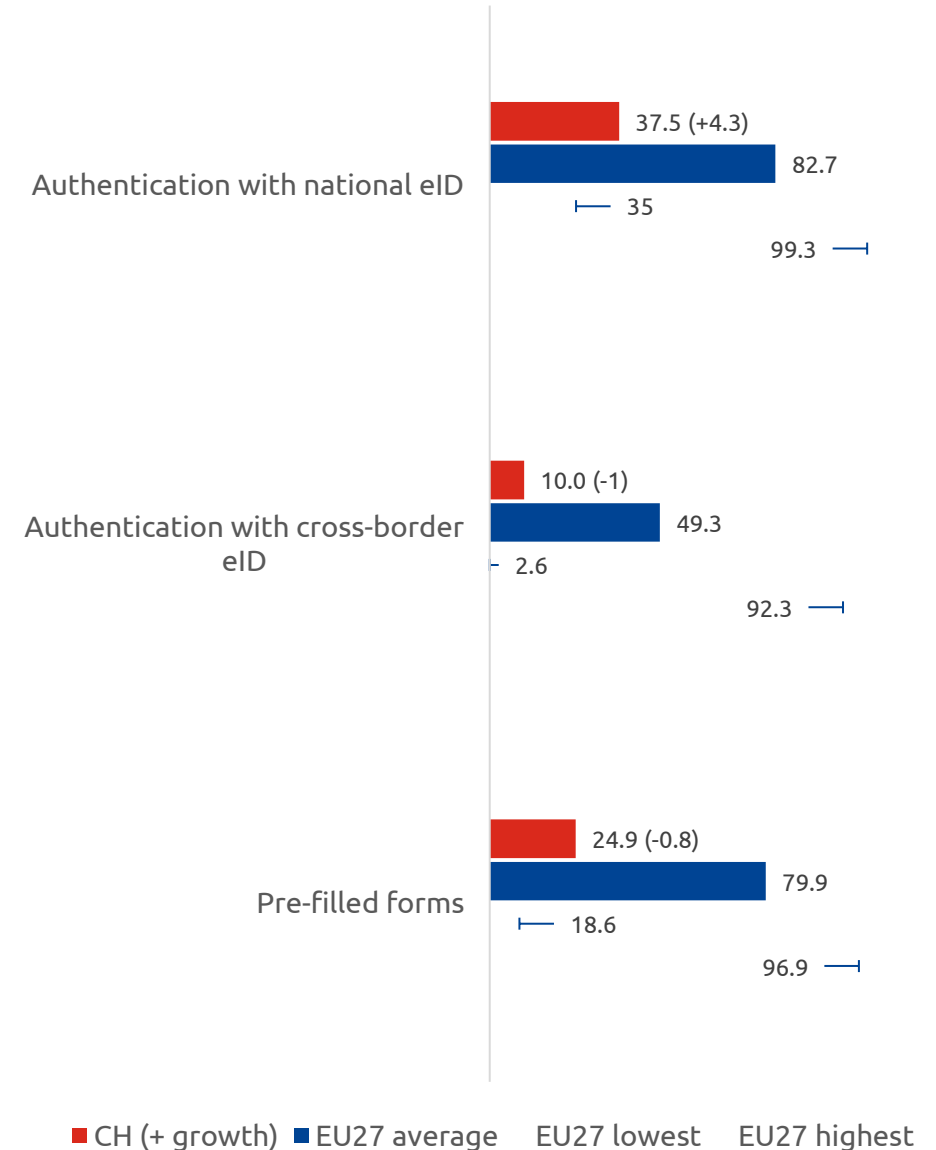
Cross-border ePayments

Delivery of output



eID & Pre-filled forms

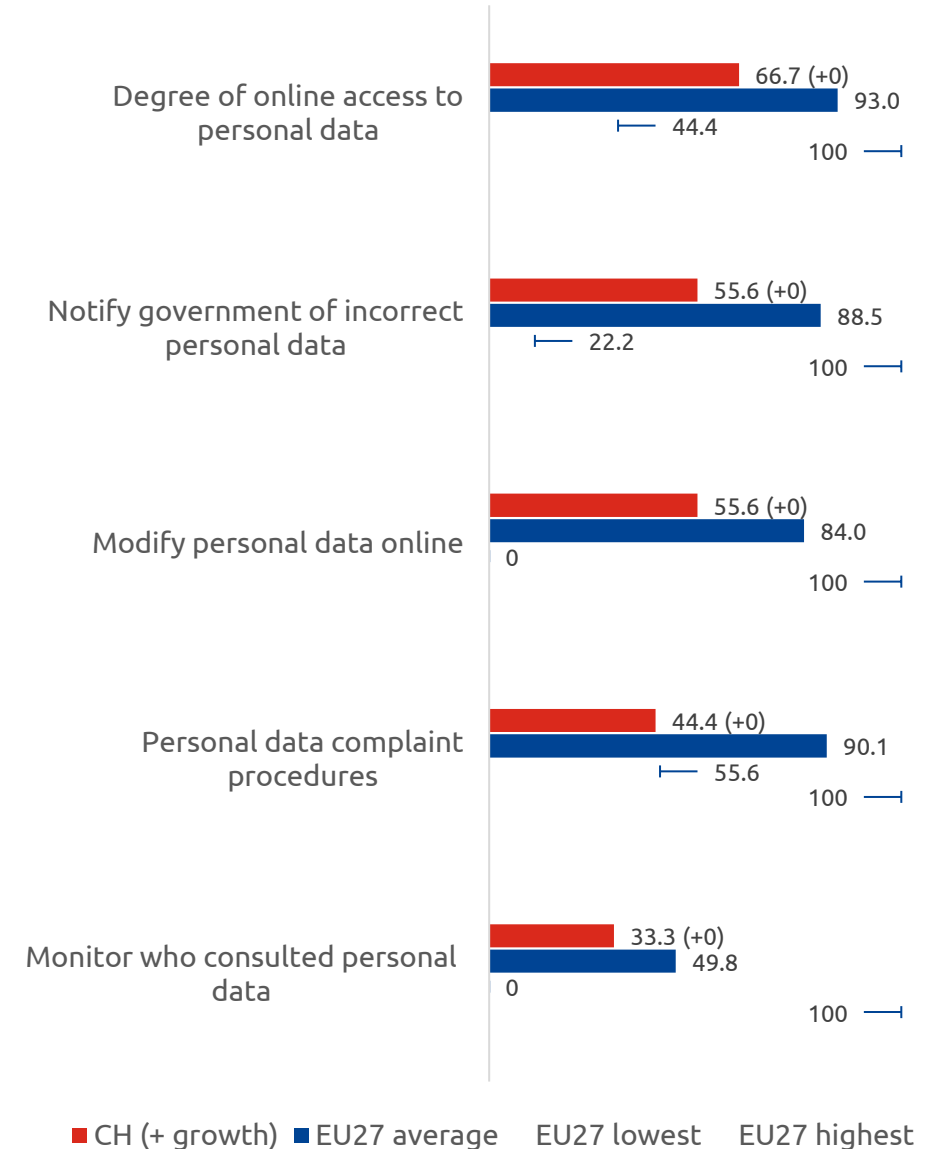
- At 37.5%, Switzerland's adoption of generic authentication means is less than half that of the EU27. Currently, [SwissID](#) and [AGOV](#) are considered for this indicator.
- With respect to eID, further progress is expected. The national [e-ID](#) roll-out started in December 2025, which lies outside the timeframe of the current data collection, suggesting that improvements are likely to be reflected in future assessments.
- Family, Transport and Studying related services are particularly under performing enabling users to log-in with a generic authentication.
- Cross-border eID (e.g. [ID Austria](#) or [FranceConnect+](#)) adoption is low (10.0%), suggesting limited interoperability with other countries.
- Less than one-quarter (24.9%) of Swiss services prefill personal information for users.





Transparency of personal data

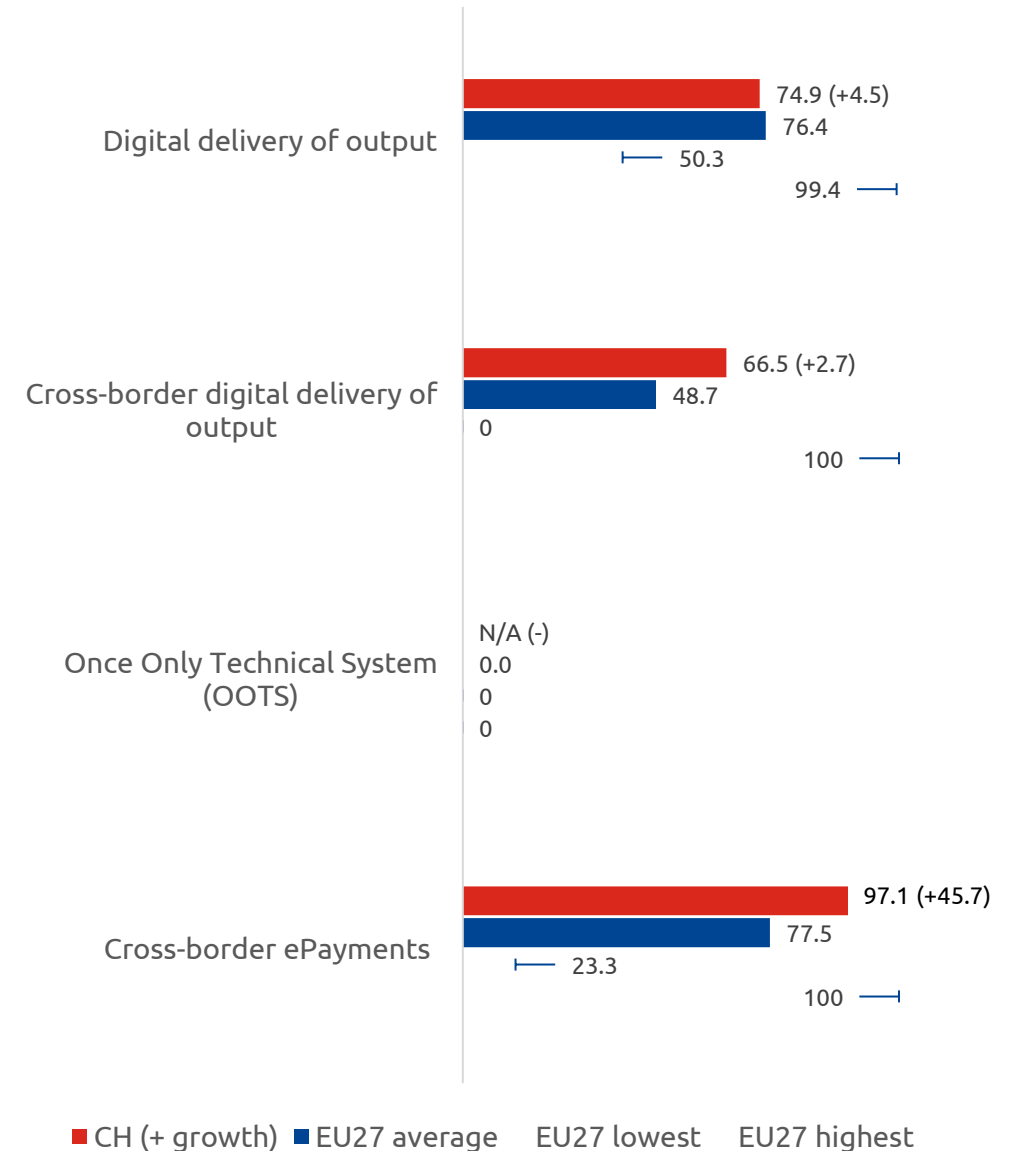
- Switzerland made no progress on the transparency of personal data this year.
- Two-thirds of Swiss portals provide visibility into users stored personal information on demand.
- Just 44.4% of the Swiss portals have complaint procedures available for citizen/businesses as it regards their data.
- Portals in the Transport, Family and Studying life events leave much room for improvement in transparency of personal data.
- Swiss government portals for business services are far more transparent about personal data than citizen-focused ones.





Single Digital Gateway Regulation (SDGR) related indicators

- Three-quarter of national and cross-border Swiss services deliver the output of a request in a fully digital format (e.g., email).
- Swiss Cross-border Delivery of Output capabilities are the strongest in the Transport life events.
- There are no occurrences of Once Only Technical System (OOTS) implementations in the EU, meaning citizens and businesses cannot automatically retrieve required documents from other EU countries. This indicator is not applicable to Switzerland.
- Cross-border ePayments is the most mature score of Switzerland, also gaining the greatest increase. The increase has arisen from large improvements in Family, Business Start-up, and Transport.



P2

Findings – User Friendly Portals

User support

Cross-border User Support

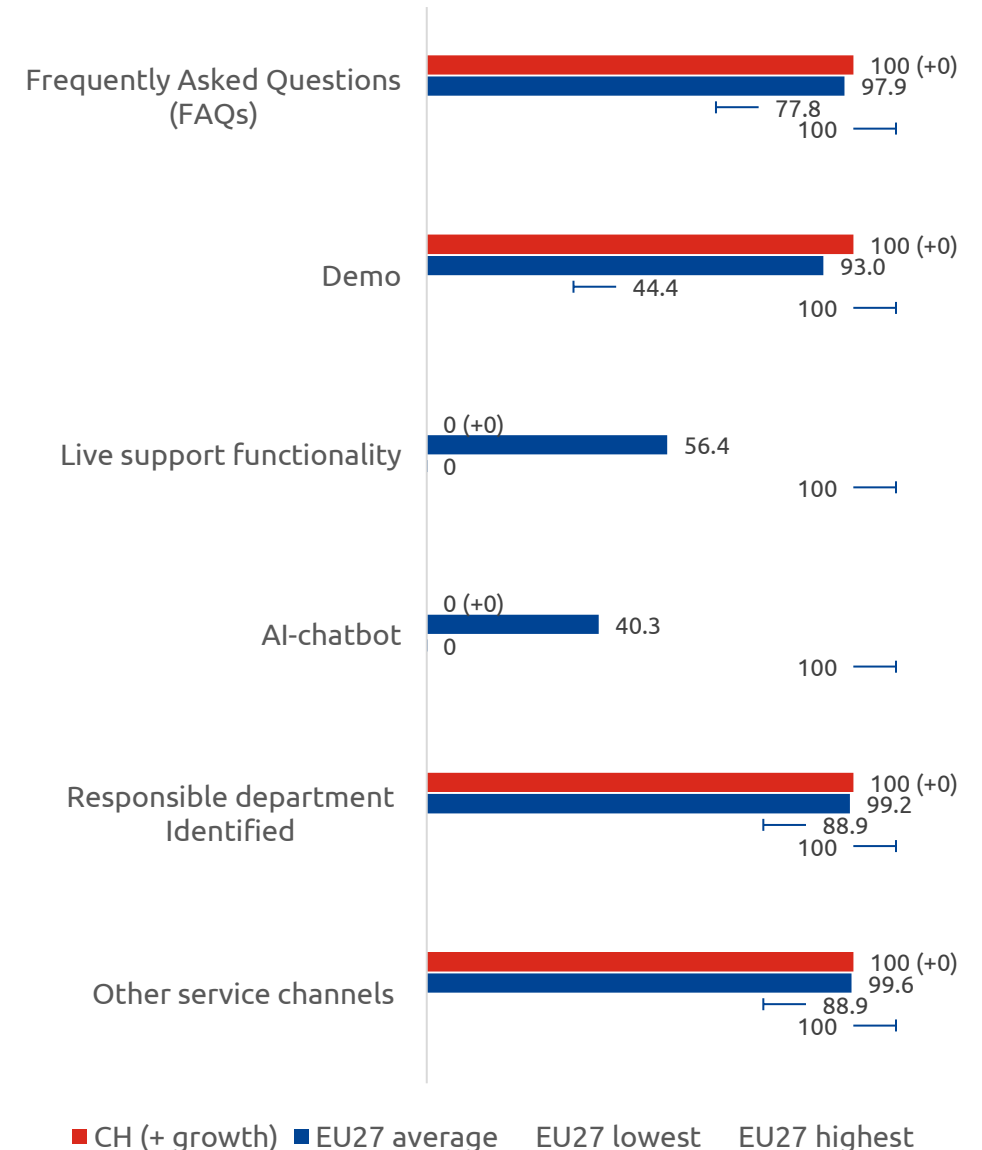
Transparency of Service Design

Accessibility Foundations, Speed and Performance, Security, and Findability



User support

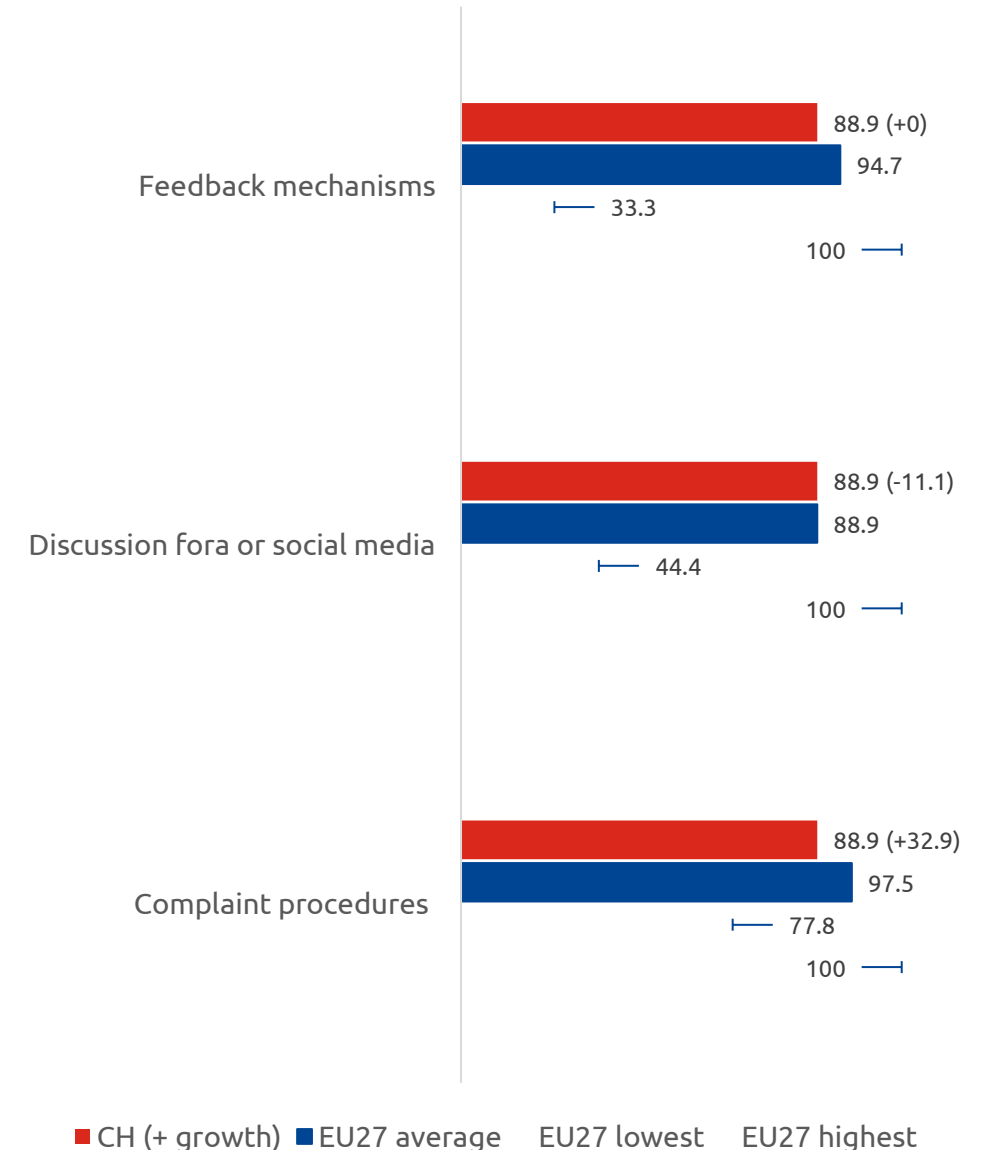
- All Swiss eGovernment portals provide FAQ sections and demos, showing availability of basic user support features. This supports users in resolving common issues independently, reducing the need for external assistance.
- Live support functionalities and AI chatbots are absent on all of the Swiss eGovernment portals. Switzerland made no improvements this year. This reduces the immediate support options for users and increases the likelihood of delays or unresolved queries during service use.





User support

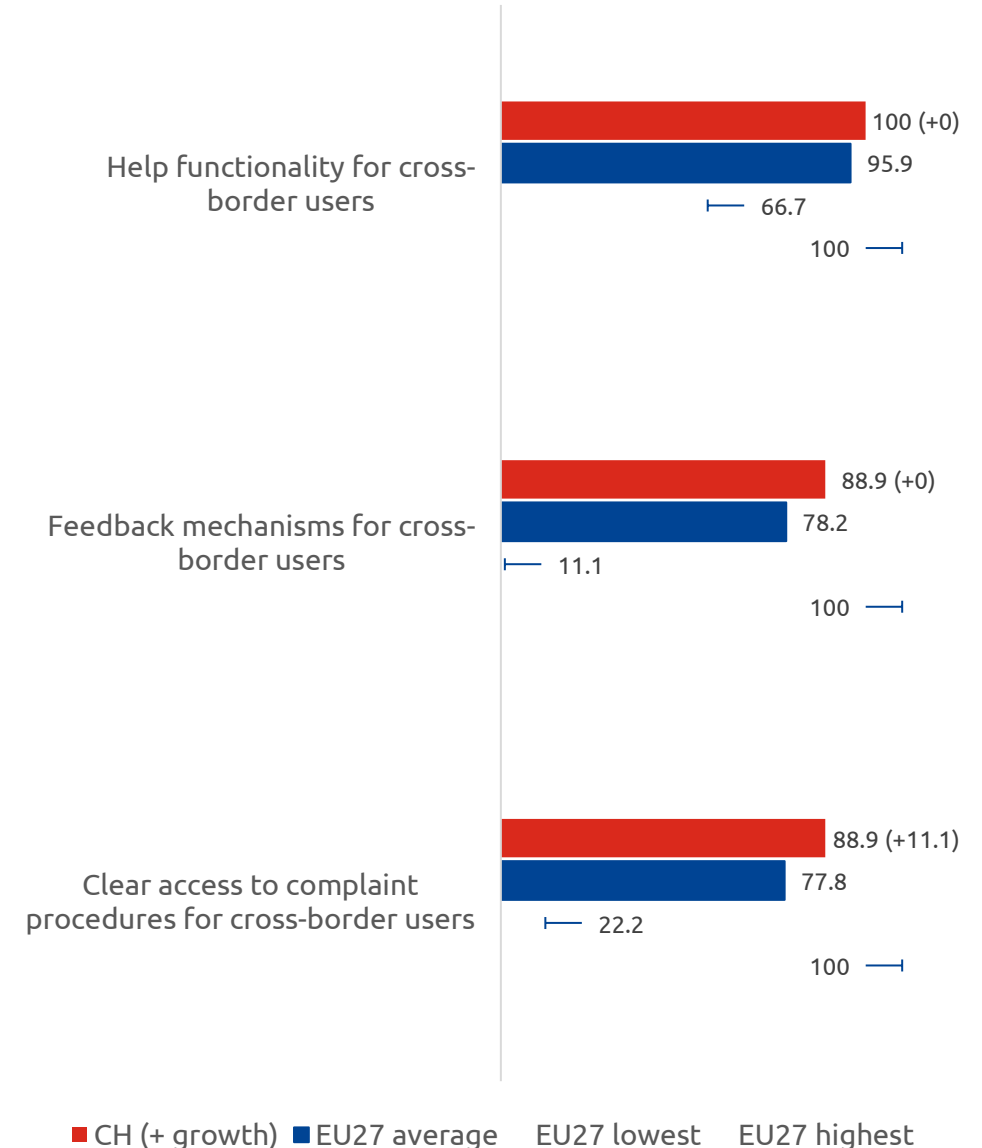
- Swiss eGovernment portals provide users with sufficient channels for providing feedback remained consistent from last year, as they are available on all portals except Health.
- Swiss eGovernment portals providing users with the ability to discuss matters via online fora or social media experienced a decrease from last year as it is no longer available on Family websites.
- Complaint procedures have made significant improvements and are now available on 89% of Swiss eGovernment portals, catching up to the EU average. The increase is the result of complaint procedures being available on all portals except Health.





Cross-border user support

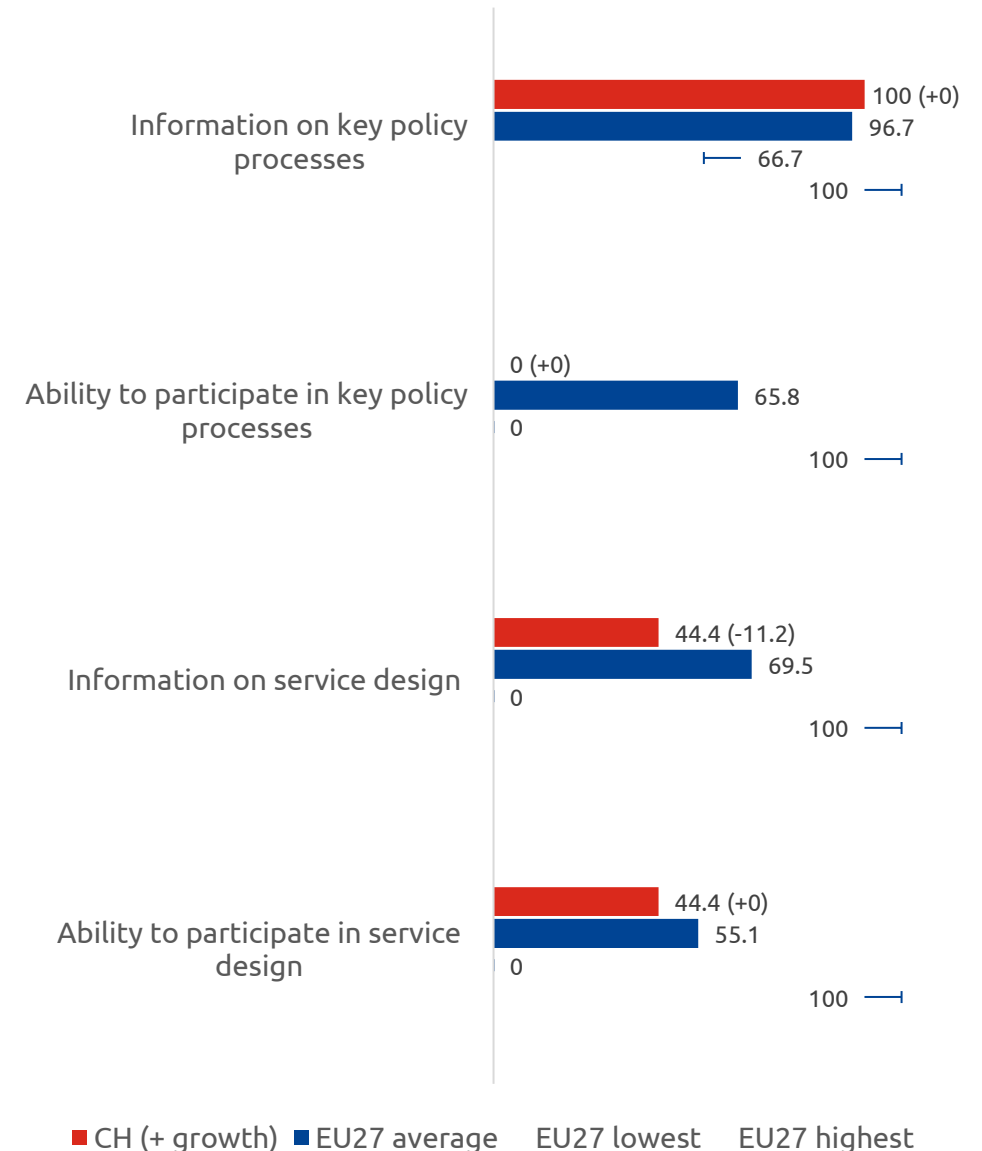
- Swiss eGovernment portals score above the EU average for all questions related to cross-border user support, giving foreign users good assistance to navigate on Swiss portals.
- All evaluated portals provide help functionalities for cross-border users, ensuring basic support is always available.
- Improvements have been made to provide clear complaint procedures for non-Swiss users, specifically, business operations portals, career portals, justice portals, and various transport portals.





Transparency of service design

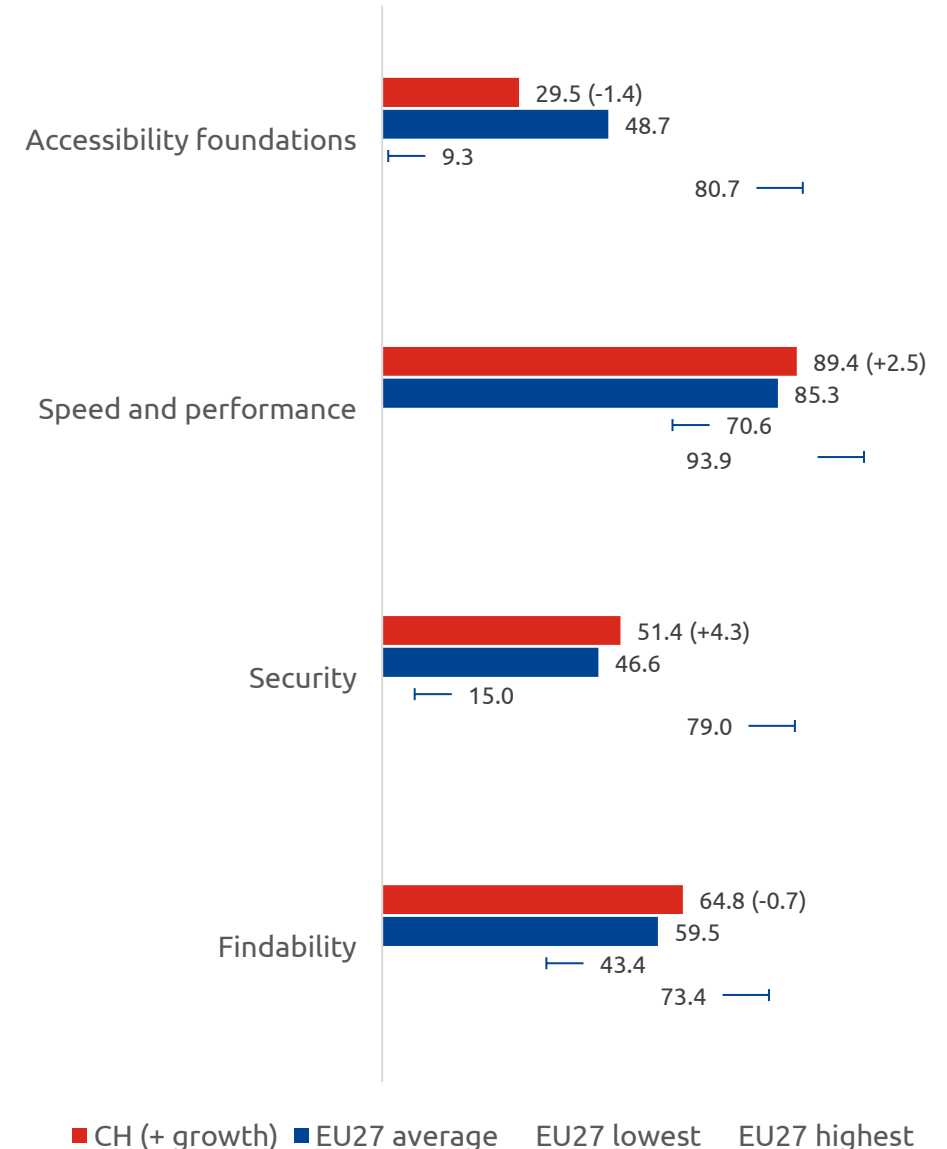
- Key policy-making processes are explained on all portals, but none provide information on how users can actively participate in these processes.
- Information on how digital services are designed is available on just 44% of portals, a decrease from last year, leaving users with limited insights into development practices. The decrease has arisen due to several Swiss confederation portals no longer having information on service design.
- Less than half of portals provide information on how users can contribute to the design of services, highlighting the lack of opportunities for user involvement.





Accessibility foundations, speed and performance, security, and findability

- Accessibility foundations perform significantly lower in Switzerland than the EU average, indicating that a large share of services fail to meet the eight assessed* WCAG 2.1 criteria, indicating that many websites require improvement.
- Speed and performance reach 89.4%, placing Switzerland above the EU average and close to top-performing countries, reflecting consistently strong optimization for speed and responsiveness.
- Security scores slightly above the EU average, yet remains moderate overall, as many advanced cyber-hygiene measures are not widely implemented, leaving room for improvement in the adoption of modern web security standards.
- Findability performs above the EU average, suggesting that government portals are relatively well optimized for search engines, enabling users to more easily locate services online despite variation across portals.



* Alternative text (WCAG: 1.1.1), Colour contrast (WCAG: 1.4.3), Page/document title (WCAG: 2.4.2), Link name (WCAG: 2.4.4), Language attribute (WCAG: 3.1.1), Valid language code (WCAG: 3.1.2), Discernible button text (WCAG: 4.1.2) Aria hidden (WCAG: 4.1.2)

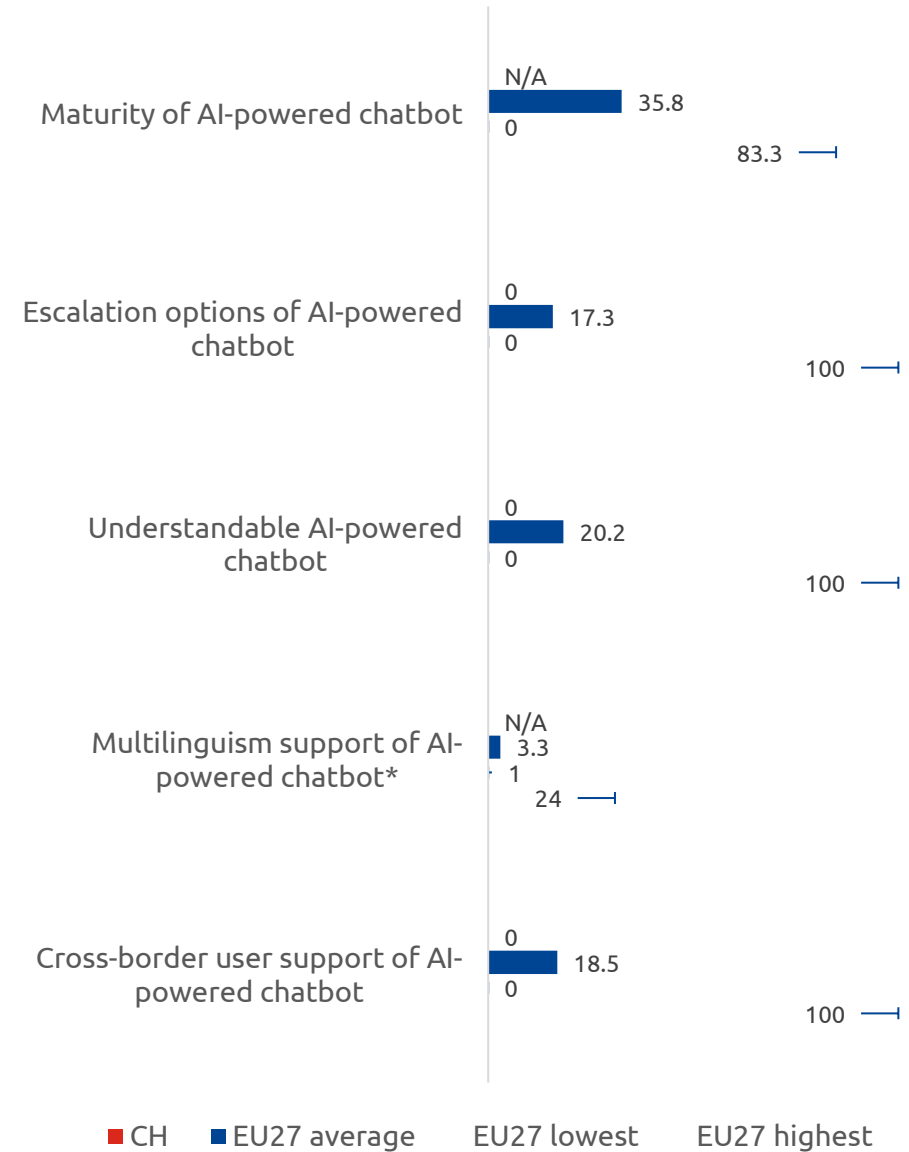
2e

Findings – Key Areas

Artificial Intelligence
Cybersecurity
Sovereignty
Multilingualism

Artificial Intelligence - Chatbot support

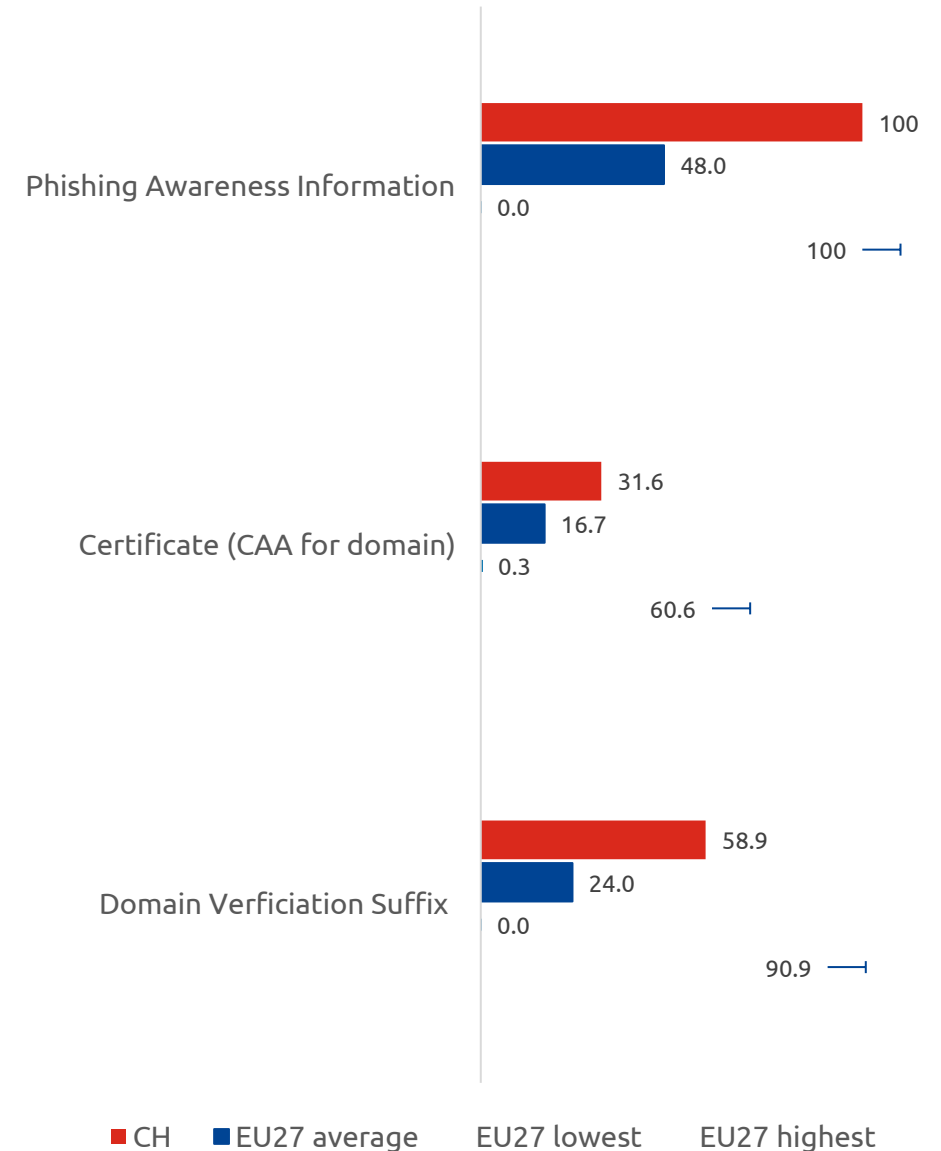
- AI-enabled user support was assessed measuring a set of qualitative chatbot indicators (maturity, escalation to human support, understandability, multilingualism, and cross-border support)
- As Switzerland currently does not have an AI chatbot, the results reflect not available or zero.
- Significant improvements can be achieved to reach EU averages by introducing the availability of an AI chatbot.



* Out of 24 EU official languages

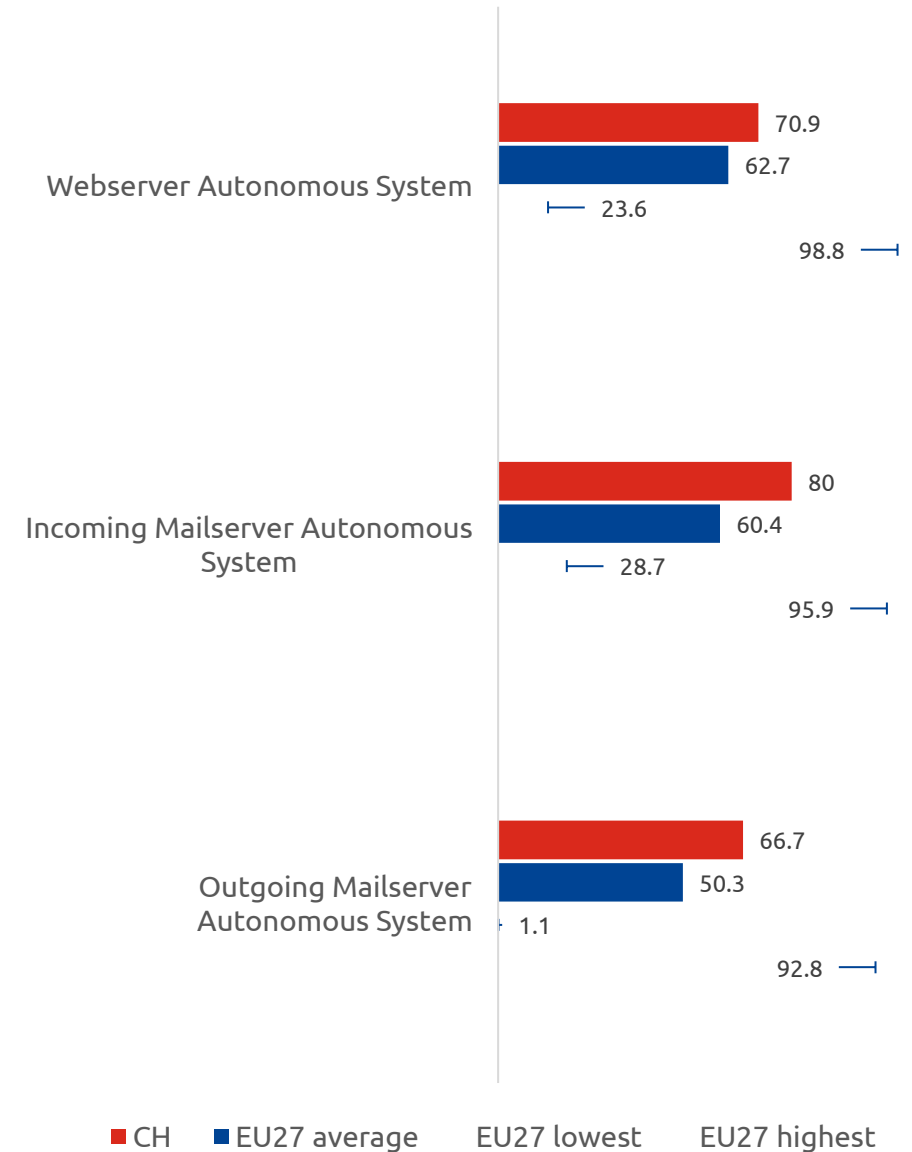
Cybersecurity

- Cybersecurity was assessed using three pilot indicators, Certification (CAA), phishing awareness information, and use of official government domain suffixes (admin.ch, swiss.ch, .swiss, canton specific).
- Switzerland performs above EU-average across the cybersecurity domain.
- Especially for phishing awareness information, Switzerland performs at full maturity.



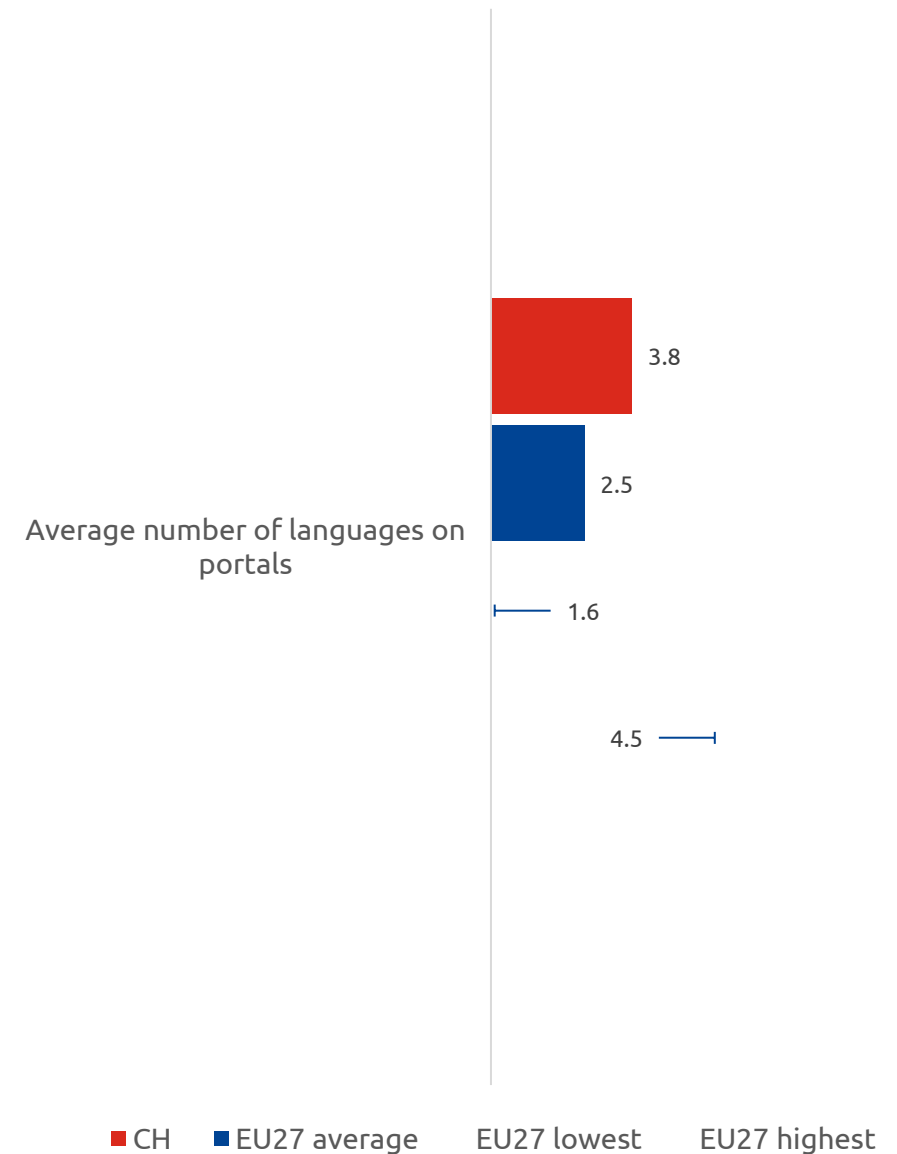
Sovereignty

- Digital sovereignty was assessed using an indicator that maps the Autonomous System Numbers (ASNs) of government web and email servers to the controlling network operator and its ultimate owner, determining whether routing and communication infrastructure falls under Swiss or non-Swiss jurisdiction compared to EU vs non-EU for the EU27 average.
- Switzerland scores above the EU27 average across all three server sovereignty measures, indicating that Swiss government web and email endpoints more frequently sit within domestically owned autonomous systems than the EU average sits within EU-owned ones.
- The strongest result is observed for inbound mail routing with 80.0%.



Multilingualism

- Multilingualism was assessed by counting the number of languages on national portals.
- Swiss portals typically offer around four languages, above the European average of approximately two to three languages per portal.





Recommendations





Overall Performance

Online Service Delivery

Interoperability Signifiers

User Friendly Portals

Key Areas

Advancing eGovernment with implementation breakthroughs, scaling core enablers and strengthening service delivery driven by life events

Europe is improving and moving forward at a higher pace than Switzerland. Further progress depends on accelerating large-scale implementation across all levels of government.

In line with the Principles and Areas of Action of the Digital Public Services Switzerland Strategy (2024–2027):

- 1. Realize implementation breakthroughs across all government levels**
 - Reinforce consistent, large-scale implementation across federal, cantonal, and communal levels, building on the coordinated strategy.
- 2. Increase the availability and benefits of fully online services**
 - Ensure more services can be completed end-to-end online, with targeted improvements in weaker citizen-facing life events, and weaker local and cantonal provisions.
 - Demonstrate the efficiency, quality and sustainability gains that online services bring. For example, Austrian digital services are estimated to save citizens between 86 and 114 million hours annually, based on 57 million government visits and 1.5 to 2 hours typically spent travelling to and from in-person appointments.
- 3. Ensure consistent and scalable eID adoption**
 - Leverage the national eID rollout to enable uniform authentication across services and align existing federal and cantonal solutions.
- 4. Strengthen user support across digital government portals**
 - Add clear, practical ways for users to participate in key policy processes and contribute to service design (consultations, structured feedback loops, visible iteration).
- 5. Embed AI-enabled user support in digital public services**
 - Transfer broader AI developments to concrete applications in public service delivery, by introducing AI-powered chatbots or virtual assistants, complementing existing FAQs and demos, with clear escalation channels to human support.



4

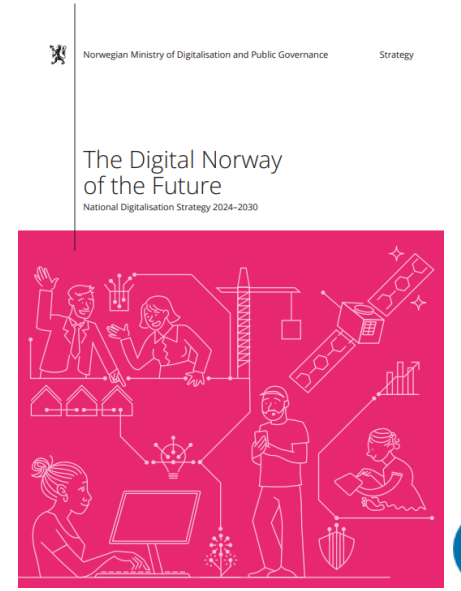
Good Practices



STRATEGY DEVELOPMENT

Good practice Estonia, Austria, Norway

- **Estonia as technologic pioneer:** Estonia is widely recognized as the most digitally advanced public sector in the world. Estonia’s model rests on the core principles of strong digital identity, interoperable data infrastructure, and a once-only data policy to derive a strong digital public sector. Its foundations are e-ID, X-Road (data exchange), cybersecurity-by-design and data protection.
- **Austria as short-term reference point:** Austria’s E-Government Strategy sets clear guidelines for modern digital technologies in a federal administration, emphasizing user-centric, secure and interoperable services. It is underpinned by strong cooperation between federal, regional, and local government levels, enabling coordinated service delivery. It is a consensus-driven, multi-level governance approach which provides Switzerland with an attainable and structured model for transformation.
- **Strategic alignment and engagement with EU programmes:** Norway navigates EU digital policy as non-EU country by closely aligning national strategy with EU frameworks via the EEA. They combine implementation of EU legislation with active participation in programmes such as DIGITAL and Horizon Europe. The strategy emphasizes early monitoring of EU developments, coordinated national participation, and selective influence on EU agendas to enable cross-border initiatives while maintaining national control.



Country	Organization	Domain	Life Event
Estonia, Austria Norway	e-Estonia, Digital Austria Norwegian Ministry of Digitalisation and Public Governance	All	Several

More information



E-ID ECOSYSTEM DEVELOPMENT

Good practice Sweden, Canada

- **Coordinated national eID transition:** Sweden is introducing the new Sverige-ID as a government-backed alternative to the widely used private BankID. The rollout is centrally, aiming to provide a high-assurance eID aligned with EU eIDAS requirements and compatible with future EUDI Wallet standards. Rather than replacing BankID, the initiative establishes a complementary public option for identification, e-signatures, and cross-border access to EU digital services.
- **Federated and public-private digital identity ecosystem:** Canada's digital identity system combines federal and provincial (the provinces of Alberta and British Columbia) solutions within a coordinated national approach, allowing provinces to develop tailored digital IDs while aligning with shared standards, and is jointly delivered through a public-private model in which governments define policies, privacy, and interoperability requirements while private actors such as banks and technology providers deliver authentication and infrastructure services, supported by the Pan-Canadian Trust Framework to ensure consistent, secure, and transparent use of digital identities across both public and private services.



Country

Sweden,
Canada



Organization

Agency for Digital
Government (Digg),
Canadian
Government



Domain

Interoperability
signifiers



Life Event

Several



More information

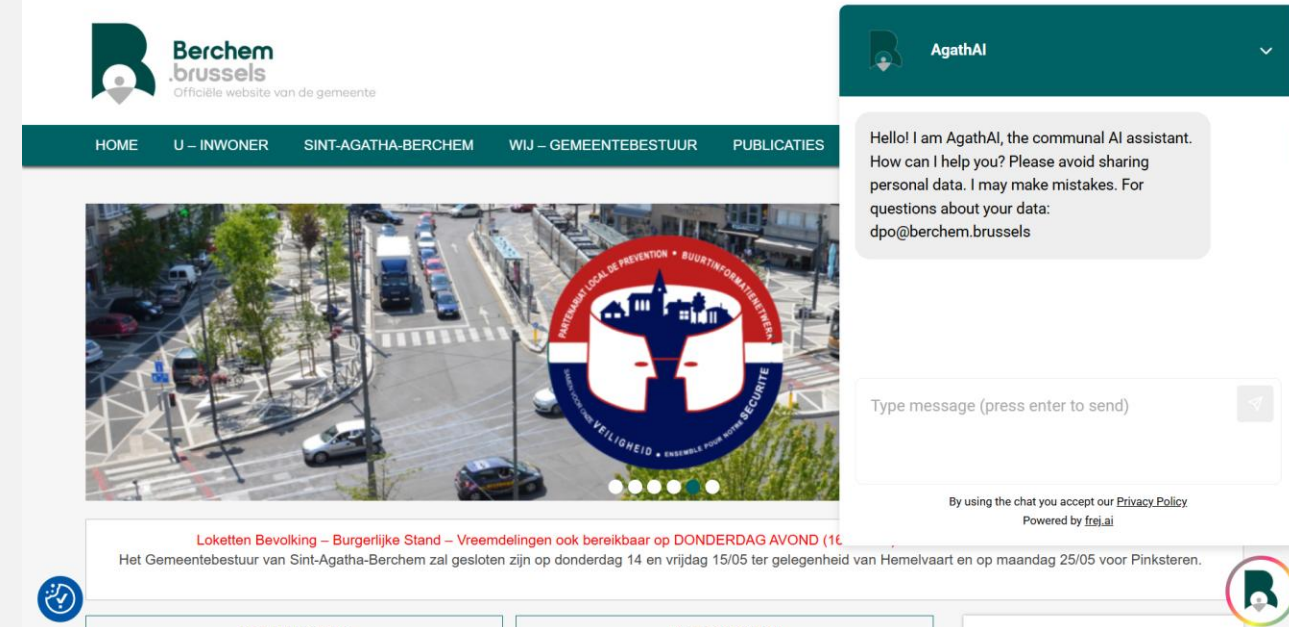




AI-ENABLED WEBSITE SUPPORT

Good practice Belgium

- **AI-powered digital assistance:** The municipality of Berchem-Sainte-Agathe and the CPAS have introduced a new AI-powered digital assistant, integrated directly into their websites. Accessible 24/7, the chatbot helps users quickly find information, understand administrative procedures, and identify the appropriate municipal or CPAS service, improving overall website usability and accessibility.
- **Complementary, user-oriented approach:** The digital assistant is explicitly designed to complement, not replace, municipal staff. Human contact remains central, while the chatbot supports a user-oriented approach by facilitating faster access to reliable, validated information through the website when users need it most.



Country

Belgium



Organization

Berchem
Brussels



Domain

Key priority
areas



Life Event

Several

More information

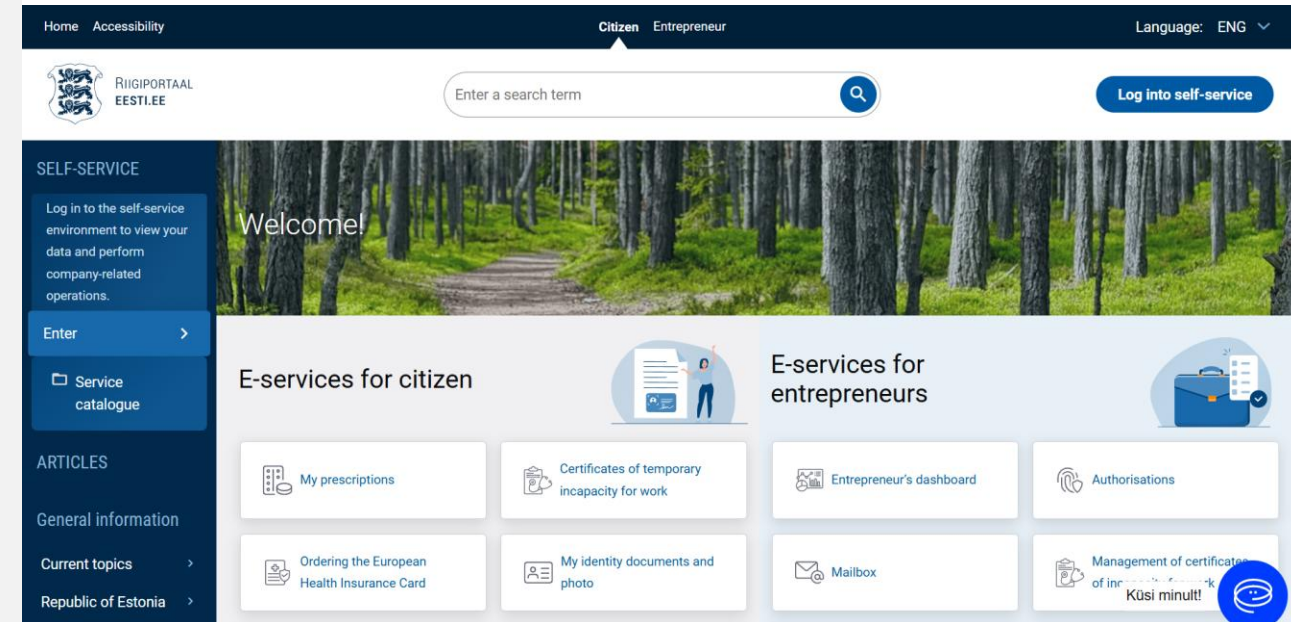




SINGLE LIFE-EVENT ORIENTED ACCESS

Good practice Estonia

- **Life-event-based service delivery:** Estonia structures public services around key life events such as birth, moving, marriage, and starting a business. Services and information are grouped by life situations rather than by administrative competence, improving clarity and ease of use for citizens.
- **Once-only principle:** Citizens are required to submit personal information only once. Data is securely reused across public authorities through interoperable systems, reducing administrative burden and preventing duplicate data requests during life-event processes.
- **Proactive and integrated services:** Relevant services are offered proactively when a life event occurs, without requiring separate applications. Where multiple institutions are involved, information is securely exchanged and presented in a single user journey.



Country

Estonia



Organization

Riigiportaal
Eesti.ee



Domain

User-friendly
portals



Life Event

Several

More information





REPORTING PLATFORM

Good practice Austria

- **Centralized reporting platform:** Austria's Reporting Platform provides a central service that supports a modern, user-oriented data culture in the public sector. It consolidates data across public administration (or enables structured collection where needed) and supports analytical processing of past, current, and future developments and trends.
- **Data-driven decision support:** The platform enables evidence-based decision-making by offering quality-assured data analysis and visualizations for politics, public administration, and the wider public. It is already used in over 100 applications across 10 of Austria's 12 federal ministries.
- **Interoperability and reuse of data:** Data is processed once and reused across multiple applications through app-to-app communication, supporting interoperability and reducing duplication across government systems.



Country

Austria



Organization

Reporting
Plattform



Domain

Interoperability
signifiers



Life Event

Several



Reporting Plattform

Grundidee

Mit der Reporting Plattform wurde ein Fundament geschaffen, welches die Datenerfassung als auch Visualisierung der Daten

More information



PERSONAL DATA TRANSPARENCY

Good practice Finland

- **Human-centric data control:** The MyData approach enables a shift from organization-centric to human-centric data management, ensuring that individuals have the right and practical means to access, manage, and control their personal data.
- **Transparent and consent-based data sharing:** Through interoperable MyData accounts, individuals can grant, monitor, and withdraw consent for how their data is used, providing clear visibility into data access and processing across services.
- **Interoperability and reuse of data:** Personal data is made accessible in machine-readable formats via standardized interfaces, enabling secure reuse across services while preventing data silos and vendor lock-in.



Country

Finland



Organization

Finnish Ministry of Transport and Communication



Domain

User-friendly portals



Life Event

Several

MyData

– A Nordic Model for human-centered personal data management and processing



Antti Poikola
Kai Kuikkaniemi
Harri Honko

More information





5

Appendix



2026 Method Update

The 2025 data collection cycle introduced piloted enhancements across services, indicators, and sampling, to assess their suitability for inclusion in the study's methodological framework. These are presented below. Given their 'pilot status', the pilot services, indicators and extended sample are not included in the 2026 eGovernment Benchmark scoring.

New services were piloted: 8 new services were tested to cover key areas such as sustainability, business growth, electronic identification (eID), and ICT specialist skills. The rationale and methodology behind the assessment of the 8 pilot services is presented in Annex D. Specifically, the pilot services included:

- Career service 4.4: Apply for government reskilling funds and subsidies;
- Career service 6.1: Apply as a highly skilled (ICT) worker coming from outside the EU;
- Family service 3.3: Obtain an eID;
- Justice service 4.1: Check information and requirements on submitting a vote;
- Moving service 1.7: Apply for housing decarbonisation subsidies;
- Business Start-up service 1.4: Check requirements for obtaining a European patent;
- Business Start-up service 3.2: Apply for scale-up funding;
- Business Start-up service 7.3: Apply for decarbonisation subsidies for your office or store.

New indicators were piloted: 7 new (sub-)indicators were tested. In particular to better reflect policy priorities in the areas of Artificial Intelligence, Cybersecurity and Sovereignty. The rationale and methodology behind the assessment of the 7 pilot indicators is presented in Annex A. Specifically, the pilot indicators included:

- AI-powered chatbot maturity, escalation, understandability, multilingualism support, and cross-border support;
- Phishing-awareness content;
- Domain suffix verification;
- Certification Authority Authorisation (CAA);
- Server & email sovereignty;
- Multilingualism of cross-border portals.

About Capgemini Invent

As the digital innovation, design and transformation brand of the Capgemini Group, at Capgemini Invent we enable CXOs to envision and shape what's next for businesses. Located in over 40 studios and more than 70 offices around the world, we are a 13,500 strong team of strategists, data scientists, product and experience designers, brand experts and technologists who develop new digital services, products, experiences and business models for sustainable growth.

Capgemini Invent is an integral part of Capgemini, an AI-powered global business and technology transformation partner, delivering tangible business value. We imagine the future of organizations and make it real with AI, technology and people. With our strong heritage of nearly 60 years, we are a responsible and diverse group of over 420,000 team members in more than 50 countries. We deliver end-to-end services and solutions with our deep industry expertise and strong partner ecosystem, leveraging our capabilities across strategy, technology, design, engineering and business operations. The Group reported 2025 global revenues of €22.5 billion.

Make it real.

www.capgemini.com



For correspondence to the research team

Sem Enzerink
Senior Manager, Strategic Policy Research
Capgemini Invent, the Netherlands
sem.enzerink@capgemini.com



This presentation contains information that may be privileged or confidential and is the property of the Capgemini Group.

Copyright © 2026 Capgemini. All rights reserved.