



## Collaboration in digitization makes things easier for citizens and businesses in Northern Sweden

A collaborative effort consisting of different municipalities, the project represents a further joint mobilization with a focus on e-development and digitization. The aim is to increase the benefits for citizens, businesses, associations and also contribute to the internal efficiency of participating organizations.

### Issues Faced

The municipalities are often in need of specialist competence in order to develop, maintain and manage e-services for the citizens. Not all the municipalities have these specialist competencies. Therefore it is necessary to cooperate between municipalities in regions.

As part of implementing the project eSamverkan, steps are taken in the progress of interventions aimed at participants from municipalities mainly in the areas aiming to create efficiency. This may involve development of common methodologies for needs-driven development, management and improvement in a collaboration model, methodology support for implementation and various professional development activities - to name a few.

### Key Objectives

- To develop 10 common e-services.
- Offer support in developing the 100 municipality-specific e-services.
- Connect new municipalities in cooperation.
- Provide proposals for a long-term collaboration model to take advantage of digitization opportunities.
- Offer support in advancing general services regarding integration operating systems, automation/mechanical processing of file types and provide mapping tools and guides to citizens and businesses.



### Future

Project eSamverkan also cooperates with SKL (Swedish Association of Local Authorities and Regions) in order to develop a national e-service for managing serving licenses for restaurant owners. The Association of Municipalities in Västernorrland's Project IMPROVE is another example in which eSamverkan collaborates - in this case regarding skills development. Furthermore, there is a common exchange with some twenty other municipalities in implementing e-development on the platforms developed in the project. The mission of eSamverkan is directly in line with the Swedish government's action plan for 2020, SKL's strategy for e-society and the national and regional digital agenda.

Furthermore, there is work going on in developing an e-library service which will make the e-services that a municipality has developed in the platform available to other municipalities which can introduce current e-services as their own, with or without adaptation. The project is now prolonged until december 2017.