

# Audit of potential synergies in federal IT portals

## Federal Chancellery – DTI

### Key facts

---

The digital interaction between authorities, the public and businesses takes place partly via a multitude of individual solutions and partly via portals that combine several solutions. Over time, the major federal portals have mainly been developed independently of each other.

The Swiss Federal Audit Office (SFAO) assessed whether selected portals and their planned further development are coordinated with each other and aligned with the implementation of the various federal digitalisation strategies. The audit was carried out using the following portals as examples: Agate of the Federal Office for Agriculture (FOAG), EasyGov.swiss of the State Secretariat for Economic Affairs (SECO), ePortal of the Federal Department of Finance (FDF) and the eGovernment platform of the Federal Department of the Environment, Transport, Energy and Communications (DETEC). However, the results are relevant to all portals and solutions that offer interactions between public services, businesses and the public.

Portal activities have begun to be coordinated, but this is still in the early stages. In the SFAO's view, further measures are necessary to ensure the portals are developed in a more guided manner. Firstly, to increase user-friendliness for the public and businesses and to meet the criteria of modern digitalised public services (keyword: once-only principle), and secondly, to achieve cost and quality targets across the board, not just focusing on individual organisational units. This includes the development of a general overview of all portals with uniform descriptions of services, a review of which reuse mechanism should be used for portals, identities, permissions and data, as well as the definition of common standards for incorporating the user perspective and verification of compliance with them.

#### **eGovernment and ICT strategies provide the framework, prioritisation is crucial**

The 2020-2023 eGovernment Strategy Switzerland, the 2020-2023 Federal ICT Strategy and the corresponding 2020 Master Plan define basic principles that should lead to improvements in portals as access points for the public and businesses, and also address interfaces as access points for the automated exchange of data. These measures must now be implemented consistently and as a matter of priority.

#### **A long-term target architecture for the portal landscape is to be created**

As part of a measure contained in the eGovernment action plan, an architectural review of EasyGov.swiss is currently being conducted together with representatives of the Confederation, cantons and communes under the direction of SECO. In conjunction with the comprehensively documented requirements, a target integration architecture is to be developed that will serve as a long-term target model for all portals. In the SFAO's view, further measures that establish the necessary guidelines for the transitional period are also needed.

### **Pragmatic first steps can be taken immediately**

In addition to the key strategic and long-term activities, there are specific aspects that are currently being addressed on an individual basis. These include, for example, the topic of coexistence and interoperability between the portals, ensuring usability and accessibility, and the inclusion of the customer perspective in general. If there is the will to cooperate across organisational boundaries, great benefits can be achieved with pragmatic and cost-effective steps.

**Original text in German**