



# Finnish Digital Agency – towards a smoothly functioning Finland



@DVVfi

@suomifi

@jani\_ruuskanen

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# Digital and Population Data Services Agency (aka Finnish Digital Agency)

## Launched 1.1.2020

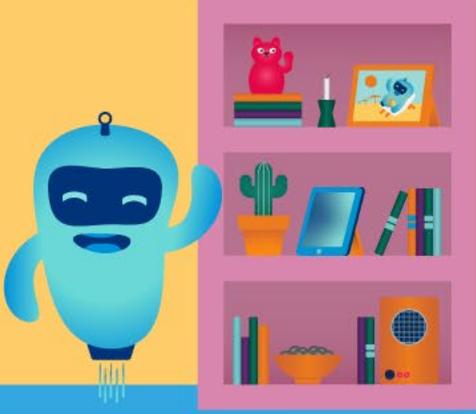
Population Register Centre and the  
District Register Offices (9) merged to form one agency.

<https://dvv.fi>



A total of 36 offices.  
~1000 employees.

FY2021 budget 101 Million Euros  
+ separate project-based funding.



Towards  
a smoothly  
functioning  
Finland



## Mission

To **promote** the digitalisation of society.  
To **ensure** the availability of data.  
To **offer** services for customers' life events.

## Values

We operate courageously by reforming, supporting and appreciating.  
We create trust and care about the future.

## Future trends

Digitalisation is everywhere

Problems will become more complex

The relationship between the environment and the economy is changing

The population will age and become more diverse

The security environment will become more complex

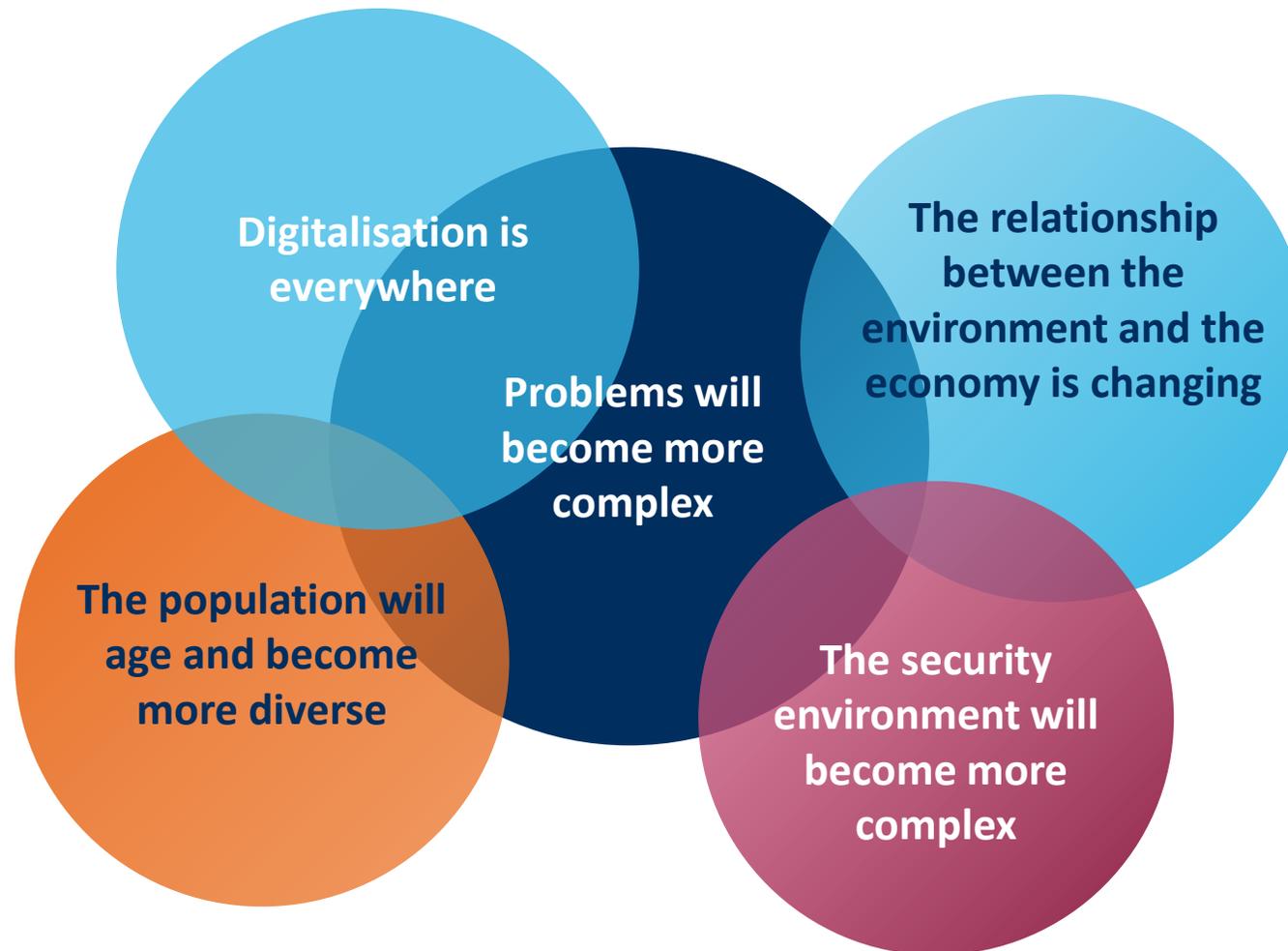
# Future trends – the key trends affecting our operations

## Digitalisation is everywhere

The increasing presence of technology makes it possible to better meet people's needs. When taking advantage of technology, the opportunity for humane and safe interaction must be secured for everyone.

## Problems will become more complex

Because of the complex, intertwined challenges, there is a need to learn to think in a new way, work together with different actors to address systemic phenomena, and influence the different interactive relationships between phenomena by experimenting and learning.



## The relationship between the environment and the economy is changing

Changes in ideas, lifestyles and consumption habits will increase the importance of ecology and sustainability. Climate change forces people to make choices and creates new opportunities.

## The security environment will become more complex

Global polarisation and uncertainty in international politics create hybrid threats. Reliance on technology increases the extent of threats and damages and their impacts on individuals, communities and society.

## The population will age and become more diverse

The sustainability gap in the public sector resulting from the unbalanced dependency ratio makes it more difficult to maintain the welfare society. New competences and new ways of working are needed to solve the mismatch.

## The planet of local solutions

The planet of local solutions is a society based on trust where services are nonadjacent but close to people



## The Finland of platforms

Finland is a society based on trust in which the actors engage in goal-oriented cooperation



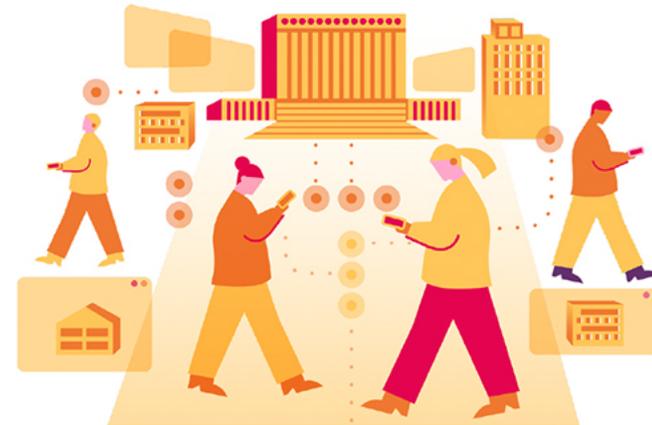
## The wilderness of lonely individuals

In the wilderness of lonely individuals, the renewal of services depends on the competence of strong local actors



## The worksite of digital gaps

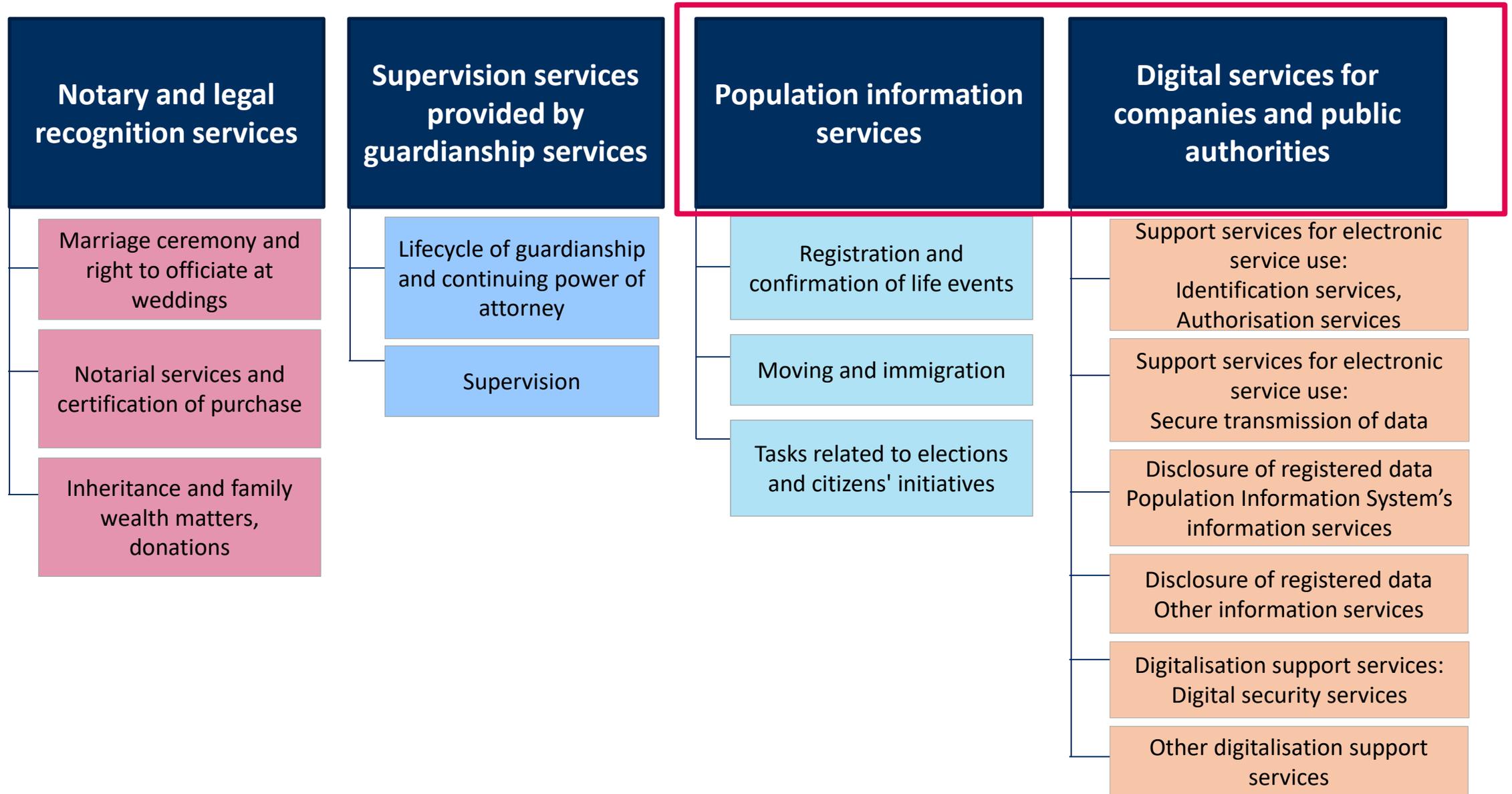
The worksite of digital gaps is an administration-oriented society where services are created through co-operation between actors



Trust

Cooperation

# Digital and Population Data Services Agency's services



# Population of Finland

5 571 899

(2.11.2022)

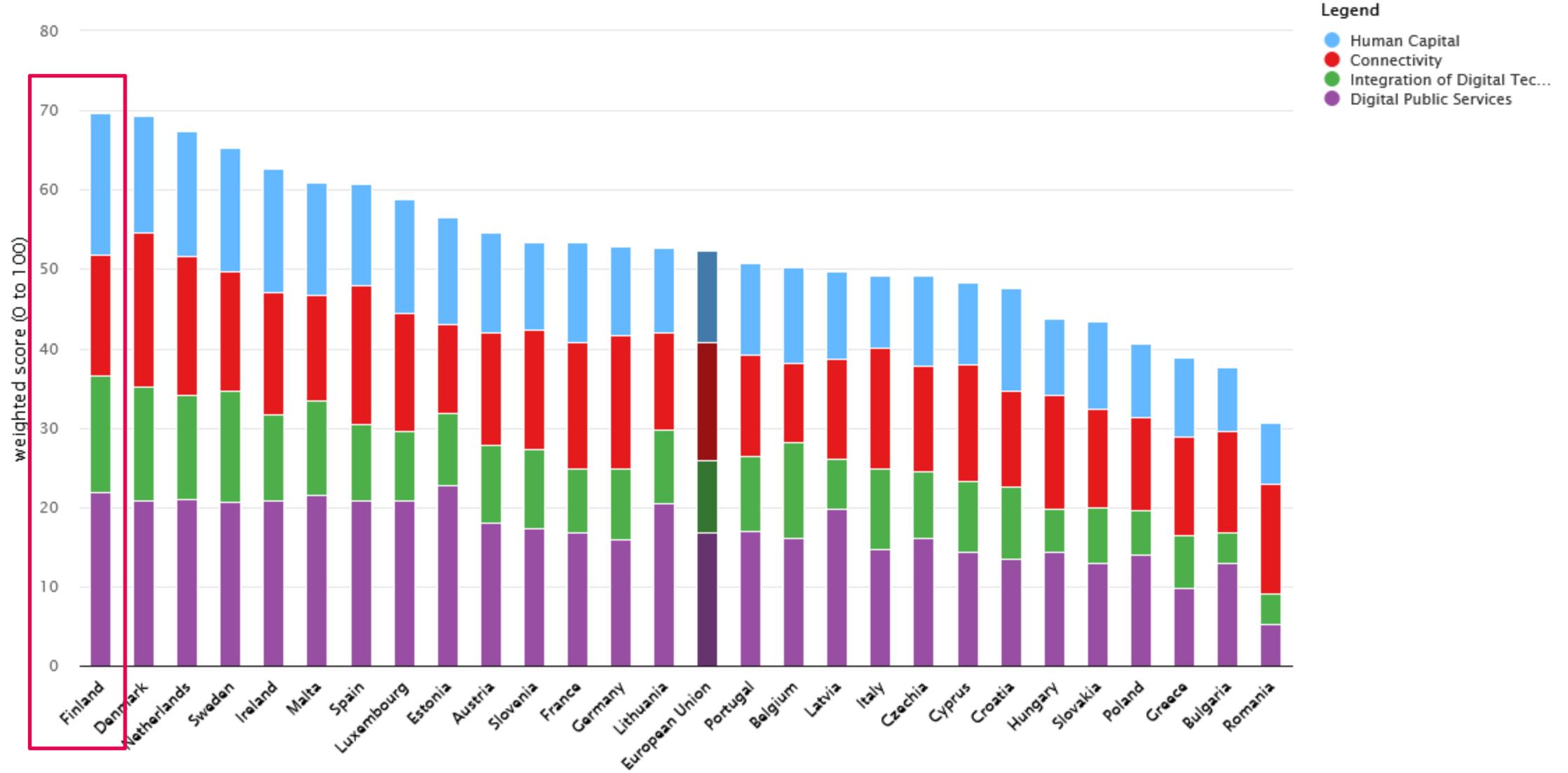




# Worlds happiest country since 2018

(World Happiness Report 2022)

## Digital Economy and Society Index, by Main Dimensions of the DESI



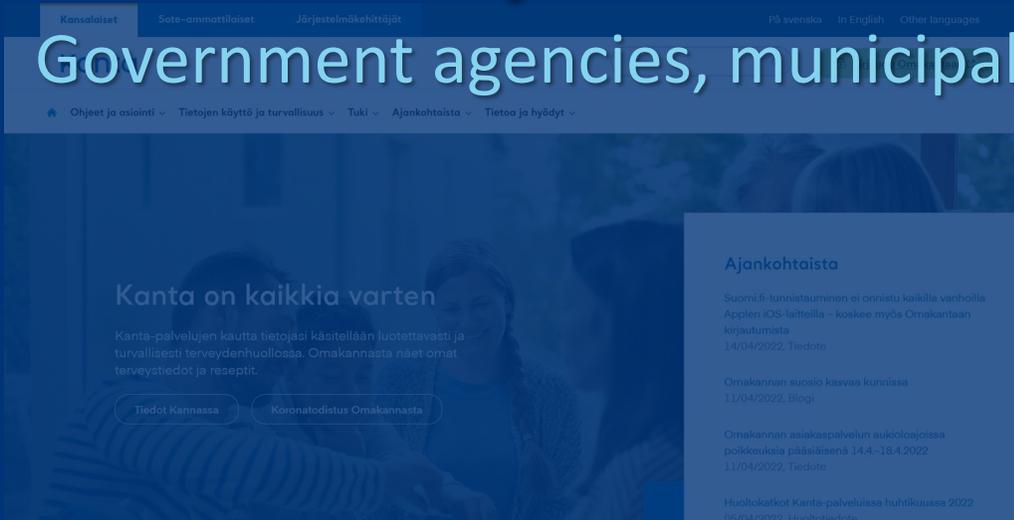
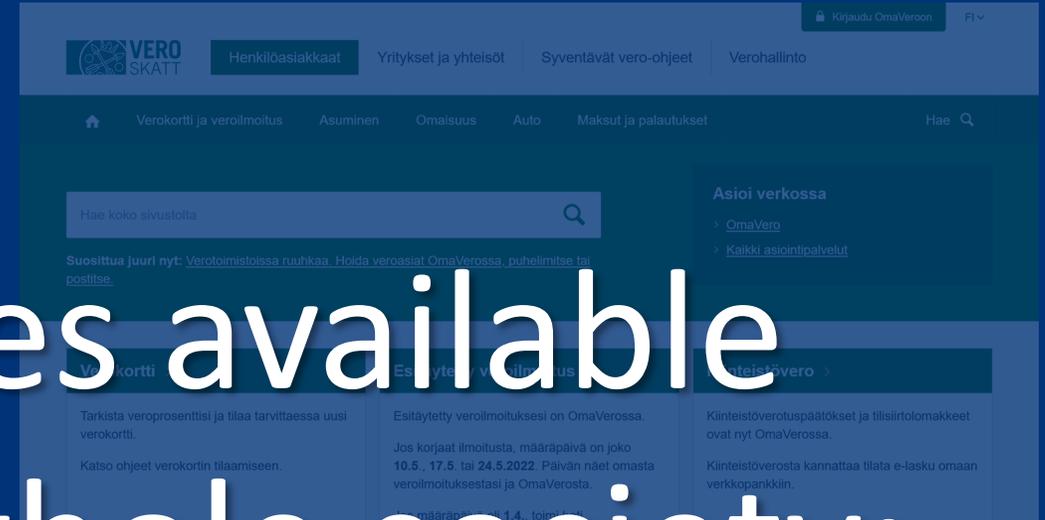
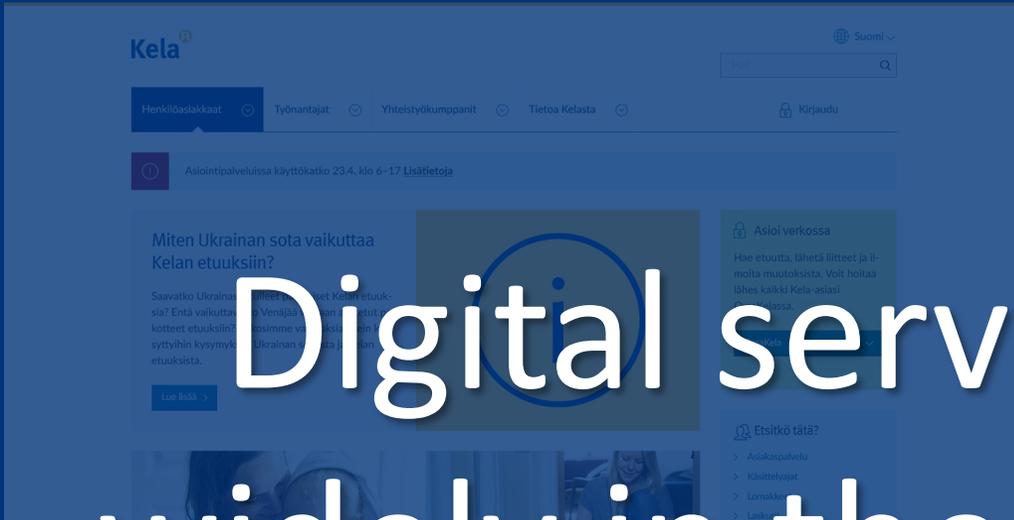
European Commission, Digital Scoreboard

Digital Economy and Society Index 2022



# Digital services available widely in the whole society:

Government agencies, municipalities, third sector, private companies.



# Population Register established in 1971

*Population Register Centre in 1969*





# Population information system

- The national population register (Population Information System) contains **vital records and address information of Finnish citizens and resident aliens.**
- Besides information on persons, the system contains **data on buildings and apartments.**
- Data from the central population register is **shared with authorities, businesses and citizens** (within limits set by law in detail)
- The system is **an essential part of the national information infrastructure**, providing one of the “basic building blocks” for the implementation of various digital services
- Enables **reliable compilation of voter lists for elections and fully automated censuses.**



# Population register system reform 2023 >

...and digital identity!



# Reform contents

- From 2023:
  - Registration to be made available for wider scope of foreign nationals
  - Digital on-boarding to population register (e.g. from abroad)
  - New "century signs" in the ID code
  - New information on source of personal data registered
    - Passport or no ID papers, digital or face-to-face identification
  
- From 2027:
  - Gender neutral ID codes issued
    - Gender-neutrality only partial, since current ID codes are not changed
  
- This will form the basis for the new Finnish e-ID!

1

## Digital ID

Digital identity document to be used in both online and offline services.

2

## eID for foreigners

Mobile application for foreigners that need to use digital services in Finland.

3

## Code Display

Alternative eID solution for persons not using a mobile device.

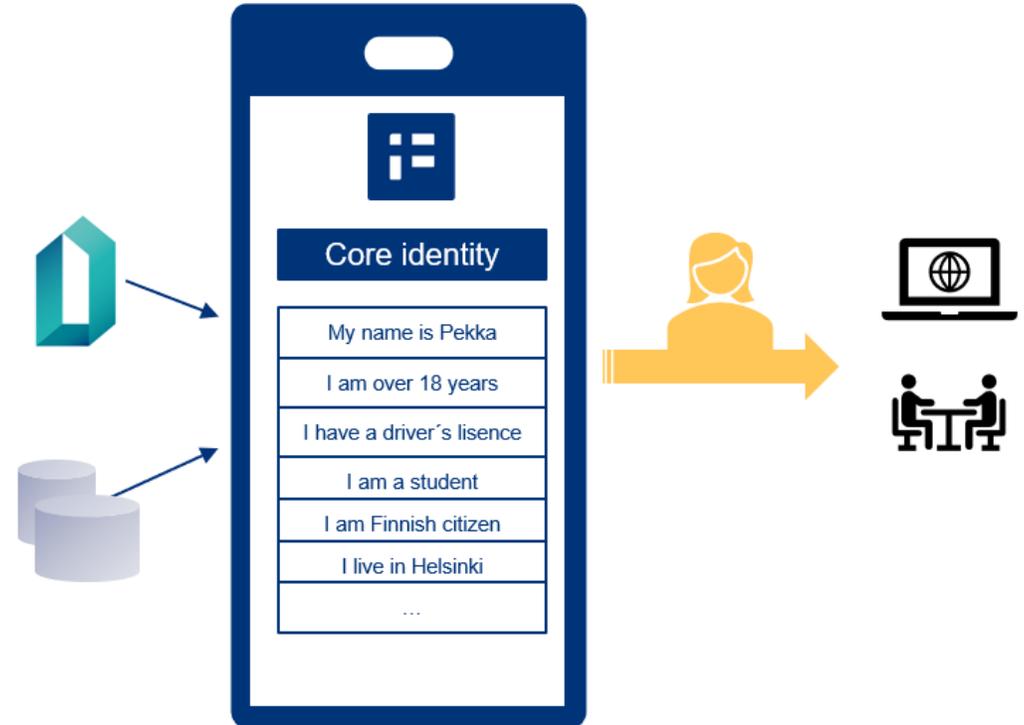




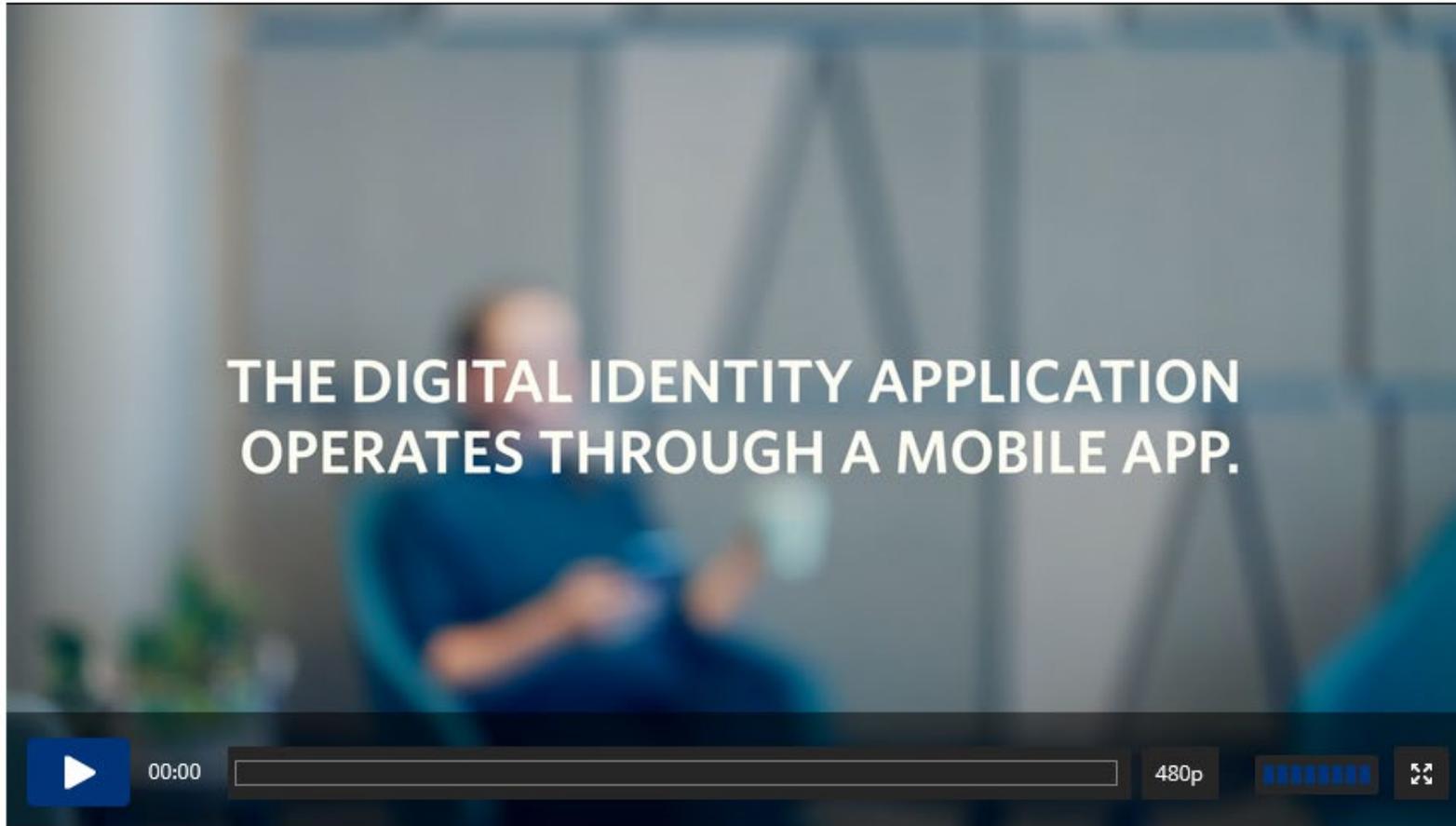
# Goal: Digital wallet for information certified by government agencies

**Expand** the set of personal data certified by the government agencies that can be transmitted to the other party during use of the services.

**Secure** the forming and development of self-sovereign identity solutions based on a core identity certified by the state.



☰ Digital Identity (launching in 2023)



DW:n julkiset videot

👁 3

Digital proof of identity

<https://dreambroker.com/channel/m06sxbf0/jwcs1udm>



# Example: automated certificates from Population Register 1/9

Digital and Population Data Services Agency

## Extracts and certificates from the Population Information System

SERVICE · NATIONWIDE · PUBLIC SERVICE

For an acceptable purpose, you can order certificates containing personal data stored in the Population Information System.

If you have been asked to provide an extract from the population register, it might refer to a life certificate or report on family relationships. The content of the certificate depends on the purpose of use. Always ask the person requesting the certificate what information it should contain.

You can order standard certificates for yourself and your dependants, i.e. a certificate of life, a residence certificate and a birth certificate. You can also order a marriage certificate and a marital status certificate for yourself.

If you need details of family relationships, for example, for your certificate or if you order a certificate for another person, you can order a free-form certificate. For a free-form certificate, you can select more extensive information.

You can also order an EU translation form or an Apostille for the certificate.

You can order certificates in Finnish, Swedish or English. You can also order certificates in Spanish, Italian, French or German.

### Petition for appeal or complaints

### Use the service

See all e-services, telephone services and service locations related to this service.

### E-services (2 pcs):

- > [Certificates from the Population Information System -service](#)
- > [Sending classified mail to the Digital and Population Data Services Agency](#)

### Telephone services (1 pcs):

- > [Telephone service: Certificates from the Population Information System](#)

### Service locations (37 pcs):

- > [Digital and Population Data Services Agency, Porvoo](#)
- > [Digital and Population Data Services Agency, Hyvinkää](#)
- > [Digital and Population Data Services Agency, Kokkola](#)

Suomi.fi



# Example: automated certificates from Population Register 2/9

Certificates from the Population Information System Identification

Ordering a certificate    Additional information

## Certificates from the Population Information System

In this service, you can order certificates issued by the Digital and Population Data Services Agency. To order, you must identify yourself using your online banking codes or Mobile ID. The certificates are subject to a fee and the payment is made as an online payment in connection with the order.

[I need an extract from the population register \(virkatodistus\), what should I order?](#)

### Certificates to Finland

If you order a certificate for a Finnish actor, you will receive the certificate as an electronic PDF document. No signature will be added to the document, and you cannot add a translation form or an Apostille certificate to it later.

You can download the certificate as soon as you have made the payment. The certificate can also be delivered to Suomi.fi Messages. If you do not use Suomi.fi Messages yet, you can enable it when you order the certificate. Certificates will not be delivered by post or, for data protection reasons, by email.

### Certificates sent abroad

If you order certificates for a foreign authority or for some other foreign actor, they will be posted to your home address because certificates

Digital self-service.



# Example: automated certificates from Population Register 3/9

Open the certificate and start the order:

Birth certificate

You can use your birth certificate to give proof of your official date of birth. You may need this certificate, for example, when moving abroad and registering as a resident of another country. Schools and kindergartens in other countries may also require a birth certificate. You can order at the same time a particular certificate both for yourself and your dependants. You get a separate certificate for each individual.

The certificate includes the following information:

Name, former names, date of birth, municipality of residence at birth, country of birth, sex, citizenship and municipality of residence. The certificate also includes your parents' names, dates of birth, municipalities of birth, countries of birth and nationalities. If you were born before 1953, your parents' personal data might not be in the population information system and cannot be included in the certificate.

You can also choose to include your personal identity code on the certificate. Parents' personal identity codes will not appear on the certificate.

## Ordering a certificate

You can order a certificate after identification.

Order certificate

Civil status certificate

Life certificate

Marriage certificate

Residence certificate

Choosing  
certificate  
type.



# Example: automated certificates from Population Register 4/9

## Birth certificate

### Steps

- 1 How to order
- 2 Personal data
- 3 Receiving country
- 4 Language choices
- 5 Delivery method
- 6 Summary and payment

### Step 1/6

#### How to order

You can use your birth certificate to give proof of your official date of birth.

---

#### Price of the certificate

|                                                                  |               |
|------------------------------------------------------------------|---------------|
| Birth certificate use in Finland, in electronic form             | 10 € / person |
| Birth certificate use abroad, sent as a paper mail               | 14 € / person |
| Birth certificate and the translation form, sent as a paper mail | 24 € / person |
| Birth certificate and Apostille, sent as a paper mail            | 44 € / person |

#### For ordering you need

- Online banking codes or credit card to pay the certificate

---

Next →

Delivery types and prices.



# Example: automated certificates from Population Register 5/9

## Birth certificate

### Steps

- 1 How to order
- 2 **Personal data**
- 3 Receiving country
- 4 Language choices
- 5 Delivery method
- 6 Summary and payment

### Step 2/6

#### Personal data

You can order at the same time a particular certificate both for yourself and your dependants. You get a separate certificate for each individual. If you order a particular certificate for several individuals at the same time, your selections will apply to all the certificates. If you would like the certificates to include different information, you must order the certificates separately. You can start placing a new order after paying for the current one.

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#### Personal identity codes

I also want personal identity code to be shown on the certificate.

---

[← Previous](#) [Next →](#)

Personal data options on each type.



# Example: automated certificates from Population Register 6/9

## Birth certificate

### Steps

- 1 How to order
- 2 Personal data
- 3 Receiving country
- 4 Language choices
- 5 Delivery method
- 6 Summary and payment

### Step 3/6

#### Intended use

Select the country of the authority to which you will send the certificate. If you order a certificate for a Finnish actor or for an EU authority, you will receive the certificate as an electronic PDF document. If you order certificate for a foreign authority or for some other foreign actor, certificate will be posted to you.

All of the information is mandatory.

#### Certificate's intended use

Select intended use

Intended use.

← Previous

Next →



# Example: automated certificates from Population Register 7/9

## Birth certificate

### Steps

- 1 How to order
- 2 Personal data
- 3 Receiving country
- 4 **Language choices**
- 5 Delivery method
- 6 Summary and payment

### Step 4/6

## Language choice

Select certificate language.

### Select certificate language \*

- Finnish
- Swedish
- English

← Previous

Next →

Languages.



# Example: automated certificates from Population Register 8/9

## Birth certificate

### Steps

- 1 How to order
- 2 Personal data
- 3 Receiving country
- 4 Language choices
- 5 Delivery method
- 6 Summary and payment

### Step 5/6

#### Delivery method

You can download the certificate and receipt you have ordered in PDF format right after you have made the payment. The certificate and the receipt will remain available for download in this service for 24 hours. Due to privacy reasons, the certificate will not be sent to your email.

#### Delivery to Suomi.fi Messages

The certificate will also be sent to your Suomi.fi Messages, and can be downloaded from there later on. When the certificate is sent to your Suomi.fi Messages, you will receive a notification in your email.

← Previous

Next →

Delivery  
(digital).



# Example: automated certificates from Population Register 9/9

## Birth certificate

### Steps

- 1 How to order
- 2 Personal data
- 3 Receiving country
- 4 Language choices
- 5 Delivery method
- 6 Summary and payment

### Step 6/6

#### Summary and payment

Please check that all information you have entered is correct. After paying, you will no longer be able to change or cancel your order and payment will not be refunded. You will receive separate certificates for each person you selected.

---

#### Persons

**Applicant**  
Jani Ruuskanen

---

#### Personal identity codes

Yes

---

#### Receiving country

for an EU authority, e.g., the Commission

---

#### Language choices

**The language of the certificate**  
English

Summary and online payment.

# 2014-2022 Suomi.fi-services

Population information system



- e-Identification
- Data Exchange Layer
- E-Authorizations
- Finnish Service Catalogue
- Suomi.fi –web service
- Messages
- Quality Tools
- Maps (National Land Survey of Finland)
- Payments (State Treasury)



# Mandatory and cost-free to use for all public sector organizations:

The law on common administrative e-service support services.

*(Legislation since 15.7.2016)*

# 200 000 000

(identifications to public digital services in 2021).



## Select identification method



Certificate card



Mobile certificate



OP Bank Group

Nordea

Nord

Different methods.



Danske Bank

Handelsbanken

Handelsbanken

ÅLANDSBANKEN

Ålandsbanken

S-Pankki  
FIM

S-pankki

Aktia

Aktia



POP Pankki



Säästöpankki

omaop

Oma Säästöpankki



Identification methods for foreigners

Common European identification methods and the Finnish Authenticator app.



**Make sure that you use the service in a secure manner**

After you have finished using the service, log out from the service itself, and close the browser.

Alive?

You are identifying yourself to the service

suomi.fi TEST

The following details are transmitted when you submit your identification:

**Personal identity code:** 210281-9988  
**Last name:** Demo  
**First names:** Nordea  
**Municipality of residence:** Turku  
**Postal address:** Mansikkatie 11 , 20006 TURKU

[Continue to service](#)

[Cancel](#)

Information from  
Population  
Register can be  
provided to the  
digital service.



Your personal data needed for identification has been retrieved from the Population Information System. You can check your personal data on the Suomi.fi [Personal Data](#) page.

The service requires your personal data for identification. Details on the data processing are available after you have identified yourself in the service.

Suomi.fi – national portal.



# Suomi.fi – information and services for your life events



Guide

**New services for the unemployed – more individual services and job search targets will be specified**

> [Read the new guide for the unemployed](#)



**You can now find professional qualifications easily in the Company's permits section**

> [Go to company permits](#)



Guide

**How will money and other assets be distributed during divorce?**

> [See the tips on how to prepare for divorce](#)

Show more ▾



Life-event –  
based guides.

WHAT TO DO

# Guardianship or continuing power of attorney



## When is guardianship needed? Are you preparing a continuing power of attorney for yourself?

In this guide, you can find answers to such questions as what is meant by guardianship, when is a guardian needed and what is meant by continuing power of attorney.

First select the person whose affairs you wish to manage. By answering the questions below, you get the right instructions and services for your situation.

Whose affairs would you like to manage?

- An adult close to me
- Myself (I want to be prepared for the future)
- My child who is under 18

Wizards and services.

### Becoming a carer and the everyday life of an informal carer

This guide answers questions such as who can be an informal carer, what informal care support includes, what the informal carer's tasks are and how informal care can end.

When you answer the preliminary questions below, you will see the appropriate instructions and services for your situation:

Is your loved one in need of care?

- A minor
- An adult

What is your own situation?

- A pensioner
- A student
- Employed (part-time or full-time)
- Unemployed jobseeker (I receive unemployment benefits)
- Outside working life (I do not receive unemployment benefits)

Choose the hometown of your loved one

Enter municipality's name

[Start](#) [Skip questions](#)

Content is produced by

- Preliminary questions
- Reflecting on your own situation
- Everyday life of an informal carer
  - Applying for services and benefits
    - Applying for informal care support
      - How do I apply for Kela services and benefits?
      - Can I get support for childcare?
      - Substitute carer
      - Tax deductions
  - Help for a smoother everyday life
  - Look after your own well-being
  - Changes in the situation of informal carer or care recipient
- End of care
- Checklist

#### How do I apply for informal care support?

In addition to you apply for faster.

Even if you have a job, you can still be an informal carer in your municipality.

[Benefits guide](#)

the municipality must make a decision on informal care support within three months of the submission of the application, unless its processing requires more time than usual.

- Apply for informal care support
- Drawing up an informal care agreement
- How do I handle matters with the municipality in the future

Updated: 9/24/2021

#### Use the service

Choose area

Alajärvi

Information on

- Preliminary questions
- Reflecting on your own situation
  - Recognising a care situation
  - Is informal care the right solution for me?
    - What does informal care support include?
    - How do I know what services we could get?
    - Are there alternatives to informal care?
    - The effect of a carer's allowance on other benefits
    - Informal care as a student
    - Informal care as a pensioner
      - The effect of carer's allowance on unemployment benefits
      - Can I have a full-time job?
    - Will I be able to work flexibly and take time off work?
- Everyday life of an informal carer
- End of care
- Checklist

If you are a pensioner, you can act as a carer and receive an informal care allowance. An informal care allowance and a fee do not affect old-age pension, but it may affect a disability pension.

Will I accrue a pension for the informal care allowance?

Updated: 9/27/2021

#### Apply for a pension online

Access services online (1)

Finnish Centre for Pensions

#### Claim your pension

You can apply for your pension online from most pension providers using their electronic application service (available in Finnish or Swedish).

[Go to the e-service](#)

#### The effect of carer's allowance on unemployment benefits

You can enter into an informal care agreement even if you are registered as a jobseeker at the TE Office. You must notify the TE Office of your informal carer status as soon as you become one.

Your entitlement to unemployment benefits depends on the employment nature of your informal care role. The TE Office will assess whether you can accept full-time work as an informal carer. If you are tied to full-time or 24-hour care, it is usually not possible to accept full-time work. In this case, you are also not entitled to unemployment benefit.

If you enter into an informal care agreement as an unemployed jobseeker, you may be entitled to an unemployment benefit for four months. After four months, the TE Office



Register of all public services and service channels.

Based on **CPSV-AP** by ISA<sup>2</sup>

(Common Public Service Vocabulary Application Profile)

Open data (CC 0)

<https://api.palvelutietovaranto.suomi.fi/swagger/ui/index.html>

Includes accessibility information of service points and digital services.

State Treasury

## Notification of will to the State Treasury

SERVICE · NATIONWIDE · PUBLIC SERVICE

The contents of the will are made known to those who stand to inherit. Without heirs, the contents of the will are made known to the State Treasury.

### Service channels:

- > Telephone service (1 pcs)
- > Info on website (1 pcs)

The Municipality of Sipoo

## Agreements on Care of Child and Parental Visiting Rights

SERVICE · SIPOO · PUBLIC SERVICE

Parents may agree on a child's custody, living arrangements and the parents' visiting rights at a child supervisor's office.

### Service channels:

- > Telephone service (1 pcs)
- > Service location (1 pcs)
- > Info on website (1 pcs)

## Making an appeal to the administrative court

INFORMATIVE CONTENT

A decision made by an authority usually always contains information about appealing against the decision.

Services and  
service  
channels in  
Suomi.fi.



Single service  
in Suomi.fi.

The Municipality of Sipoo

## Guardianship

SERVICE · SIPOO · PUBLIC SERVICE

The appointment of a guardian is a last resort option to organize the management of a client's affairs. Therefore, the appointment of a guardian will require there is no other way to ensure that the affairs of the person in need of help are managed in an appropriate manner.

The Digital and Population Data Services Agency is the guardianship authority, and as such determines a person's need for guardianship and, where necessary, appoints a guardian or submits an application to the courts.

### Duties of the Guardian

The guardian protects the client's interests and represents them in matters that have been entrusted to the guardian. A guardian is most often appointed to manage their client's financial affairs and property. Furthermore, the guardian must always see to it that the client receives suitable care, treatment and rehabilitation. A guardian can also be appointed to an individual task, such as the sale of an apartment or property on behalf of their client. It is also possible that the guardian is appointed to represent the client in matters related to health care or treatment of illness, but this is not common.

### Who Can Act As a Guardian?

### Use the service

See all e-services, telephone services and service locations related to this service.

#### Telephone services (1 pcs):

> [Sipoo municipality switchboard](#)

#### Service locations (1 pcs):

> [Digital and Population Data Services Agency, Porvoo](#)

[Show all service channels](#) →

Service map and routing in Suomi.fi.

### Sipoo Social and Health Care Centre

#### Visiting information

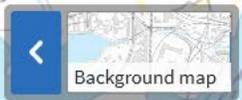
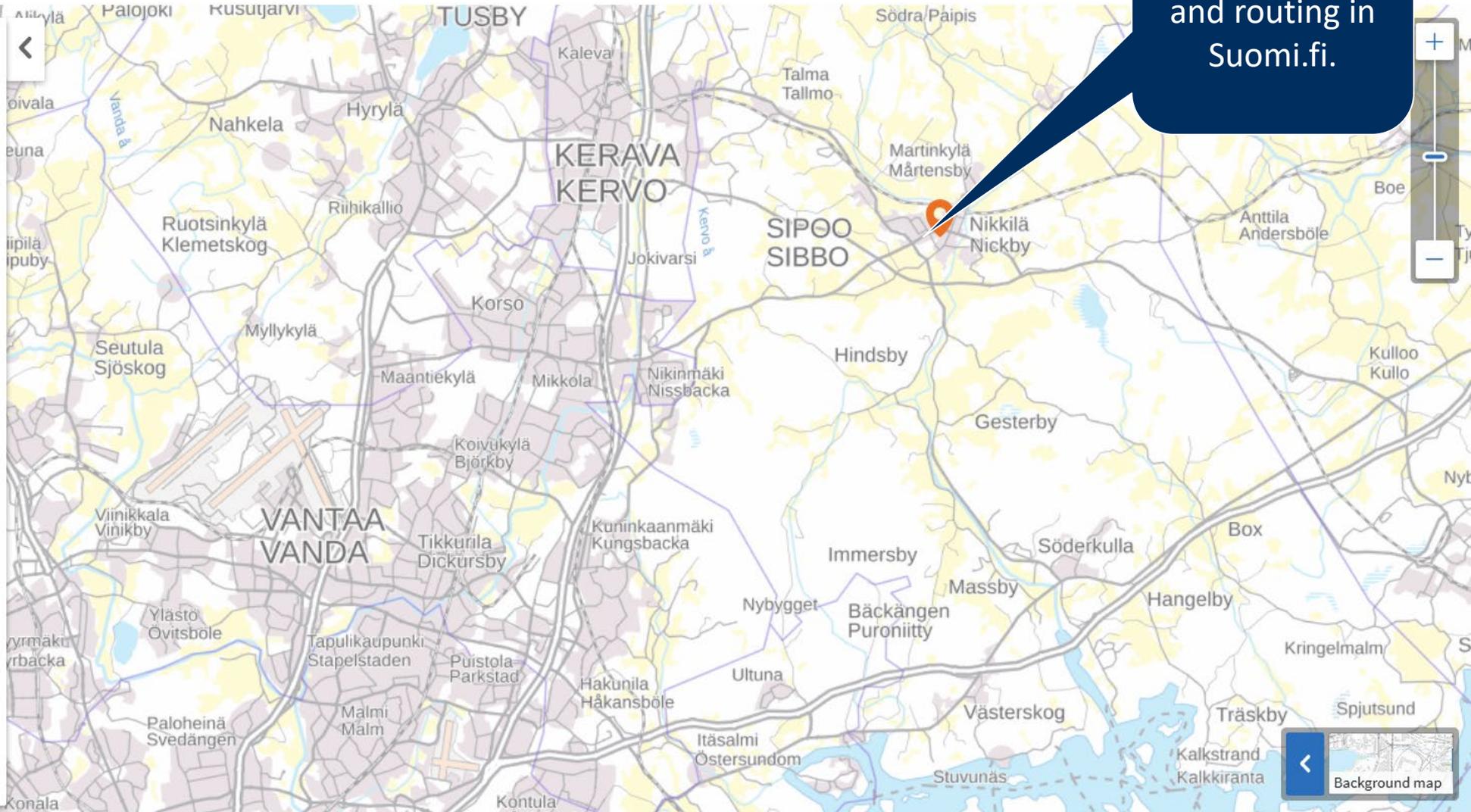
Jussaksentie 14  
04130 Sipoo

[Show the route here](#)

[Go to service location page](#)

[See the services available in the service location](#)

Note the further details of this service related to this service location



# Digital services in Suomi.fi for identified users



# Personal data

Userajrk, Jenna Tuula Maija

The data has been retrieved from the Population Information System 4/5/2022, at 15:27

Open all

Basic information



Personal relationships



Address details



Real estate and buildings



Membership of a religious community



Non-disclosures of personal information



## Related to your personal data

### Instructions and support

You can find frequently asked questions on page Personal data in Population Information System.

> [Personal data in Population Information System](#)

### Is your personal data correct?

If you notice errors or shortcomings in your personal data, you can request that the information be corrected.

> [Instructions for correcting the personal data](#)

Access to my data in different registers in Suomi.fi.



# Messages

Act on behalf of another person

Digital post (Suomi.fi-messages).

INBOX 28960

SENT

COMPOSE MESSAGE

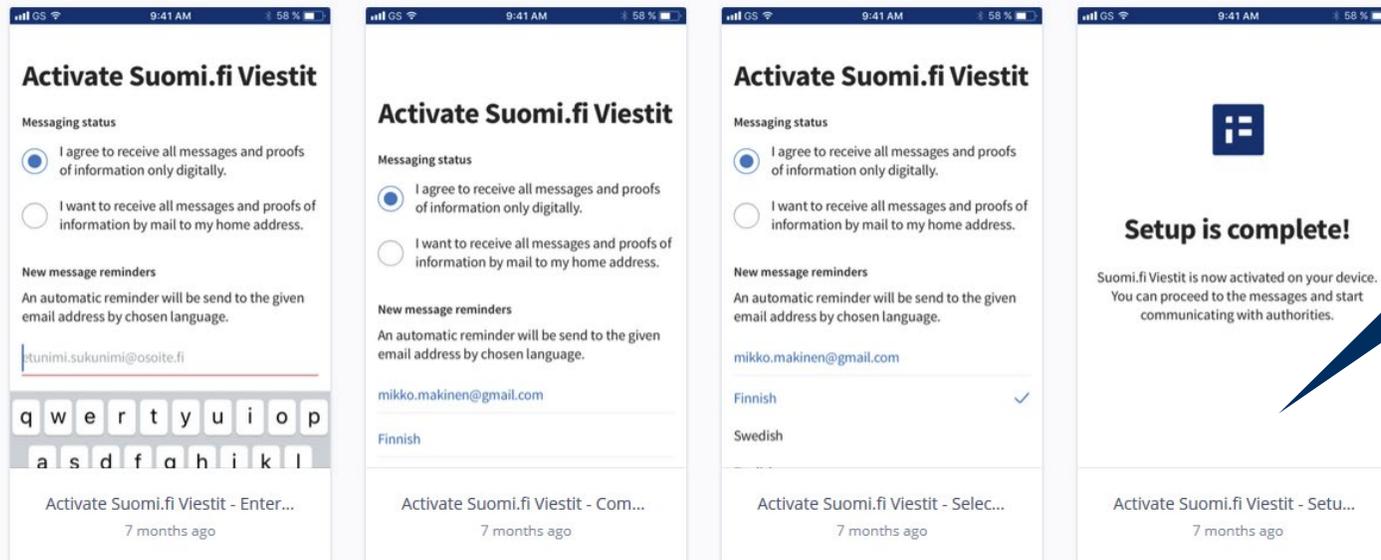
SETTINGS

YOUR DEVICES

## Inbox

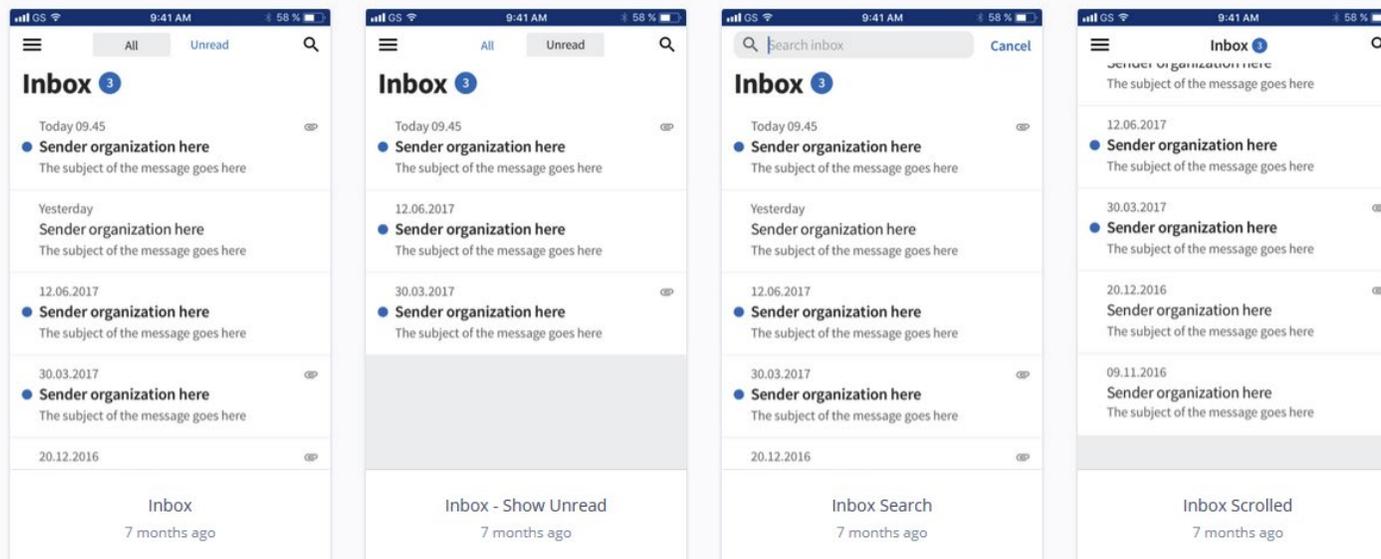


- City of Helsinki, Education division** today, 04:14  
Automaattinen tervehdys kasvatuksen ja koulutuksen toimialalta
- Digital and Population Data Services Agency** yesterday  
Suomi.fi-valtuudet / Suomi.fi-fullmakter / Suomi.fi e-Authorizations
- City of Helsinki, Education division** yesterday  
Automaattinen tervehdys kasvatuksen ja koulutuksen toimialalta
- Digital and Population Data Services Agency** 2/5/2022  
Suomi.fi-valtuudet / Suomi.fi-fullmakter / Suomi.fi e-Authorizations
- City of Helsinki, Education division 2/5/2022  
Title



Digital post (Suomi.fi-messages, IOS and Android app).

## INBOX 4



20 000 000 messages  
(2021, ~1 000 000 users).

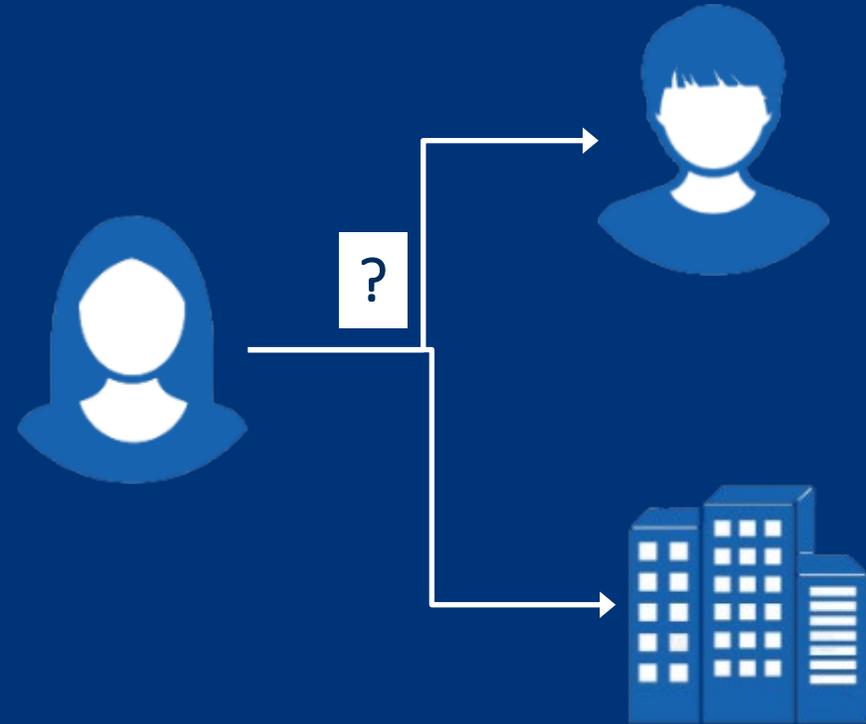


# 1. country

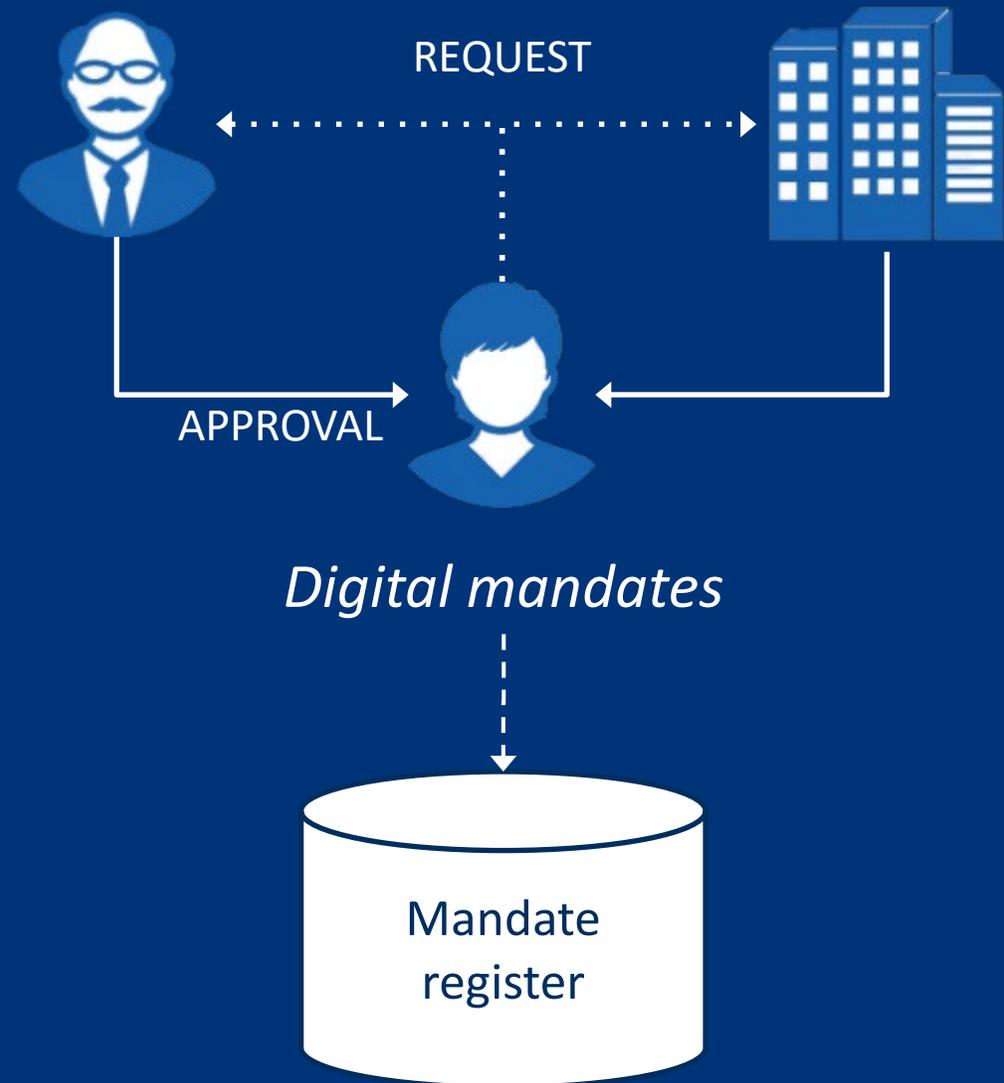
(in the world to enable digital authorizations in 2017).

# Registry based checking of a person's authority for making transactions on behalf of other persons or organizations

(e.g., population information system and business register).



Requesting and/or creating digital authorizations (citizens themselves in Suomi.fi-portal).



Nordea Demo, you are acting as yourself

Close and return to role selection

Creating digital mandates in Suomi.fi.

## You have mandate requests to approve (272)

Proceed to validate (272)

You have received mandate requests that you can approve. From here, you can validate all mandates at the same time. The mandates will only become valid after they have been validated.

### Grant or request mandates

[GRANT MANDATES](#)

[REQUEST MANDATES](#)

### Valid mandates

**[GRANTED MANDATES](#)**

[RECEIVED MANDATES](#)

### Mandate requests

## Granted mandates

The list shows those who have been granted mandates. You can filter the list with different search criteria.

### Search

Name or identifier of the party or mandate specifier

Show more search criteria

Search

Clear

32 000 000

(digital mandates created by  
citizens since 2017).

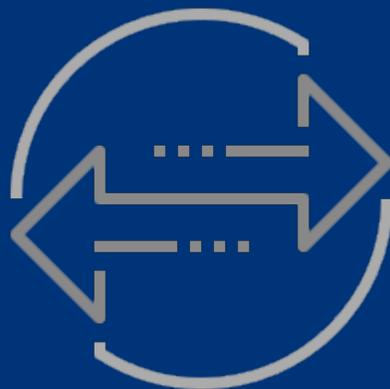


3-5 000 000

(queries per month).

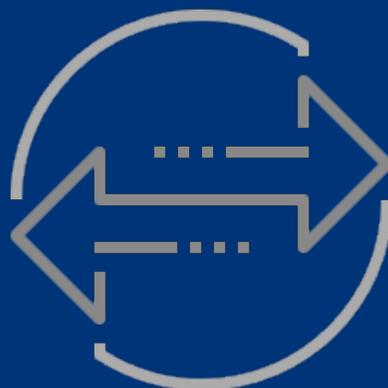


A standardized way to  
exchange data between  
organizations and countries.



# Joint development and funding:

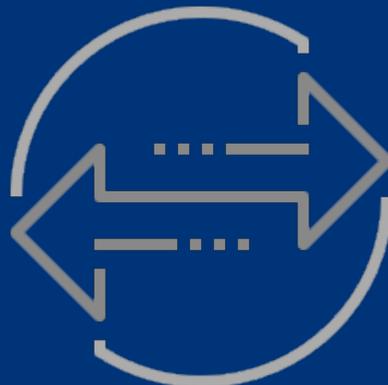
(X-road technology: Estonia + Finland + Iceland)



# Organized by

The Nordic Institute for  
Interoperability  
Solutions

<https://www.niis.org>.





# Building

Interoperable services  
between organisations and  
cross-border.

# First cross-border use cases

/ Finland-Estonia:

Business register data

Tax-information

Population register:

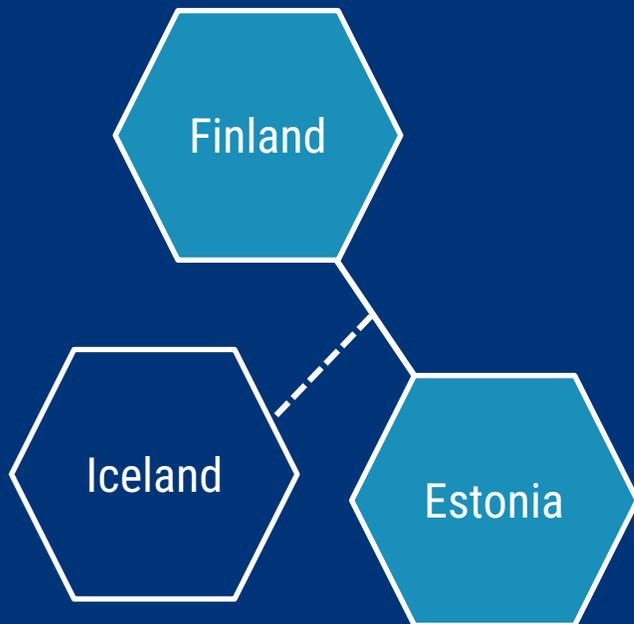
*Death*

*Birth*

*Change of address*

*Change of name*

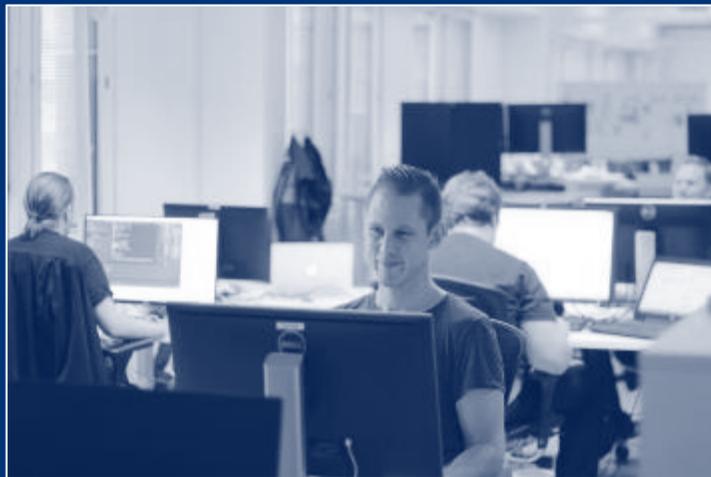
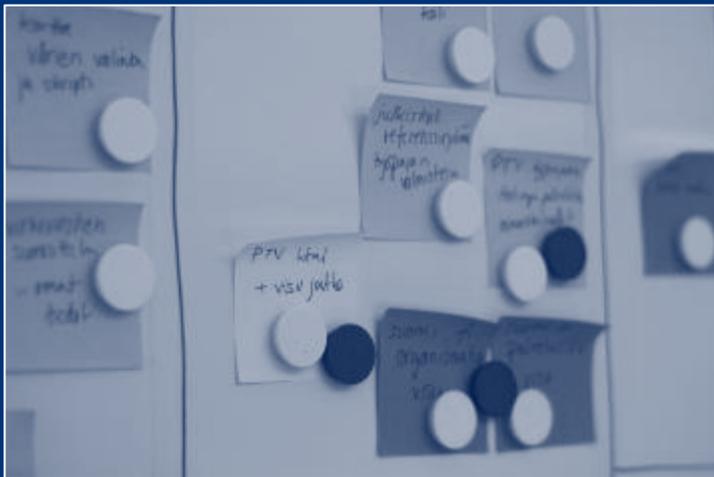
*Marriage*

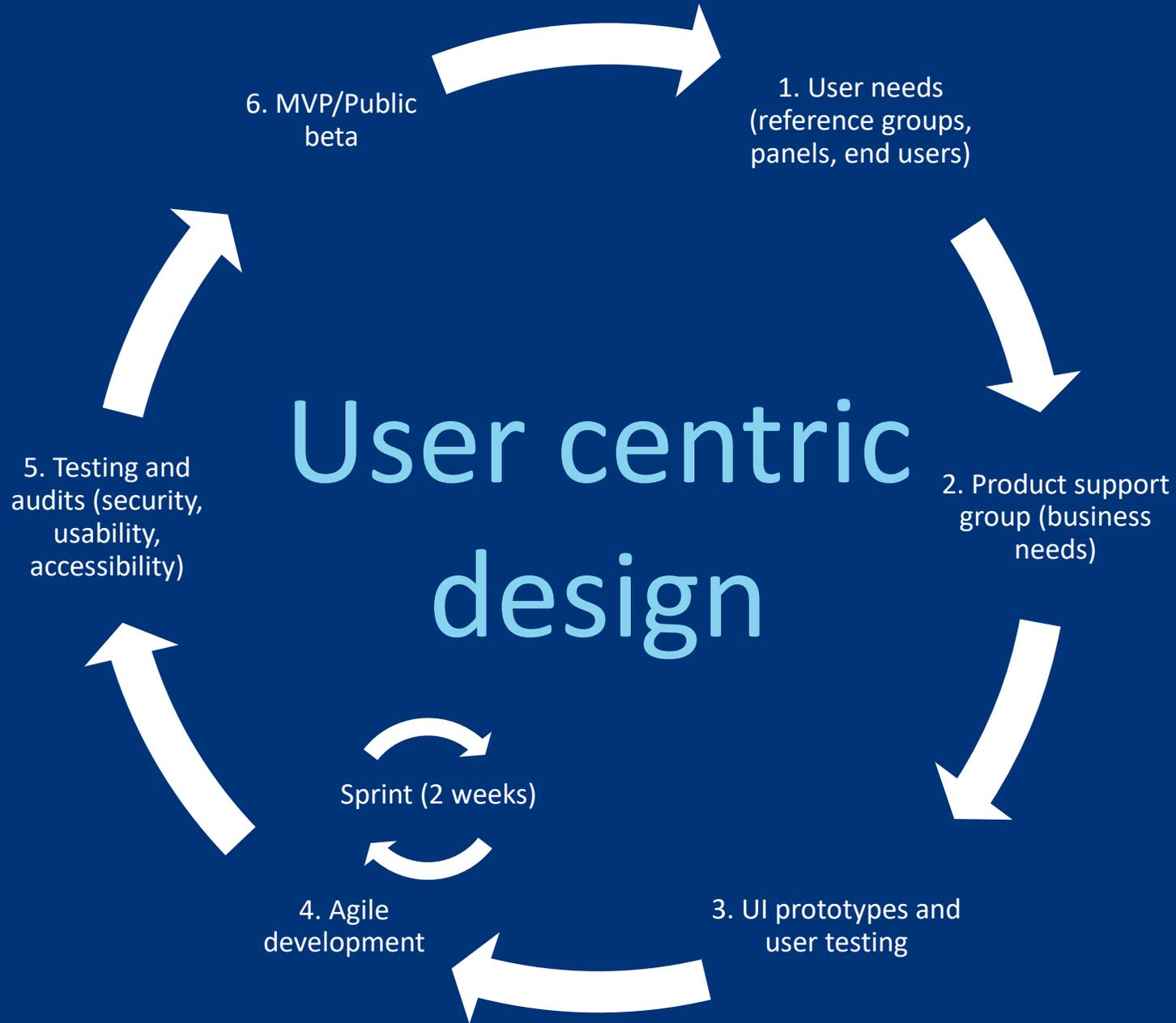


# Development

# Agile development:

## Scalable Agile Framework and DevOps (AWS)

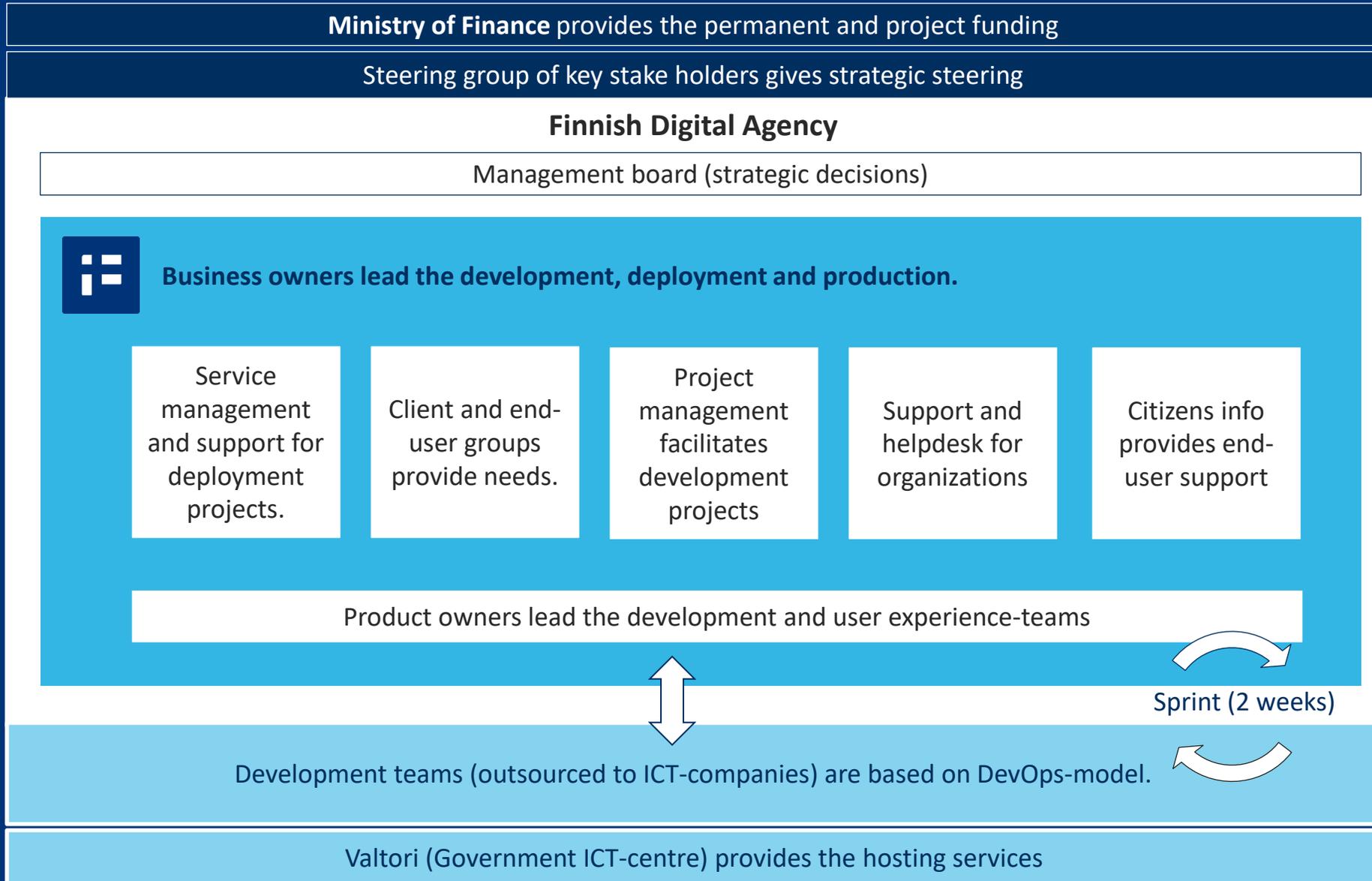




# Accessibility work in Suomi.fi-services:

(WCAG 2.1 / A+AA requirements)

<https://www.youtube.com/watch?v=E5-4RGBsIAU>.





# Suomi.fi - support services

Background material

# *The Suomi.fi Quality Tools*



## **Self-assessment tool**

Includes a national set of criteria that organisations can use to evaluate their digital services internally.



## **Customer Feedback Tool**

For collecting feedback from users right after use of the service, includes a star rating and open feedback.



## **Utilisation Rate Measurement Tool**

For monitoring the utilization rate of services and the transition of the usage between different channels.



## **Data monitoring**

Analysing the collected information using the summary view or with interface.





# Suomi.fi-Quality Tools: Self-assessment

Palveluhallinta In English (EN) ▼ MENU

Service Management > Quality Tools > A sample service for demonstration > Self-assessment

## Self-assessment

**Steps**

[Start](#)

[Instructions before using the service](#)  
Answered 10 / 10

[Service use situation](#)  
Answered 13 / 13

[Usability](#)  
Answered 10 / 10

[Electronic support services for service use](#)  
Answered 9 / 9

[Data security and data protection](#)  
Answered 5 / 5

[Engaging the customer](#)  
Answered 8 / 8

[Summary](#)

[Download the claims as XLSX](#)

### Instructions before using the service

The service explains the information required for using the service and how service use proceeds.

1. Before using the service, the customer has been told what information and materials are needed for using the service.

Yes  
 Partially  
 No  
 Not applicable

Observations or development measures?

Here's a comment of mine that will not show to other organizations.

2. Before using the service, the customer has been told how much the service costs.

Yes  
 Partially  
 No  
 Not applicable

Observations or development measures?

Type here (within organisation, not displayed externally)

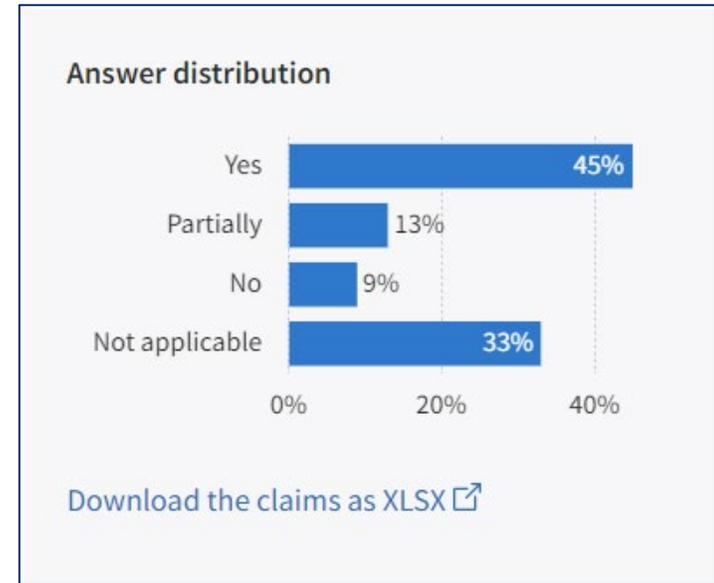
In English (EN) ▲

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Suomeksi (FI)

På svenska (SV)

In English (EN)



**Result calculated from answers Yes and Partly**

# 77 %

Compared to previous evaluation **+8 %** ↑



# Suomi.fi-Quality Tools: Customer Feedback

In English (EN) ^

Suomeksi (FI)

På svenska (SV)

In English (EN)

بالعربية (AR)

Eesti keeles (ET)

На русском (RU)

Davvisámegillii (SE)

Af soomaali (SO)

## Share your opinion. How was your transaction?

The feedback is used to develop the service.

We use the privacy statement to report on the processing of personal data.

[Privacy statement](#)

### Enter a star grade

1 = dissatisfied, 5 = satisfied



### Tell us more about your experience!

Do not enter personal information in the feedback. You cannot use the feedback form or receive a response to your feedback.

*Enter a detailed description*

Send

### Distribution of customer feedback between 5 (satisfied) and 1 (dissatisfied)



### Average of customer feedback

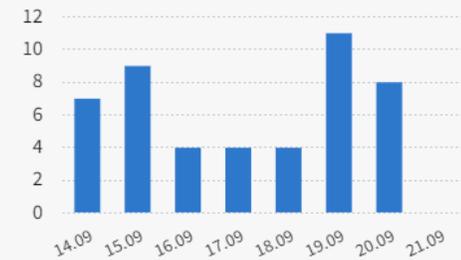
3.49



Total: 47 responses

For the period: 9/14/2022 - 9/21/2022

### Number of feedback



Translate the feedback

Showing original feedback.

Show feedback with grade

All

Feedback

Grade

Date

X.X@XXX.fi

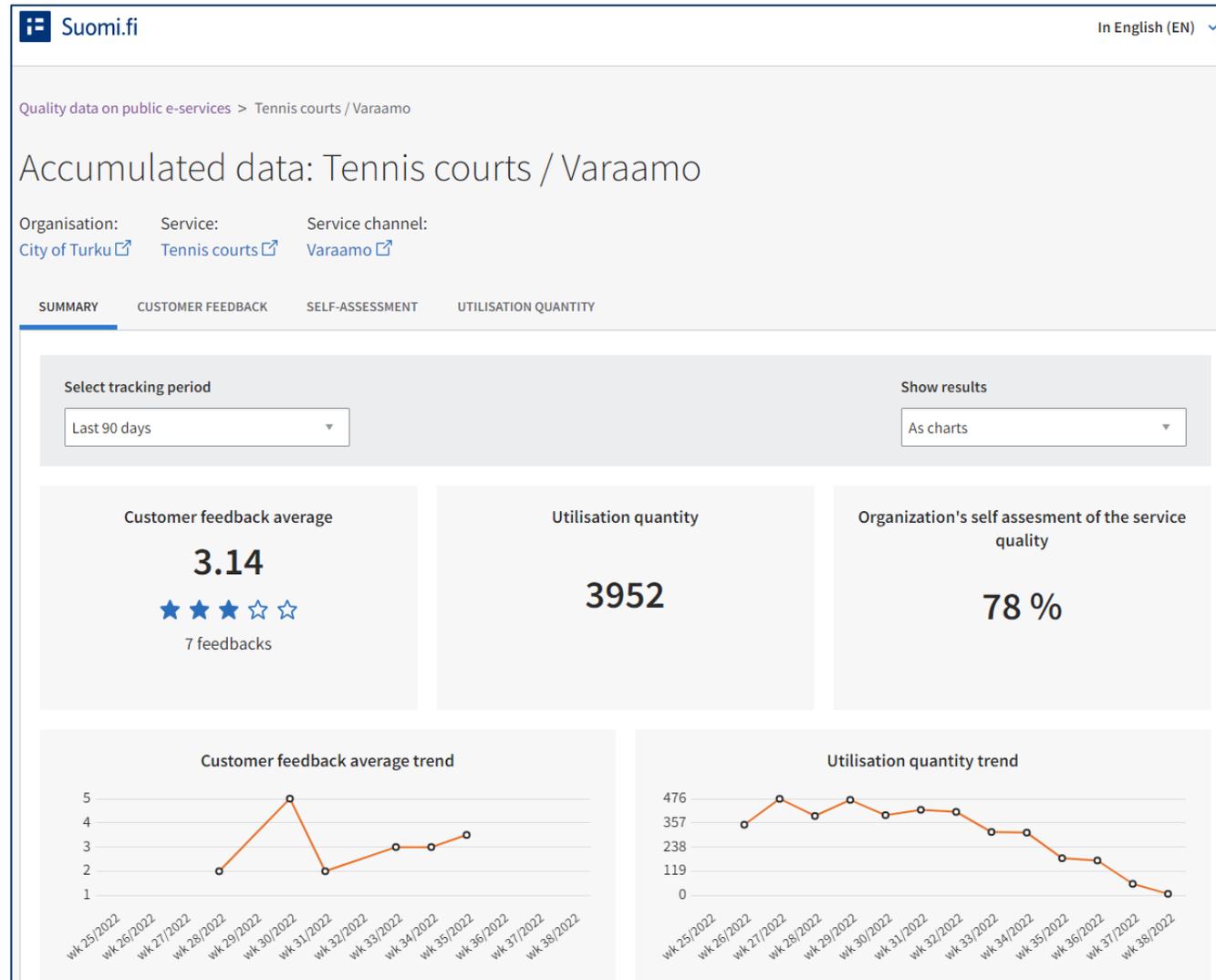
ONN NNN NNNN



02.09.2022



# Suomi.fi-Quality Tools: Accumulated data (also public section available for comparison without customer feedback)



 Komponentit

**KOMPONENTTIEN KÄYTTÖOHJE**

DIALOGI (MODAL)

HAKUKENTTÄ (SEARCH INPUT)

HERÄTE (ALERT)

IKONI (ICON)

ILMOITUS (NOTIFICATION)

KIELIVALIKKO (LANGUAGE MENU)

LAAJENNUSPANEELI (EXPANDER)

LINKKI (LINK)

LOHKO (BLOCK)

MONIVALINTA (MULTISELECT)

MURUPOLKU (BREADCRUMB)

## Komponenttien käyttöohje

Suomi.fi Design System tarjoaa kokoelman saavutettavia, uudelleenkäytettäviä ja dokumentoituja käyttöliittymäkomponentteja. Komponentit on toteutettu Suomi.fi-identiteetin mukaisina React-komponentteina.

Komponenttikirjasto tarjoaa kaikki komponentit samasta npm-moduulista. Kirjaston tekninen ohjeistus ja käyttöönotto löytyy GitHub-dokumentaatiosta.

[GitHub](#) 

### Komponenttien käyttö



Kirjastosta voi valita käyttöön haluamiaan komponentteja. Komponentit ovat avointa lähdekoodia.



Shared design system for all services.



# Semantical interoperability: <https://tietomallit.suomi.fi/>

## Reference Data

LOG IN EN MENU

FRONT PAGE

The Reference Data tool is a technical platform for collecting and sharing common public sector code lists and reference data. The code lists and their language versions are up-to-date, reliable, browsable to everyone beyond sector limits and downloadable to one's own use. Using common code lists enables interoperability in statistics and between IT systems.

Search for code lists

Search term

### Filter with information domain

- Built environment (205)
- Culture (13)
- Education and training (93)
- Employer services (1)
- General information and administrative services (128)
- Geospatial data (3)
- Health and medical care, nutrition (3)
- Housing (2)
- Industries (1)

### Filter results

579 search results

Absence type  
Vantaan kaupunki

Oppijan poissaolo

Academic ses  
Vantaan kaupunki

Koulutuksen järje

Access types

## Terminologies

LOG IN EN MENU

FRONT PAGE

Terminologies tool is used to collect, maintain and publish common terminologies of public administration. Data modelers may use the tool to define terms and relations. Terms, their definitions and even visualization of relations between the terms are publicly available for everyone interested.

Search terminologies

Search term

Extend search to:  concepts

### Filter with information domain

- Built environment
- Culture
- Education and training
- Employer services
- General information and administrative service
- Geospatial data
- Health and medical care, nutrition
- Housing
- Legal protection

## Data Vocabularies

LOG IN EN MENU

FRONT PAGE

The Data Vocabularies Tool is a service for managing and publishing core component libraries and application profiles as linked data models. Core components are data specifications for harmonizing information used jointly by different actors. Application profiles reuse the existing core components and international linked data recommendations for describing semantics of the information structures to support interoperability of information systems.

Search model

Search term

Extend search:  to content

### Filter with information domain

- Built environment (52)
- Culture (6)
- Democracy (2)
- Education and training (51)
- Employer services (2)
- General information and administrative services (54)
- Geospatial data (6)
- Health and medical care, nutrition (7)
- Housing (7)

Filter results All organizations All model types All use contexts All statuses

227 results

**3Dkunta - koneluettava kaupunkimalli (fi)** Application profile  
Ministry of the Environment Built environment Draft

3Dkunta-projektissa (www.3dkunta.fi) on ajanjaksolla 09/2018 - 06/2019 määritelty vakioitu kuntien tuottama kaupunkimallin koneluettava muoto. Määrittely pohjautuu kansainväliseen CityGML-formaattiin. Määrittelyt on siirretty sellaisenaan Yhteentoimivuuslustalle. Työstä on vastannut Nosto Consulting Oy (www.nostoconsulting.fi) ympäristöministeriön tilauksesta. (fi)

**Agent-based Nordic Business Data Information Exchange Model** Application profile  
Finnish Tax Administration General information and administrative services Private finance and funding Draft

Test profile for NCF EAF, supplementing the possibility of publishing information about the broader concept of "Agents" instead of



# Service management and reporting for organizations:

<https://palveluhallinta.suomi.fi/en>

**Finnish Service Catalogue**  
Service and organisation details  
[Familiarise yourself with the service](#)

**e-Identification**  
Strong identification for digital services  
[Familiarise yourself with the service](#)

**Maps**  
Maps for the administrative web services  
[Familiarise yourself with the service](#)

**Payments**  
Making payments to organisations  
[Familiarise yourself with the service](#)

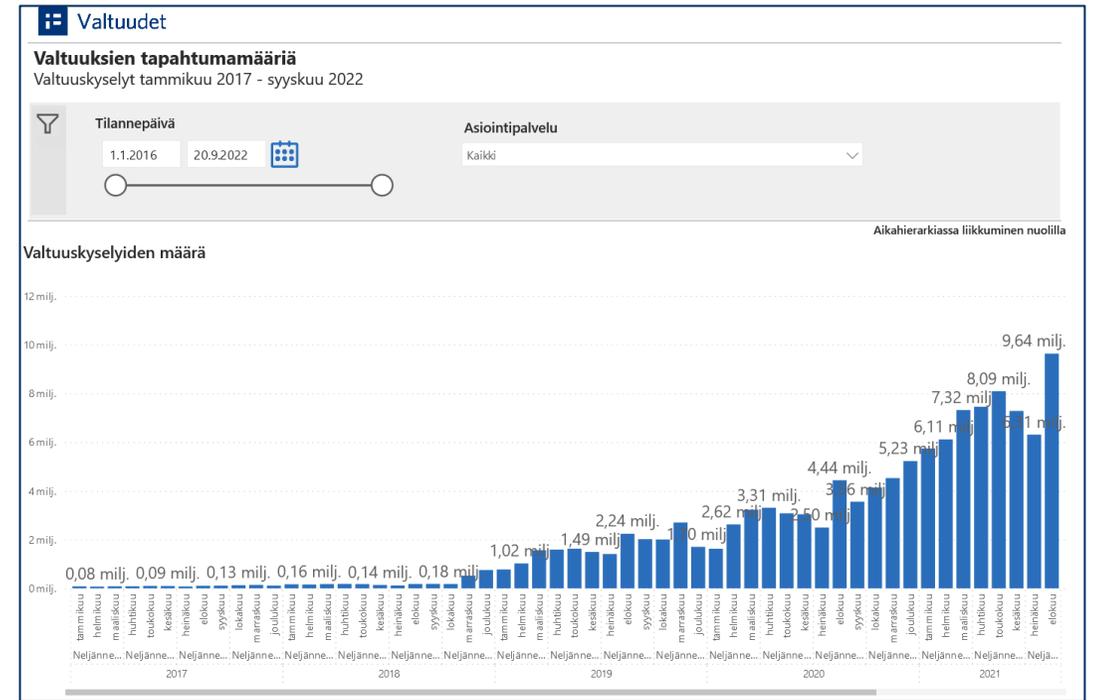
**Data Exchange Layer**  
Online transfer of organisations' data  
[Familiarise yourself with the service](#)

**Suomi.fi Web Service**  
Suomi.fi-content and transactions for citizens  
[Familiarise yourself with the service](#)

**e-Authorizations**  
Acting on behalf of a company or person  
[Familiarise yourself with the service](#)

**Messages**  
Communications from the authorities to citizens  
[Familiarise yourself with the service](#)

**Quality Tools**  
Data on the quality and use of services  
[Familiarise yourself with the service](#)





# Thank you. Questions?



[@DVVfi](#)

[@suomifi](#)

[@jani\\_ruuskanen](#)

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[jani.ruuskanen@dvv.fi](mailto:jani.ruuskanen@dvv.fi)