

eGovernment Benchmark Norway

2026



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Executive Summary

Norway's digital government transformation continues to evolve alongside technological developments, changing user expectations, and emerging societal needs. The National Digitalization Strategy 2024–2030, “The Digital Norway of the Future” (*Nasjonal digitaliseringsstrategi 2024–2030 “Fremtidens digitale Norge”*), sets the direction for a more coherent, efficient, inclusive, and user-centric public sector, with life-event based services, data sharing, and inclusive digitalization.

This **eGovernment Benchmark** provides the latest trends and performance of Norway's digital government. It identifies areas of strength, as well as opportunities for renewed momentum. By comparing Norway with EU27 Member States and Nordic peers, Norway's digital government performance can be placed in a broader European context. The study follows the methodology of the European Commission's eGovernment Benchmark and aligns with current European policy priorities, including the Digital Decade. It focuses on three key dimensions: Online Service Delivery, Interoperability Signifiers, and User Friendly Portals. In addition, this year's study includes pilot insights into artificial intelligence, cybersecurity, and digital sovereignty. The framework covers nine life events, 19 core indicators, and 11 pilot indicators, assessed through Mystery Shopping and automated tools.

In 2026, Norway reaches an overall eGovernment maturity score of 77.5 points, placing it slightly above the EU27 average of 76.6 points. This confirms that Norway remains a strong and mature digital government performer in the European context. At the same time, Norway ranks 15th compared to EU27 Member States, compared to 13th in 2025 and 9th in several previous years. This indicates that Norway's absolute performance remains stable, but that other countries are improving at a faster pace. Within the Nordic region, Norway performs close to Denmark and Sweden, while Finland stands out as a frontrunner.

Norway performs particularly well in business-related services, which score higher than citizen-related services. The Family life event is the highest-scoring area overall, reflecting well-developed digital services around birth, marriage, and divorce. Norway also performs strongly on mobile friendliness, user support, accessibility foundations, cybersecurity, pre-filled forms, and delivery of service outputs. These results point to a mature and user-oriented digital service landscape, especially for national users.

At the same time, key challenges remain. Cross-border service provision is consistently weaker, with significantly lower performance in cross-border availability and eID compared to both the EU average and Nordic peers. Citizen-facing domains such as Justice and Health require further attention, with Justice showing a notable decline. In addition, transparency of service delivery remains below the EU average, indicating that users are not always clearly informed about processes, timelines, and outcomes.

Based on the findings and insights of this study, the following **recommendations** can support the Norwegian Digitalization Agency (Digdir) and other national, regional and local stakeholders inside and outside government to strengthen the eGovernment landscape in Norway:

1. Reignite progress through targeted prioritization and acceleration.
2. Strengthen cross-border service delivery as a structural priority.
3. Improve the quality and consistency of citizen-facing services.
4. Increase performance steering through sharper KPIs and monitoring.



Glossary of key terminology

eGovernment: electronic government (also digital government).

Dimensions: the three pillars against which indicators for eGovernment are aggregated and measured.

- Online Service Delivery – To what extent are services provided online? How mobile friendly are they? And are public administrations clear about how their services are delivered?
- Interoperability Signifiers – Are authentication enablers in place for (cross-border) users? Are public administrations clear on the way people's personal data is being processed? And to what extent is the output of services digitized?
- User Friendly Portals – What online support and feedback mechanisms are in place? Are public administrations transparent about policy making and digital service design? Are services accessible for everybody, delivered without technical constraints and secure? And to what extent can users find the relevant websites?

Life event: a package of government services, usually provided by multiple agencies, that support citizens or entrepreneurs through key points of their lives, such as the birth of a child or starting a business. The eGovernment Benchmark covers nine life events (government domains):

- For businesses: Business Start-Up and Regular Business Operations.
- For citizens: Career, Studying, Family, Health, Moving, Transport and Starting a Small Claims Procedure.

Life event services: services within a user journey for national and cross-border users.

- Informational services: services and procedures that provide users with adequate and personalized insight into their situation.
- Transactional services: services and procedures needed to fulfil the essential requirements of a life event, such as registration.
- Portal websites: eGovernment websites that gather and provide information and services from multiple public administrations, also known as one-stop-shops.
- National users: citizens and entrepreneurs that seek information and services in their own country.
- Cross-border users: citizens or entrepreneurs that seek information and services in a European country other than their own.

Method: the way in which the data is collected.

- Mystery Shopping: the primary type of data collection in the eGovernment Benchmark, a proven evaluation method that makes the user journey and experience the primary focus of attention.
- Automated tools: online tests through which websites are entered and assessed on a number of criteria.



1. Introduction

1.1. Norway's digital government transformation

Norway is among the most digitally mature countries in Europe, with widespread access to digital public services, a high level of technological adoption in government, and strong trust between citizens and public authorities. With 99% internet penetration and an explicit national goal of becoming the world's most digitalized country by 2030¹, digitalization is simultaneously a current strength and a continuous ambition. At the same time, digitalization is a continuous process that must evolve in step with technological developments, shifting user expectations, and emerging societal needs. To support this work, the Norwegian Digitalization Agency (Digdir) has commissioned Capgemini to produce a national version of the eGovernment Benchmark, an analytical framework used for more than 20 years to assess and compare the digital maturity of European countries².

The aim of this report is to provide an updated view of how Norway performs in a European context, identifying both areas of strength and opportunities for improvement. Comparing Norway with other European countries, particularly the Nordic nations, is important to place the country's digital government efforts in context. As part of the broader European community, Norway shares many of the same challenges and ambitions in public sector digitalization, including goals related to efficiency, user-friendliness, and trust in digital services. The Nordic countries, in particular, have a long tradition of cooperation and exchanging best practices, making them natural benchmarks for one another. By comparing with both neighboring and more diverse countries, we gain valuable insight into where Norway is succeeding and where there is room for improvement. This knowledge helps inform public policy and service development and enables learning from best practices across borders.

The National Digitalization Strategy 2024–2030 “The Digital Norway of the Future” (Nasjonal digitaliseringsstrategi 2024–2030 “Fremtidens digitale Norge”) sets a clear direction for how digitalization should support a more coherent, efficient, and user-centric public sector. A key priority is the development of services based on life events, ensuring that users experience seamless and relevant support across sectors and levels of government. The strategy also highlights the importance of shared national components, such as the digital ID system (ID-porten) and Altinn, as essential enablers for scalable and secure service delivery. Improved use of data is another central focus, with an emphasis on data sharing, interoperability, and responsible use of artificial intelligence to enhance services and decision making. The strategy further calls for stronger coordination across government levels and sectors to accelerate digital transformation. Finally, inclusive digitalization is a guiding principle, ensuring that services are universally designed and accessible to all, regardless of digital skills, age, or background. Together, these priorities reflect a holistic and values-based approach to digital government in Norway, balancing innovation with accessibility, trust, and long-term societal impact.

The public's experience with digital government services is generally positive. According to national user surveys, a large majority of the population reports having used digital public services in the past year, with most describing them as easy to use and suited to their needs³. However, some groups, such as the elderly or those with limited digital skills, continue to face barriers, underscoring the importance of universal design, digital inclusion, and targeted support measures.

This report builds on the methodology of the European Commission's eGovernment Benchmark and provides insights into Norway's performance across three key dimensions 1) Online Service Delivery 2)

¹ <https://www.regjeringen.no/en/documents/the-digital-norway-of-the-future/id3054645/>

² <https://digital-strategy.ec.europa.eu/en/library/digital-decade-2025-egovernment-benchmark-2025>

³ <https://www.dfo.no/undersokelser/innbyggerundersokelsen/digitalisering-i-offentlig-sektor>

Interoperability Signifiers 3) User Friendly Portals – as well as three new pilot areas introduced in the 2026 edition: Artificial Intelligence, Cybersecurity, and Sovereignty. By comparing Norway’s results with those of other European countries, we gain valuable insight into where we are progressing well and where there is room for improvement. Ultimately, this supports the ongoing effort to deliver public digital services that are efficient, accessible, and trustworthy, for everyone.

1.2. Measuring progress with the eGovernment Benchmark

Based on the data gathered in May 2026, this eGovernment Benchmark offers a detailed evaluation of Norway’s advancements in **digital public service delivery**. It assesses Norway’s current position in its digital transformation process and outlines the remaining steps to achieve its strategic goals. The analysis includes comparisons with the European Union (EU) Member States, particularly Denmark, Sweden and Finland, using comparable data collected in the end of 2025.

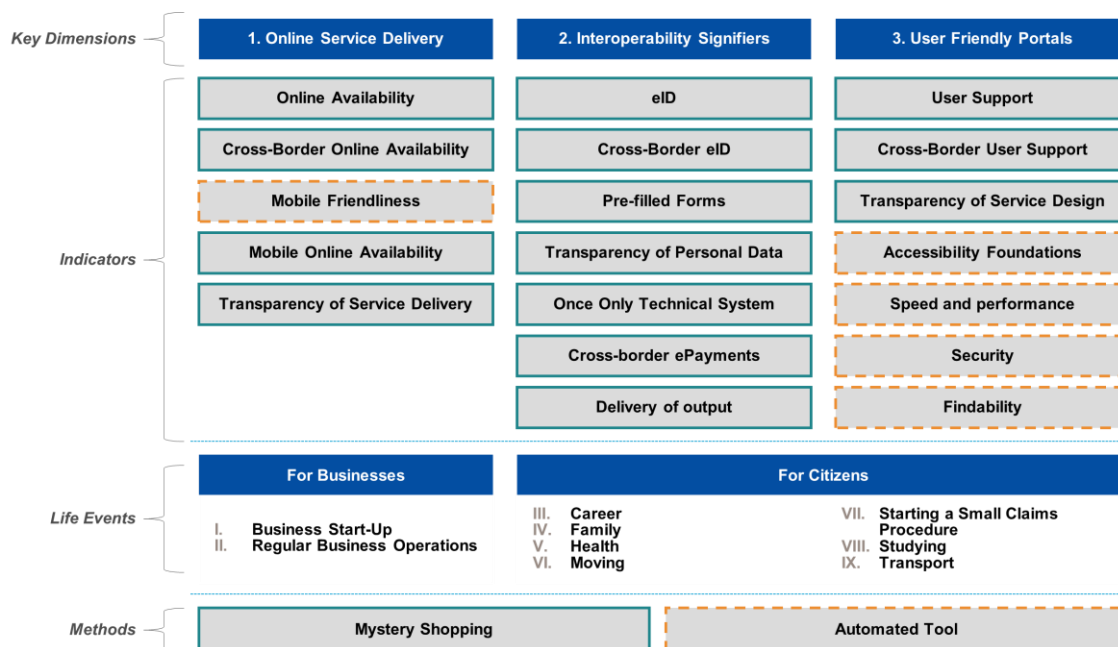


Figure 1. eGovernment Benchmark methodological framework

The study follows the same **methodology** as the European Commission’s eGovernment Benchmark. The eGovernment Benchmark has become an internationally recognized study that looks at how platforms continue to improve for citizens, businesses and all user segments (students, unemployed, families, start-up entrepreneurs, etc.). The rapid changes in the digital landscape underline the necessity to frequently assess and, where necessary, update the data collection and reporting method of the eGovernment Benchmark. In this light, this year’s study is based on **three key dimensions**: Online Service Delivery, Interoperability Signifiers and User Friendly Portals to align with current policy priorities in Europe, such as the Digital Decade Policy Programme of the European Commission. In addition, this year’s study includes an additional key area, focused on Artificial Intelligence, Cybersecurity, and Sovereignty.

The eGovernment Benchmark evaluates online public services in the nine life events relevant to citizens and entrepreneurs, on three key dimensions, with 19 underlying indicators and 11 pilot indicators. The three key dimensions can still be described by the following key questions:



1. **Online Service Delivery:** To what extent are services provided online? How mobile friendly are they? And are public administrations clear about how their services are delivered?
2. **Interoperability Signifiers:** Are authentication enablers in place for (cross-border) users? Are public administrations clear on the way people's personal data is being processed? And to what extent is the output of services digitized?
3. **User Friendly Portals:** What online support and feedback mechanisms are in place? Are public administrations transparent about policy making and digital service design? Are services accessible for everybody, delivered without technical constraints and secure? And to what extent can users find the relevant websites?

The eGovernment Benchmark methodology in a nutshell

To present an in-depth view on eGovernment performance, the analysis covers 98 services across nine life events: sequences of digital services that the average citizen and business are likely to require. The services are related to Business Start-up, Regular Business Operations, Health, Moving, Starting a Small Claims Procedure, Transport, Career, Family, and Studying. All services in these areas were assessed in May 2026.

Well-trained Mystery Shoppers, analysts from Norway, evaluated the life events by visiting and assessing government websites using a standardized survey.

The Mystery Shoppers assessed 278 websites: 117 websites and 23 portals from the Norwegian competent authorities, 82 websites and 24 portals targeting cross-border users from other European countries, as well as 32 channels and apps for mobile users. Additional automated open tools shed light on Mobile Friendliness, Accessibility Foundations, Speed and performance, Security and Findability. The study covers 57 Norwegian public administrations: 33 central, 14 regional and 10 local government bodies.

In order to provide relevant insights into the digitalization of the Norwegian Government, this report is structured as follows:

- **Chapter 2** presents the key eGovernment Benchmark findings for Norway, compared to the EU and Nordic countries specifically.
- **Chapter 3** provides detailed insights into the three main dimensions of the study.
- **Chapter 4** looks into sectoral developments across nine public sectors.
- **Chapter 5** brings the main findings together with key conclusions and recommendations



2. Norway, maintaining a solid but average performance

2.1. Overall eGovernment Maturity: Still in between the EU average and Nordics

The **overall eGovernment maturity** score presented in Figure 2 enables a comparative analysis of digital maturity between Norway and the EU27 Member States. It reflects the aggregated performance across the three key dimensions of *Online Service Delivery*, *Interoperability Signifiers* and *User Friendly Portals*, each expressed on a scale from 0 to 100 points.

In 2026, Norway achieves a score of 77.5 points in overall eGovernment maturity. This places Norway **slightly above** the EU27 average, which stands at 76.6 points.

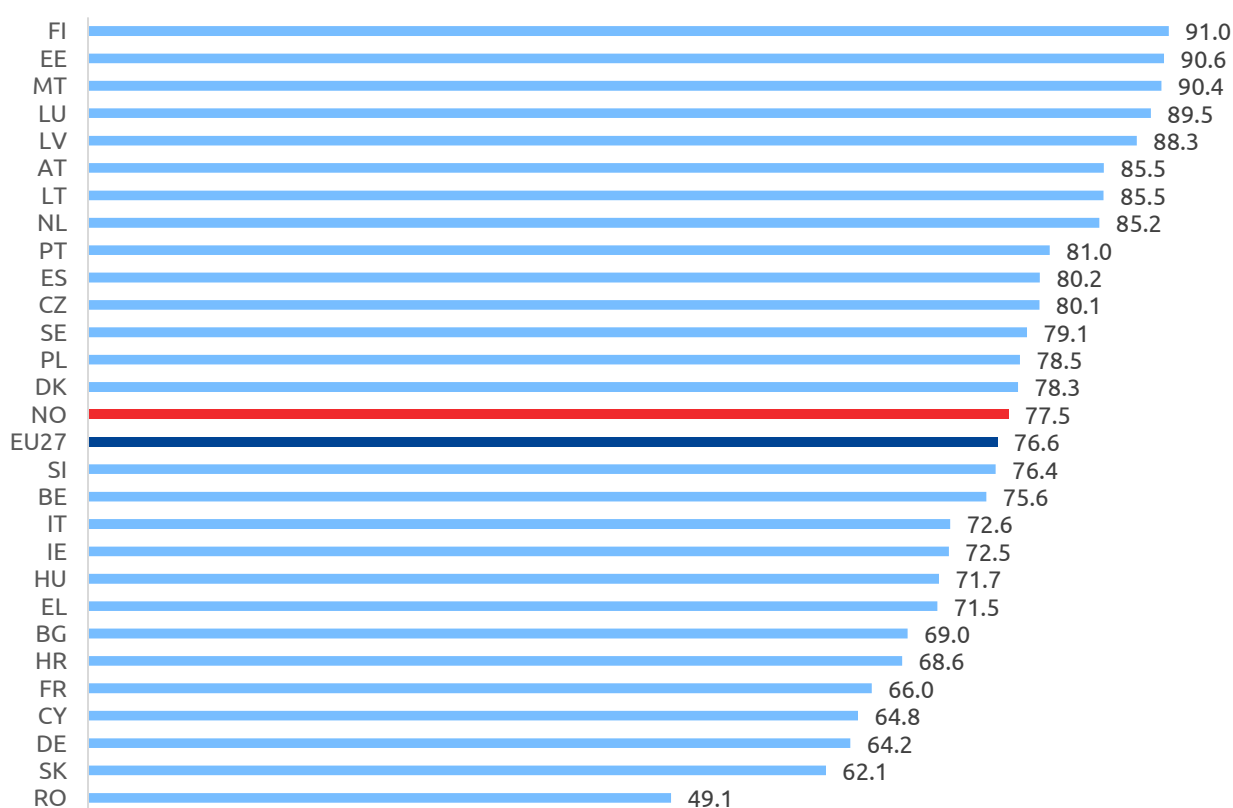


Figure 2. Overall eGovernment maturity of Norway and the EU27

Compared with the Nordic countries included in this study, Norway's performance remains closely aligned with Denmark and Sweden, both of which score 78.3 and 79.1 points, respectively. This indicates a similar level of eGovernment maturity across these three countries. In contrast, Finland achieves a notably higher score of 91.0 points, standing out as a frontrunner within the Nordic region. Overall, while Norway performs broadly in line with Denmark and Sweden, a more pronounced gap is observed when compared to Finland's higher level of digital maturity.

Overall, the 2026 results indicate that Norway maintains a strong level of digital government performance, ranking **15th in maturity compared to EU27 Member States**. While the score itself remains relatively stable, the trend in ranking relative to the EU27 Member States indicates that a number of countries are progressing at a faster pace. Norway ranked #13 in 2025, #9 in 2024, 2023, 2022, and 2020, and #10 in 2021, suggesting

a gradual relative decline in position rather than a pronounced drop in absolute performance. Differences with higher-ranking countries therefore primarily reflect varying speeds of improvement, highlighting potential areas for further development, which will be explored in more detail in the following sections.

2.2. Life events: Business services more digitalized than citizen services

Based on the overall indicator aggregating all measured eGovernment capabilities, Norway performs more strongly on business-related life events (82 points) than on citizen-related ones (76 points), resulting in a 6-point performance gap. At the level of individual life events, the **Family** life event stands out as the best-performing life event, reaching 86 points. This strong performance reflects the high availability and accessibility of online services in this area, including the automatic registration of several birth-related services, as well as well-developed digital services supporting marriage, divorce, and document requests.

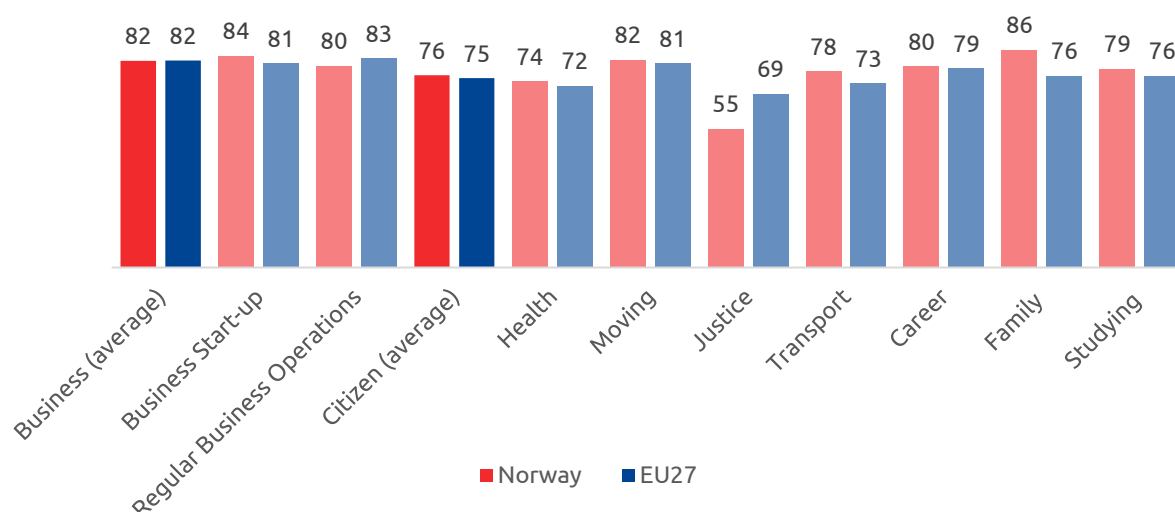


Figure 3. Business and citizen life events in Norway and the EU27

The second-best performing life event in Norway is **Business Start-Up**, with a score of 84 points. In contrast to Norway's ranking, the EU27 shows a slightly stronger performance in **Regular Business Operations** than in Business Start-Up. In Norway, Business Start-Up stands out for the quality of its digital service delivery, particularly through user-friendly portals, strong user support, and a high level of transparency in how services are provided. Performance is especially strong for national users. With services fully available online, enabling login through eID and often including pre-filled forms, which together support a more streamlined user experience. Business Start-Up also performs consistently well on SDGR-related indicators, reflecting a solid alignment with European standards for digital public services. Where differences emerge compared to Regular Business Operations, these are primarily related to cross-border aspects. Cross-border online availability for Business Start-Up is slightly higher, and in some cases cross-border eID authentication is supported on start-up websites, whereas this is not available for Regular Business Operations. At the same time, overall cross-border services remain more limited compared to national provision, indicating that further improvements could enhance the provision for non-national users. Overall, Business Start-Up demonstrates a strong foundation with high-performing digital services, and targeted improvements in cross-border functionality could further strengthen its position and ensure a more consistent experience for a broader range of users.

Life events that require additional attention in both Norway and the EU, consistent with last year, are Justice and Health. **Justice** shows a particularly large gap compared to the EU average, scoring 55 points against 69



points at the EU level. Moreover, Justice has experienced a notable decline, decreasing from 66 to 55 points. This drop is linked to several changes in digital service provision. For example, updates to the website have reduced usability, including a lack of mobile friendliness for services such as checking relevant legislation and rights for defending a case. In addition, for key services such as submitting small claims procedures and providing supporting documents, it is no longer possible to log in using eID (with the relevant indicator changing from “yes” to “no”). Changes to the appeal process website have also affected the overall score.

Health, while performing comparatively well to the EU, continues to face challenges related to accessibility and service delivery. The most significant issue is that cross-border users cannot access authenticated services using their national eID. In addition, information on key policy processes that were previously available through health portals are no longer provided, and users no longer receive automatic acknowledgements of receipt or notifications when procedures are completed. Together, these highlight areas where improvements are needed to strengthen performance.

When compared with the Nordics, several relevant patterns emerge. First, all Nordic countries, Norway, Denmark, Sweden, and Finland, demonstrate stronger performance in **business-related life events** than in citizen-related ones, mirroring the trend observed in Norway. This suggests a shared regional strength in digitalizing services for businesses, while citizen-facing services remain comparatively less mature across the region. At the lower end of the spectrum, Justice consistently appears as the weakest performing life event across most Nordic countries. Norway (55 points), Denmark (62.8 points), and Sweden (59.0 points) all score well below the EU average (80.8 points), indicating a common area for improvement. Finland is a notable exception, achieving a substantially higher score of 88.0 points, and standing out as the only Nordic country performing above the EU average in this domain. This contrast highlights that while challenges in digital justice services are widespread in the region, higher performance is achievable within a similar institutional context.

Beyond Justice, **differences across the Nordics** become more nuanced. Finland consistently performs at a very high level across life events, including Studying (96.8 points), Career (94.7 points), and Regular Business Operations (94.0 points), indicating a highly mature and well-integrated digital service landscape. Denmark also shows strong performance in Business Start-Up (88.5 points) and Moving (84.4 points), while Sweden performs solidly across several domains, including Business Start-Up (86.7 points), and Studying (88.3 points). Norway's own strengths, such as Business Start-Up (83.9 points) and Moving (82.3 points), align closely with these regional patterns.

At the same time, citizen-oriented domains such as **Health and Justice** remain weaker across multiple Nordic countries, suggesting that the challenges Norway faces are not isolated but reflect broader regional dynamics. Overall, the comparison shows that while Norway shares many strengths and weaknesses with its Nordic peers, there are also clear examples, particularly Finland, where higher performance levels provide useful reference points for further improvement.

2.3. Digital Decade: Strong national services, but cross-border availability lags

The EU's approach to digital transformation towards 2030 is framed within the broader **Digital Decade** agenda, which sets out a common vision for advancing digitalization across Member States. Through the Digital Decade Policy Programme (DDPP), the European Commission aims to drive and monitor progress in digital transformation across the EU throughout the remainder of the decade. As part of this framework, the eGovernment Benchmark contributes by tracking two core indicators linked to digital public services: Digital Public Services for Citizens and Digital Public Services for Businesses. These indicators are based on measures of online availability and cross-border online availability, capturing the extent to which public services, and the information surrounding them, can be accessed digitally, including through centralized government portals. In this way, they provide a structured method for assessing progress towards the Digital Decade objective of making key public services fully accessible online. Evaluating Norway's results on these

indicators offers a practical view of how effectively digital services are delivered to both individuals and businesses. It also situates Norway's performance within a wider European context, allowing for comparison with EU Member States as well as other Nordic countries, and providing a clearer picture of its relative position in advancing digital public services.

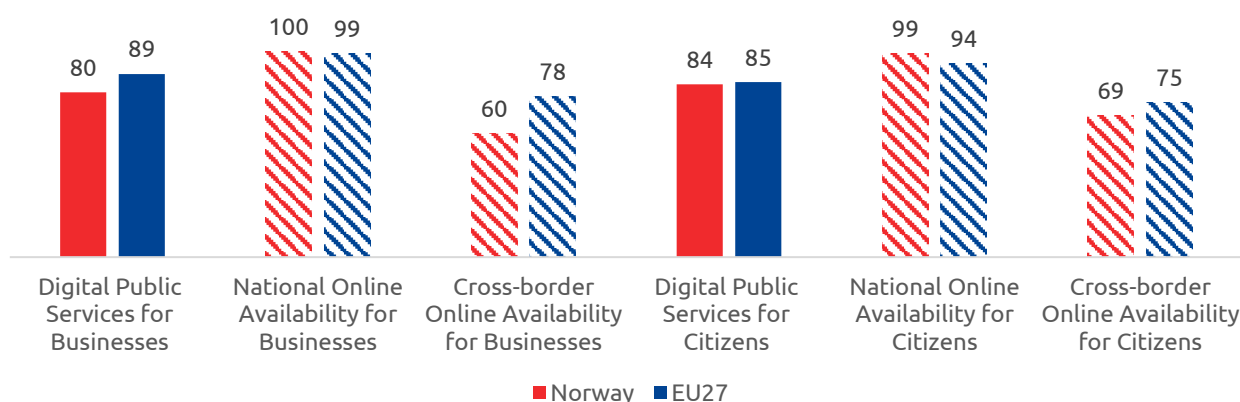


Figure 4. Digital Decade performance in Norway and the EU27

In 2026, Norway scored 80 points for **Digital Public Services for Businesses** (ranking #23 in Europe) and 84 points for **Digital Public Services for Citizens** (ranking #16 in Europe). This contrasts with the EU27 average where the Digital Public Services for Business outperforms the Digital Public Services for Citizens with 89 points and 85 points, respectively. Compared with its Nordic peers, Norway only outperforms Denmark on the Digital Public Services for Citizens indicator, with a score of 82 points. In addition, Norway's score for businesses lags significantly behind Finland (99 points), Sweden (90 points), and Denmark (89 points).

The indicators underlying this dimension are Online Availability and Cross-Border Online Availability. Norway performs strongly in national **Online Availability**, scoring 100 points for businesses and 99 points for citizens, similar to its Nordic peers and the EU27 average. Denmark achieves full scores of 100 points for both the Online Availability for citizens and businesses, while Finland scores 100 points for businesses and 99 points for citizens. Sweden performs slightly lower, with 98 for businesses and 94 for citizens. For **Cross-Border Online Availability**, Norway scores 60 points for businesses and 69 points for citizens, which is considerably below its peers as well as the EU27 average which are 78 points and 75 points, respectively. Finland achieves 98 points for businesses and 96 points for citizens, while Sweden scores 83 points and 75 points respectively. Denmark also records comparatively lower scores, with 78 points for businesses and 64 points for citizens.

2.4. Historical trends: steady results signal opportunity for renewed momentum

Following the methodological update implemented in 2025, the 2026 results show a generally stable and positive performance for Norway, with several indicators maintaining high scores or showing improvements. For the **Online Service Delivery** dimension, **Online Availability** (100 points, +2 points) is now at a perfect level. A small decline is visible in **Cross-Border Online Availability** (-1 point). While the overall change is limited, it reflects specific service-level developments affecting accessibility for foreign users. Notably, the service *Obtain certificate of no outstanding charges*, which was previously available for cross-border users within the Business Start-Up life event, is no longer accessible in this context. **Transparency of Service Delivery** (-1 point) also declines, mainly driven by changes in the Justice domain. For key services, several transparency elements are no longer provided, particularly regarding expected duration, timeliness, and maximum time limits. This is partly linked to changes in the websites assessed, where the currently evaluated

sources, such as court and police websites, offer less complete information than those included in the previous measurement cycle, resulting in lower scores for these indicators.

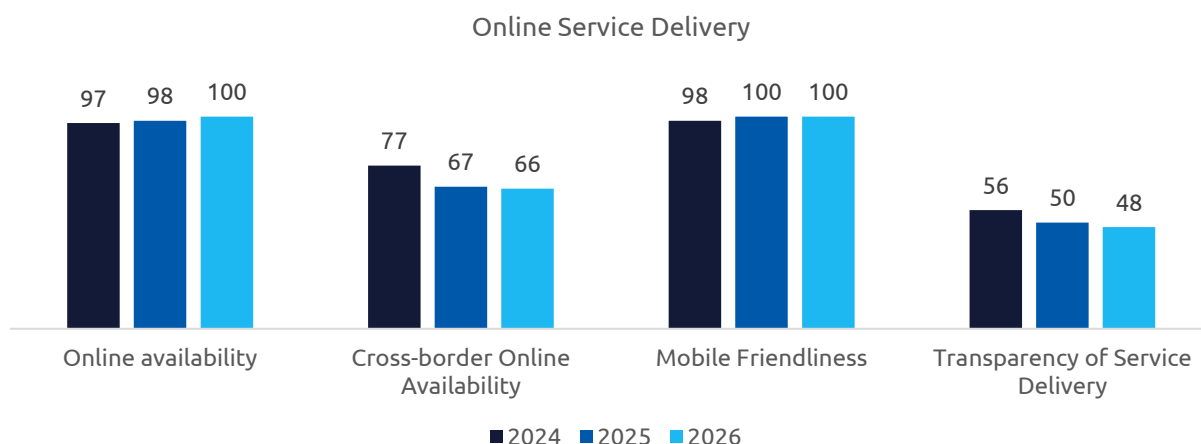


Figure 5. Historical eGovernment online service delivery indicators Norway (2024-2026)

For Interoperability Signifiers dimension, **Pre-filled Forms** (+8 points) show substantial gains, and **Transparency of Personal Data** (+3 points) continues to improve, indicating progress in how user data practices are communicated. These increases highlight ongoing refinements in data reuse, and the transparency data use. At the same time, a limited number of targeted decreases can be observed, particularly in indicators related to eID and cross-border service provision. These changes are not indicative of a broad decline in service quality, but rather reflect specific service-level adjustments, reassessments of functionalities, and changes in how services are delivered.

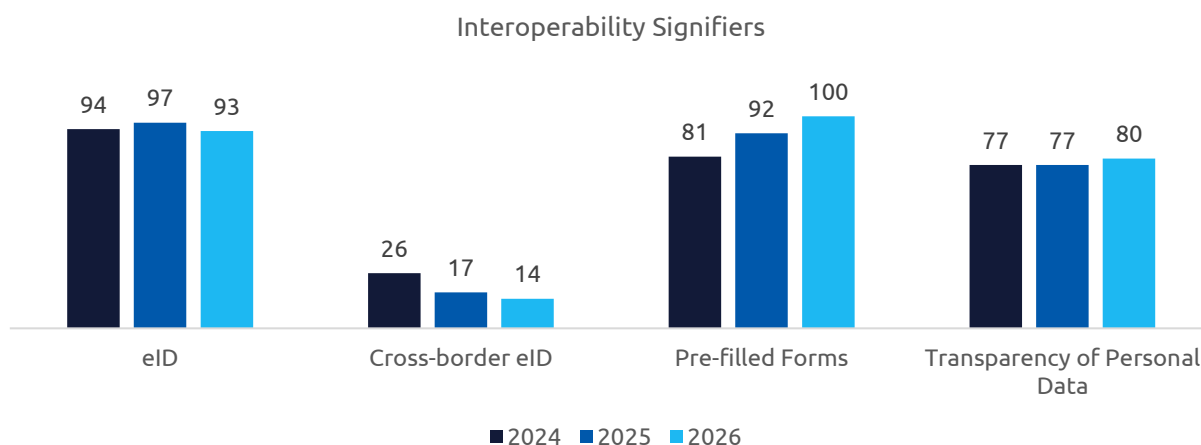


Figure 6. Historical eGovernment interoperability indicators Norway (2024-2026)

Nonetheless, one of the more notable declines is observed in the **eID indicator** (-4 points). This decrease can largely be attributed to changes in authentication practices: several services that previously supported login via the national eID no longer offer this functionality. For example, within the Justice domain, access to eID login was no longer possible, leading to a change in the assessment. Similarly, within the Transport life event, several services that previously allowed authentication via eID, such as local parking permit websites and the Entur platform for public transport tickets and refunds, no longer require or support eID login. As the indicator captures the availability of secure authentication mechanisms, the removal of eID functionality in

these cases directly contributes to the observed decrease. Similarly, **Cross-Border eID** (-3 points) shows a decline, again linked to changes in authentication requirements for specific services. For instance, the Entur platform previously required authentication to obtain public transport tickets. In the current assessment, this authentication requirement is no longer present. While this may reflect a simplification of the user journey from a domestic perspective, it reduces the availability of cross-border eID-based access and therefore negatively affects the score for this indicator.

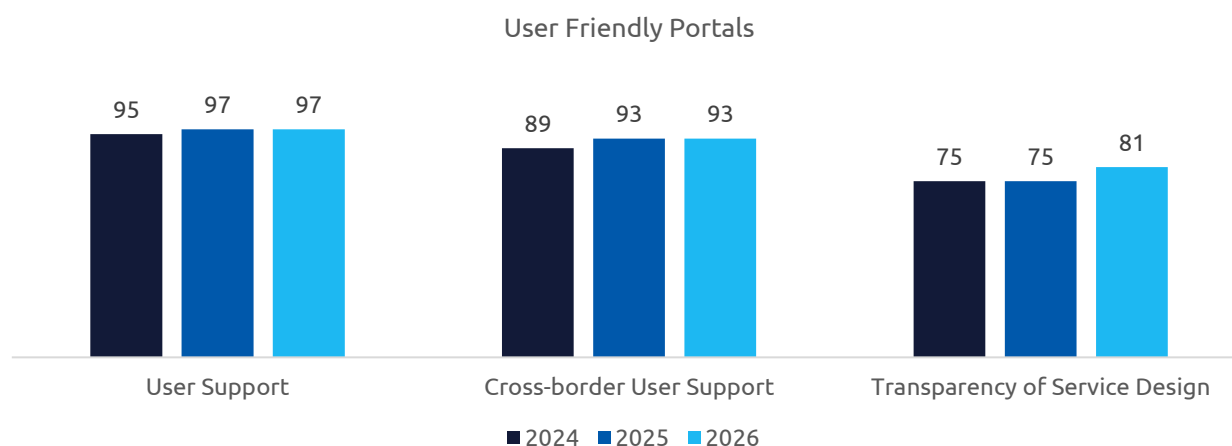


Figure 7. Historical eGovernment user friendly portals indicators Norway (2024-2026)

For the **User Friendly Portals** dimension, **Transparency of Service Design** (+6 points) shows a substantial growth. This growth is attributed to improvements in the Family, Business Start-up and Studying life event with Family and Business Start-up now reaching full maturity for this indicator. **User Support** and **Cross-border User Support** show a stable performance retaining their score from last year.

	Norway	EU27	Denmark	Finland	Sweden
Online availability	100	95	100	99	94
Mobile Friendliness	100	97	99	98	100
User Support	97	96	90	100	97
Transparency of Service Delivery	48	61	66	44	63
Transparency of Personal Data	80	76	91	78	74
Transparency of Service Design	81	72	81	100	67
eID	93	85	99	95	96
Pre-filled Forms	100	76	91	92	88
Cross-border Online Availability	66	76	67	96	77
Cross-border User Support	93	84	93	100	56
Cross-border eID	14	43	21	85	49

Table 1. eGovernment indicators comparison Norway, EU27, Denmark, Finland and Sweden

A comparison with other Nordic countries shows broadly similar strengths and development patterns in 2026. All countries perform strongly in core service delivery indicators such as Online Availability, Mobile



Friendliness, and User Support, while relatively weaker results are observed in Transparency of Service Delivery. Differences are more pronounced for Cross-Border eID, where Finland scores notably higher (85 points), compared to Sweden (49 points) and the EU27 (43 points), while Denmark (21 points) and Norway (14 points) remain at lower levels. Recent developments indicate that some of the observed declines reflect a broader regional pattern. Norway's decrease in Cross-Border eID (-3 points) is accompanied by smaller declines in Denmark and Sweden (-1 point each). A similar trend is visible for eID, where Norway's decline is mirrored by slight decreases in Denmark, Finland, and Sweden, suggesting that these changes are not country-specific but affect multiple Nordic systems. At the same time, Finland stands out by combining consistently strong performance with notable improvements, particularly in Transparency of Service Design and cross-border dimensions, including Cross-Border eID. This indicates a more advanced integration of cross-border functionalities and clearer service design practices. Overall, while all Nordic countries remain among the top performers, Norway's trajectory is characterized by incremental improvements alongside some declines, whereas peers such as Finland demonstrate more pronounced progress in specific areas, pointing to potential areas for further alignment or acceleration.



3. eGovernment performance

The eGovernment Benchmark consists of **three key dimensions**: Online Service Delivery, Interoperability Signifiers, and User Friendly Portals. Each key dimension is the aggregation of multiple indicators. Each indicator is in its turn composed of multiple questions. This means, from the most abstract layer to the most specific layer:

- Key dimensions: the overarching metric relating to eGovernment policy priorities. Online Service Delivery, Interoperability Signifiers, and User Friendly Portals.
- Indicators: the aggregation of questions and sub-indicators into comprehensive indicators. For example: Online availability (1 of the 5 indicators from the key dimension Online Service Delivery).
- Questions and sub-indicators: average scores resulting from the questions asked in the questionnaire. For example: A1 Is information about the service available online? (1 of the 3 questions part of the indicator Online availability).

3.1. Online Service Delivery: Assisting users, anytime, anywhere

The **Online Service Delivery dimension** measures the availability and successful delivery of public services online across different user contexts (e.g. national, cross-border, and mobile), as well as the transparency of these services, including clarity on delivery timelines and expected outcomes. In 2025, Norway scores 80 points for the Online Service Delivery dimension, compared to an EU27 average of 79 points, representing a difference of 1 point. Compared to the other Nordic countries, Norway's score of 80 points is below Denmark (84), Sweden (84), and Finland (92). Five indicators underpin the Online Service Delivery dimension.

The **Online Availability** and **Cross-border Online Availability** indicators are the two Digital Decade KPIs, as discussed in Chapter 2 (Section 2.3). The score for Online Availability reaches 99.5 points, compared to the EU27 average of 93 points. This means that nearly all assessed services are available online for national users, without requiring citizens to print paperwork or visit a government office. For Cross-border Online Availability, the score stands at 66 points, slightly below the EU27 average of 69 points. This difference indicates that the availability of services for cross-border users is less extensive than for national users. Consequently, a share of services cannot be fully completed online by cross-border users and may still require offline steps.

Most public services still require users to actively request them, for example by completing an online form. At the same time, a limited number of **services are delivered proactively**, meaning that the service is provided automatically without any user initiation. This is broadly in line with the EU average, where 6.7% of the 96 services assessed are delivered proactively, corresponding to approximately 6 services. Across the Nordic countries, Denmark provides 8 proactive services, Sweden 7, and Finland 3. This shows that proactive service delivery remains relatively limited in the Nordic region. Among the EU Member States, Austria records the highest number of proactive services among EU Member States, with 16 services delivered fully automatically.



Two of the five indicators under this key dimension assess how accessible and usable public services are via mobile devices. **Mobile Friendliness** captures the extent to which government websites are optimized for smartphones, while **Mobile Online Availability** assesses whether services can be fully completed through mobile channels. The score for Mobile Friendliness reaches the maximum score of 100 points, exceeding the EU27 average of 97 points. For Mobile Online Availability, the score stands at 92 points, slightly above the EU27 average of 90 points. This indicates that services are fully accessible via mobile devices and, in most cases, can also be completed through mobile platforms. Across the Nordic countries, Mobile Friendliness scores are similarly high, with Denmark (99 points), Sweden (99 points), and Finland (98 points) all closely aligned. For Mobile Online Availability, Denmark reaches 100.0 points, followed by Finland (94 points) and Sweden (91 points), compared to 92 points.

Lastly, the **Transparency of Service Delivery** indicator evaluates the extent to which public services provide clear information to users on key aspects of the service process, such as procedures, requirements, expected timelines, and outcomes. The score for this indicator stands at 48 points, which is below the EU27 average of 61 points, marking a difference of 13 points. This indicates that, in a substantial share of cases, information on how services are delivered and what users can expect is not fully communicated to users. Across the Nordic countries, Denmark scores 66 points and Sweden 63 points, both above the EU27 average, while Finland records a score of 44 points.

Good practice

Norway's tax return is pre-filled with data automatically collected from employers, banks, pension providers, and NAV. Citizens log in, verify the information, and confirm — often in a matter of minutes. For the majority of the population, no manual data entry is required. This reflects a mature implementation of the once-only principle, where information already held by public authorities is reused across services rather than requested again from the user. The service is available fully online and optimized for mobile devices, ensuring access anytime, anywhere. In 2025, Skatteetaten distributed pre-filled tax returns to 5.3 million wage earners, pensioners, and sole proprietors, drawing on over 60 million data points collected from employers, banks, and public agencies — illustrating the scale and reliability of Norway's automated approach to public service delivery.

More information: <https://www.skatteetaten.no/en/person/taxes/tax-return/>

3.2. Interoperability Signifiers: Uplifting user journeys with key building blocks

The **Interoperability Signifiers dimension** measures the extent to which different components of governments interact with each other to support easy and efficient online service delivery for businesses and citizens. This includes the availability of functionalities that reduce administrative burden for users and improve efficiency for public administrations. The score for this dimension stands at 68 points, slightly below the EU27 average of 69 points. Compared to the Nordic countries, the score is lower than Sweden (76) points, Denmark (72 points), and Finland (88 points). Eight indicators underpin the Interoperability Signifiers dimension.

Two indicators, **electronic identification (eID)** and **Cross-border eID**, assess the extent to which digital identification methods (such as smartcards, usernames and passwords, or government-issued digital IDs) are supported and integrated into public service delivery for both national and cross-border users. The score for electronic identification (eID) reaches 93 points, exceeding the EU27 average of 85 points. In contrast, Cross-



border eID records only 14 points, substantially below the EU27 average of 43 points. This results in a gap of 79 points between national and cross-border eID, indicating a marked difference in the availability of digital identification between domestic and cross-border services. In practical terms, this means that while users can generally access services using digital identification at national level, cross-border users are much more likely to encounter situations where such identification is not supported and alternative steps may be required. Across the Nordic countries, results for national eID are consistently high and closely aligned, with Denmark (99 points), Sweden (96 points), and Finland (95 points). In this context, the score is slightly lower, but remains within the same high-performing range. For Cross-border eID, however, Norway also ranks lowest, with Finland scoring 85.3 points, Sweden 49.2, and Denmark 20.6, highlighting both the comparatively low level of cross-border eID availability and the wide spread in performance across the region. It should be noted that the digital identity markets in the Nordic countries are different, in terms of technological solutions, public and private sector governing mechanisms, brokers, transaction fees and Norway having lower regulatory levels than its peers.⁴

The ***Pre-filled Forms*** indicator evaluates the use of government-held data to streamline online services by automatically completing forms. With almost the maximum score of 99.8 points, Norway performs well above the EU27 average of 76 points. Within the Nordic countries, Denmark scores 91 points, Finland 92 points, and Sweden 88 points, indicating that Norway outperforms its Nordic peers in this area.

The ***Transparency of Personal Data*** indicator measures the extent to which users can access and manage the personal data held about them by government organizations. In 2025, Norway's score stands at 80 points, slightly above the EU27 average of 76 points. Among the Nordic countries, Denmark records 91 points, Finland 78, and Sweden 74, placing Norway among the top performers of personal data transparency in the region.

In 2024, the eGovernment Benchmark aligned its methodology with the ***EU Single Digital Gateway Regulation (SDGR)*** by mapping services to these procedures and integrating the new indicators. This allows for a more targeted assessment of how Member States are implementing the regulation and progressing toward the Digital Decade goals. Four indicators (Delivery of Output, Cross-border Delivery of Output, Cross-border ePayments and Once Only Technical System) within the Interoperability Signifiers dimension are directly related to the Single Digital Gateway Regulation (SDGR).

The ***Delivery of Output*** indicator whether users receive an acknowledgement of receipt of the service request, delivery of the service output and a notification of the completion of the procedure. This indicator is only evaluated for the services that correspond to the procedures described in Annex 2 of the Single Digital Gateway Regulation. Norway's score in 2025 is 95 points, compared to an EU27 average of 76 points. Denmark records 93 points, Finland 91 points, and Sweden 71 points, positioning Norway at the top of the Nordic countries for ensuring users are clearly informed throughout the service delivery process.

The ***Cross-border Delivery of Output*** indicator measures the same aspects for cross-border procedures. The score stands at 57 points, above the EU27 average of 49 points. Within the Nordic countries, Finland records 93 points, Sweden 57, and Denmark 0 points, placing the score above Sweden and Denmark but below Finland.

⁴ <https://www.signicat.com/the-state-of-digital-identity-in-the-nordics-2024>



Cross-border ePayments measures to what extent users are able to pay any fees online through widely available cross-border payment services. In 2025, Norway scores 67 points, below the EU27 average of 78 points. Denmark records the same score (67 points), while Sweden and Finland both achieve 100 points.

Finally, the availability of the **Once Only Technical System (OOTS)** is assessed exclusively for services under the Single Digital Gateway Regulation (SDGR), which applies to EU Member States as well as the European Economic Area (EEA) countries Norway, Iceland and Liechtenstein. The evaluation first considers whether supporting documents are required for a given procedure, and subsequently whether these documents can be retrieved via OOTS. This approach provides insight into the current level of implementation across countries, while also identifying areas with potential for further development. In 2025, the score is 0 points, indicating that no instances were observed where users could automatically retrieve required documents from trusted sources in another country. This result is consistent with the EU27 average, as no country records a score above 0. This reflects the early stage of OOTS implementation across Europe. The Nordic CBDS Programme funded multiple projects to test and co-develop concepts for implementing OOTS, which went live in December 2023. Building on this, the Nordic-Baltic OOTS 2.0 project is now exploring further development of the architecture for structured background data exchange across the region.

Good practice

Altinn.no is Norway's national platform for digital interaction between citizens, businesses, and government — a cornerstone in the country's strategy for seamless public service delivery. Whether submitting tax forms, updating company information, receiving messages from NAV or Brønnøysundregistrene, or authorizing access to others, Altinn offers a unified portal to handle it all. Designed and managed by the Norwegian Digitalization Agency (Digdir), Altinn enables over 70 government agencies to provide services through one shared infrastructure. Users log in once, via ID-porten, and can access a wide range of services without navigating different websites or platforms — a high degree of interoperability and standardization in practice.

As of 2026, Altinn is used by almost 100% of Norwegian businesses and over 90% of the population for digital reporting and public service interaction. Norway places among the top eight countries in the OECD Digital Government Index 2025. With the decommissioning of Altinn II in June 2026, the full transition to Altinn 3 is now complete — delivering a modular, API-first architecture that gives public agencies greater flexibility and developer accessibility when building new digital services.

3.3. User Friendly Portals: Putting the user at the heart of digital government

The **User Friendly Portals** dimension assesses how effectively public service portals support users throughout their digital journey, including ease of navigation, performance, accessibility, security, and available support features for both national and cross-border users. This includes help features for both domestic and cross-border users, and reflects how well portals serve as intuitive, inclusive, and reliable gateways to digital public services. In 2025, Norway reaches 92 points for this dimension, substantially above the EU27 average of 77 points. Within the Nordic countries, Finland records the highest score (94.8), followed by Norway (92.0), Denmark (80.9), and Sweden (75.6). Seven indicators underpin the User Friendly Portals dimension.

Two indicators, **User Support** and **Cross-border User Support**, evaluate the availability of online support, help features, and feedback mechanisms for national and cross-border users. The score for User Support stands at 97 points, closely aligned with the EU27 average of 96 points. Cross-border User Support reaches 93 points, exceeding the EU27 average of 84 points. This means there is a relatively small gap of 4 points



between national and cross-border support compared to the general trend, where cross-border services typically show much larger disparities from their national equivalents. Compared to the other Nordic countries, Norway ranks among the top performers in the region. Finland records 100 points on both indicators, while Denmark scores 91 and 93 points, and Sweden 97 and 56 points for national and cross-border user support respectively. This positions Norway as a leading performer in delivering consistent and high-quality user support for both national and cross-border users.

The **Transparency of Service Design** indicator assesses the extent to which users in Norway are not only informed about, but also actively involved in, the design of public services and related policies. In 2025, Norway reaches 81 points, which is above the EU27 average of 72 points. In the Nordics, Finland records the highest score with 100 points, followed by Denmark with the same score as Norway with 81 points. Sweden records lower at 67 points. The increase of 6 points between 2024 and 2025 in Norway shows a positive development, bringing the score closer to the Nordic peers and indicating improved transparency towards users in the design of public services and policymaking processes, and how users can engage in these processes.

Good practice

NAV (the Norwegian Labor and Welfare Administration) serves as a single point of access for employment, social security, and welfare services in Norway. Rather than organizing services around internal agency structures, NAV's portal is structured around citizens' life situations — losing a job, having a child, becoming ill, retiring — making it easier to find relevant services without prior knowledge of how the public sector is organized. NAV handles a wide range of citizen interactions digitally, with the portal designed to guide users through complex entitlement processes in plain language. The platform supports self-service for the vast majority of interactions, with human support available when needed.

More information: <https://www.nav.no/en/home>

The User Friendly Portals dimension also evaluates four additional indicators through automated tools about technical characteristics of web portals. This includes: Accessibility Foundations, Speed and Performance, Cyber-Security, and Findability.

Norway records a score of 100 points on **Accessibility Foundations**, higher than any other country assessed in the EU and significantly above the EU27 average of 48.7 points. This indicator assesses whether portals meet basic accessibility requirements, such as sufficient color contrast, proper use of labels, and compatibility with assistive technologies. This underscores Norway's commitment to inclusive digital services. Among the Nordic countries, Sweden scores 81 points, Finland 77 points, and Denmark 53 points, positioning the score at the top of the region.

For **Speed and Performance**, which assesses how quickly and efficiently websites load and respond, Norway reaches 92 points, compared to an EU27 average of 85 points. Sweden records 93 points, Finland 88 points, and Denmark 87 points, placing the score just below Sweden but above the other Nordic countries.

In terms of **Security**, the score stands at 68 points, exceeding the EU27 average of 47 points. This indicator evaluates government websites on 13 cybersecurity criteria using basic tests from Internet.nl and Mozilla Observatory to provide an initial assessment of website security.⁵ Norway records the highest score among the Nordics, with Sweden (62 points), Finland (59 points), and Denmark (58 points) all scoring lower. This places Norway at the top of the region and points to a more mature approach to safeguarding digital interactions in the region.

Finally, **Findability**, which measures how easily users can locate government services online using SEO tools, assesses how easily users can locate relevant services through portals. The score reaches 56 points, slightly

⁵ See the Method paper for full descriptions of all 13 cybersecurity criteria measured.



below the EU27 average of 60 points. Within the Nordic countries, Finland scores 57 points, Sweden 56 points, and Denmark 54 points, placing the score at a similar level to other countries in the region. These results indicate that Norway's government websites are hard to find through search engines, which may lead to users spending more time searching for services or missing them altogether.

3.4. Key Areas: an AI-power, cybersecure and sovereign digital public sector

As reliance on digital public services continues to grow, three priority areas stand out as particularly important for achieving the Digital Decade targets and ensuring high-quality, secure, and resilient public services. First, the growing use of Artificial Intelligence (AI) presents new opportunities to improve user experience and provide more intuitive support to citizens and businesses. Second, the increasing exposure to cyber threats highlights the need for stronger security measures to safeguard government portals and protect the personal data of users. Third, maintaining digital sovereignty has become increasingly relevant as governments depend on complex digital infrastructures, which are often operated by non-European providers.

Reflecting these priorities, the eGovernment Benchmark 2026 introduced a set of new pilot indicators to assess developments in these areas in the EU. These indicators are also applied in the context of this report for Norway, providing additional insights into the maturity of AI-enabled support, the level of cybersecurity of public sector websites, and the degree of autonomy of the underlying digital infrastructure. Together, these pilot indicators complement the core benchmark results presented in the previous sections.

3.4.1. Artificial Intelligence

AI is emerging as one of the most influential technologies shaping how people access and experience online public services. Its increasing uptake across sectors has made the potential of AI highly visible, prompting governments across Europe, including Norway, to explore how AI-enabled tools can support users most intuitively when navigating public services. Notably, public administrations are also beginning to adopt AI-powered chatbots to provide live support for public services. In Norway, this development is reflected in the gradual introduction of chatbot functionalities across national portals. To capture this development, the study assessed not only the availability of live support functionality and whether this support is delivered through an AI chatbot, but also the maturity, understandability, multilingualism, escalation options, and cross-border capabilities of these tools.

The availability of AI-powered chatbot support in Norway is relatively high compared to the EU27 average. Approximately 56% of government portals offer AI-powered chatbot functionalities, compared to around 40% across the EU27. This indicates that a relatively high share of Norwegian government portals provide live support through AI-enabled chatbots. As a result, users interacting with Norwegian public service portals are more likely to encounter AI-powered support functionalities than their EU counterparts.

The **maturity level of AI-powered chatbots** in Norway reaches 41 points, slightly above the EU27 average of 36 points, indicating that most chatbots are still primarily equipped to handle basic interactions rather than guiding users through more complex, multi-step procedures. At the same time, **escalation options of AI-powered chatbots** perform strongly, with a score of 100 (out of 100), well above the EU27 average of 17 points, showing that when chatbots are available, they consistently provide users with the possibility to be redirected to a human agent. Similarly, the score for **understandable AI-powered chatbots** also reaches 100 points, compared to an EU27 average of 20 points, indicating that available chatbot solutions generally translate information into clear and accessible language. Together, these results suggest that while chatbot functionalities are not yet widely mature in terms of complexity, the solutions that are implemented tend to offer reliable and user-friendly support.



Inclusiveness, however, remains constrained. The **Multilingualism of AI-powered chatbots** indicator shows that chatbots in Norway support on average around one language (1.3), indicating that chatbot support is almost exclusively provided in Norwegian. This means that users who do not speak the national language may face difficulties when seeking assistance. Lastly, **cross-border user support of AI-powered chatbots** also reaches 100 points (out of 100), showing that all assessed chatbots are able to assist users from another country. As a result, most AI-enabled support tools understand international contexts and offer guidance for mobile citizens, students, international workers, or businesses accessing services from abroad.

The eGovernment Benchmark 2026 report identifies several examples of advanced AI chatbot implementations across Europe. Greece's digital assistant chatbot (*mAigov*), available on the main government portal *gov.gr*, stands out for its extensive language coverage, offering support in 24 official EU languages as well as additional regional languages. Trained on open data from more than 5,000 administrative procedures, it combines natural language processing technologies with a user-centered design to provide clear explanations, concise summaries, and cross-border information. Portugal's virtual assistant on *gov.pt* similarly demonstrates an advanced implementation, supporting six official EU languages and several additional non-EU languages, while offering both written and voice interaction. Together, these examples illustrate how broader language availability, higher maturity levels, and cross-border support can enhance the effectiveness of AI-powered user support.

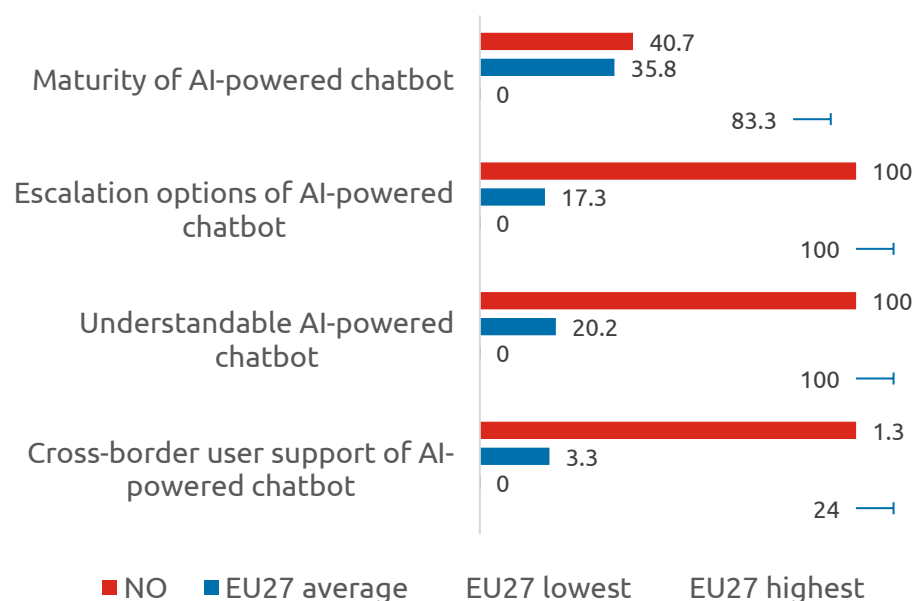


Figure 8. AI-powered chatbot (pilot) indicators for Norway and EU27 average

3.4.2. Cybersecurity

Cybersecurity has become a crucial factor of Norway's digital government ambitions. As one of Europe's most digitally advanced countries, Norway increasingly relies on digital channels for the delivery of public services and the exchange of data between citizens, businesses, and public authorities. Norway's National Digitalization Strategy 2024–2030 sets out the ambition of becoming the world's most digitalized country by 2030, underpinned by a secure digital infrastructure and a separate prerequisite to bolster cyber security, emergency preparedness, and crime prevention. The strategy recognizes that a heightened security situation and accelerating technological change, including generative AI, are widening the gap between threat actors and preventive efforts, requiring continuous work to strengthen cybersecurity and maintain trust in digital services.



Norway performs strongly on cybersecurity-related indicators. The overall **Security** score reaches 70 points, significantly above the EU27 average of 46.6 points, placing Norway among the higher-performing countries in this area. This suggests a relatively mature approach to implementing security measures across government websites. Nevertheless, as in other countries, performance remains uneven across individual technical measures.

Looking at the pilot indicators introduced in the eGovernment Benchmark 2026, results show a mixed picture. For **Certificate Authority Authorization (CAA)**, Norway records a score of 44 points, well above the EU27 average of 14.7 points, indicating broader adoption of mechanisms that restrict which certification authorities can issue certificates for government domains. This reduces the risk of certificate mis-issuance and strengthens protection against impersonation attacks. In contrast, no instances of **Domain Verification Suffix** are observed (0 points), indicating that official government domain endings are not consistently used or cannot always be verified, which may limit users' ability to confirm the authenticity of websites.

At the same time, Norway achieves a maximum score of 100 points on **Phishing Awareness Information**, substantially above the EU27 average of 48 points. This indicates that all assessed portals provide guidance to users on how to recognize and mitigate phishing attempts, contributing to greater awareness of online threats. Overall, these results suggest that Norway has established a strong foundation in certain areas of cybersecurity, while further improvements in domain verification practices could enhance the trustworthiness of government websites.

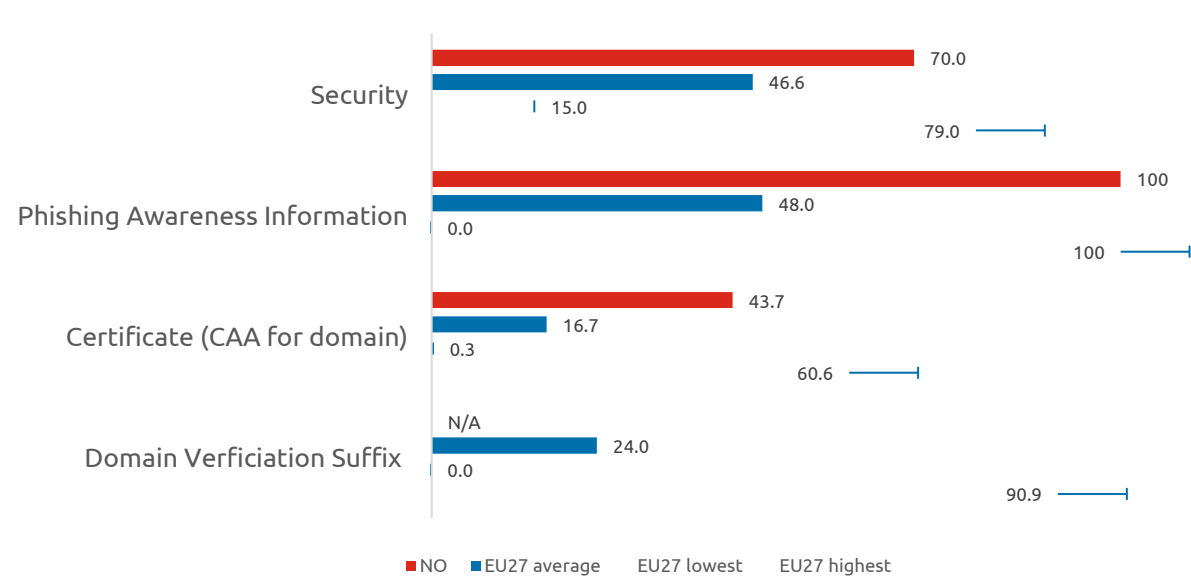


Figure 9. Cybersecurity (pilot) indicators for Norway and EU27 average

3.4.3. Sovereignty

Digital sovereignty has become increasingly important as governments depend on complex digital infrastructures to deliver online public services. Government portals, web servers and email systems often rely on hosting providers, cloud services and network operators that may be headquartered outside Europe. This can create dependencies that affect long-term resilience, strategic autonomy and the extent to which public digital infrastructure operates under European or national oversight. To explore this issue, the eGovernment Benchmark 2026 introduces three sovereignty-related pilot indicators, which assesses the ownership and jurisdiction of the autonomous systems underlying government websites and email infrastructure.

The **Webserver Autonomous System Sovereignty** indicator assesses the share of government websites that are hosted by providers headquartered in Europe. Norway records a score of 85%, meaning that the vast majority of the digital infrastructure of government websites are under European ownership. Of this share, 69% is hosted by Norwegian providers and 16% by providers headquartered elsewhere in the EU. This is considerably above the EU27 average of 63%, indicating a stronger reliance on nationally and European-owned webserver infrastructure.

However, the results for email infrastructure are considerably lower. The **Incoming Mailserver Autonomous System Sovereignty** indicator assesses the share of incoming email infrastructure operated by providers headquartered in Europe. Norway records a score of 6%, meaning that only a small share of incoming mailserver autonomous systems is under European ownership; all of this infrastructure is hosted by Norwegian providers. This is substantially below the EU27 average of 40%. A similar pattern can be observed for the **Outgoing Mailserver Autonomous System Sovereignty** indicator. Norway scores 9%, of which 5% is hosted by Norwegian providers and 4% by providers headquartered elsewhere in the EU. This remains far below the EU27 average of 50%, indicating a strong reliance on non-European providers for government email infrastructure.

This dependence is also visible in the high share of non-European ownership in Norway's mailserver infrastructure. For incoming mailservers, 94% of autonomous systems are operated by non-European providers, while for outgoing mailservers this share stands at 91%. Taken together, these results indicate that Norway performs relatively strongly on webserver sovereignty, while the underlying infrastructure for government email communication remains highly dependent on external providers.

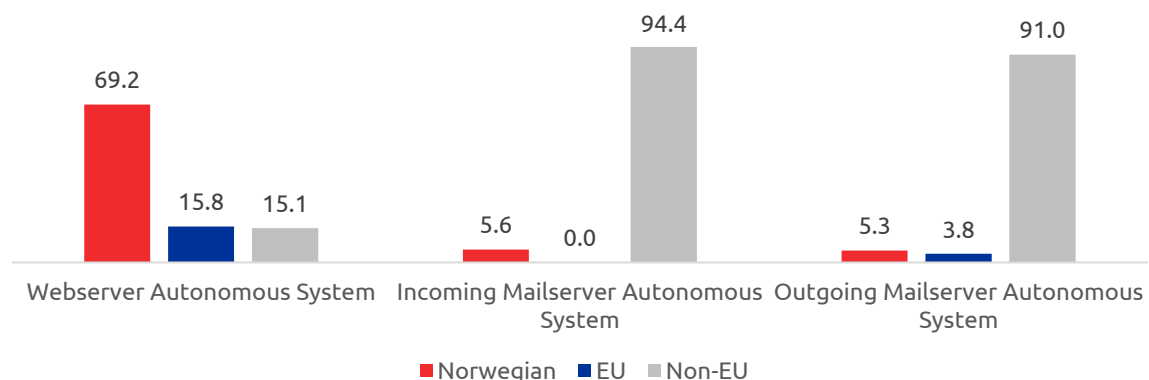


Figure 10. Sovereignty pilot indicators for Norway and EU27 average

Good practice

Denmark's Agency for Digital Government (Digitaliseringsstyrelsen) operates the national digital with one of the most comprehensive publicly available AI knowledge hubs in the Nordic region, with guides for citizens, businesses, and public authorities on responsible AI use, a catalogue of AI solutions with documented effects, and an inspiration catalogue for generative AI.

The Agency launched the editor assistant Børge in February 2025, which uses generative AI to help rewrite and standardize content across borger.dk — Denmark's main citizen portal — serving around 40 public authorities and 1,200 pages. A contextual chatbot deployed by Copenhagen municipality found that 9 out of 10 physical meetings were unnecessary after introduction, reducing service workload by 14%. Across the public sector, around 25% of Danish authorities now use AI in case processing, and 28% of Danish companies adopted AI in 2024 — the highest share in the EU.

More information: <https://en.digst.dk> | AI guides: <https://digst.dk/kunsti-q-intelligens/guides-til-brug-af-kunsti-q-intelligens/> | Børge: <https://digst.dk/kunsti-q-intelligens/kommunikation-paa-borgerdk-med-generativ-ai-assistent/>

4. Trends across public sectors

Norway's nine life events span a wide performance spectrum, and the pattern is consistent: online service delivery is strong for national users, while interoperability, particularly for cross-border users is the persistent weak link across sectors. At the top of the performance spectrum sit Business Start-Up, Family, and Moving. At the bottom, Health and Justice score lowest. For business life events, digitalization is strong overall, but services are not fully accessible across borders.

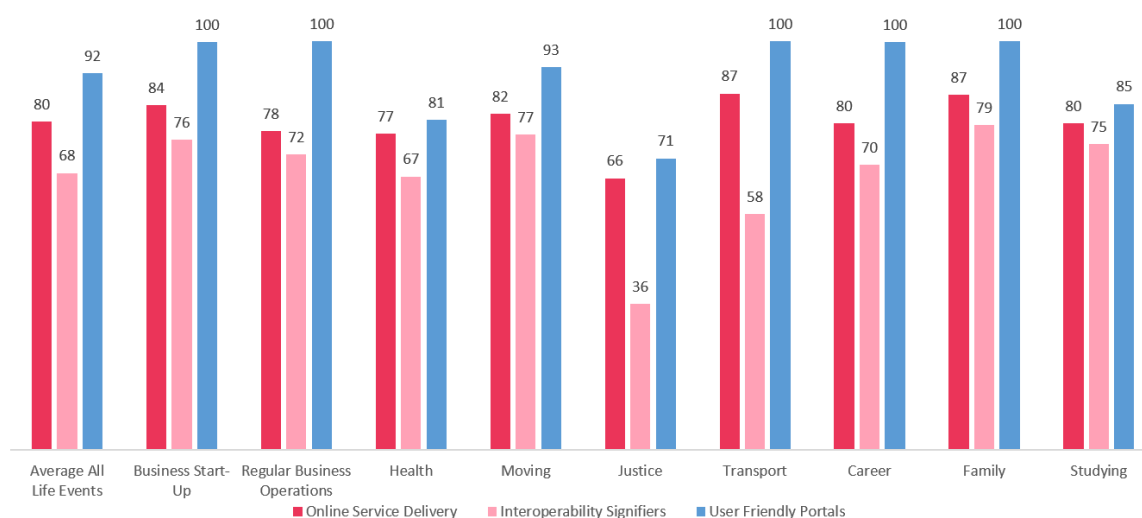


Figure 11. eGovernment key dimensions across the 9 life events

4.1. Business life events: Digitally enabling entrepreneurs

Norway performs strongly on business-related life events, achieving 82 points overall which is above the EU27 average. A mature shared infrastructure, anchored by Altinn, Skatteetaten, and Brønnøysundregistrene, enables entrepreneurs to handle registration, reporting, and government communication through unified digital channels. The three platforms are well integrated: users are routinely redirected between them as part of natural service journeys, and the platforms actively cross-reference each other's services, meaning an entrepreneur registering a new company, filing taxes, or updating company information is guided seamlessly across agency boundaries without starting over. This is reflected in Norway's Pre-filled Forms score of 99.8 points, the highest among the Nordic countries and well above the EU27 average of 76 points.

Good practice

Finland's Business Information System (YTJ) is a joint service maintained by the Finnish Patent and Registration Office (PRH) and the Finnish Tax Administration. Rather than filing separate notifications to each authority, entrepreneurs submit a single start-up notification that registers the company in the Trade Register and simultaneously enrolls it for VAT, prepayment tax, and employer obligations. A Business ID is issued immediately upon submission through the online service. The system is available in Finnish, Swedish, and English, reflecting Finland's ambition to serve both domestic and cross-border users. Finland's approach to business digitalization is a key reason the country outperforms Norway and the other Nordics in the eGovernment Benchmark, scoring 91 points overall compared to Norway's 77.5.

More information: <https://www.ytj.fi/en>



The most significant gap remains cross-border accessibility. Norway scores 60 points on cross-border online availability for business services, well below the EU27 average of 78 points. For international entrepreneurs, many services that are seamlessly available to domestic users remain partially inaccessible online, representing the clearest opportunity for further improvement.

4.2. Citizen life events: Serving parents, (un)employed, students and patients

The health life event most clearly illustrates Norway's structural challenge. Norway scores 74, and the EU average score on health is 70 points. Both identify Health as one of the life events requiring the most improvement. But behind this aggregate figure lies a significant gap between what national and cross-border users experience.

Helsenorge serves as a well-functioning national hub for digital health services in Norway. However, the platform is built around Norwegian e-ID and national identity numbers. For users from other European countries without a Norwegian identity number and e-ID, all services requiring authentication are in practice inaccessible digitally. Internally, healthcare professionals also face a fragmented digital landscape, having to navigate multiple portals with varying interfaces and inconsistent integration with patient record systems.

This fragmentation has structural roots. Norwegian healthcare is divided between the state, four regional health authorities, and the country's municipalities, each of which has historically developed its own digital solutions. "Helseplattformen" in the Midt-Norge region was the most ambitious attempt to consolidate these into a single shared record system for hospitals, municipalities, and GPs. As of 2026, 34 municipalities and nine hospitals use the system, but half of the originally intended 67 municipalities have chosen to stay outside it.

Work to reduce fragmentation continues at the national level. In January 2026, the Ministry of Health and Care Services issued a mandate for "Pasientens journaldokumenter", a national initiative to give healthcare professionals access to patient records across organizational boundaries, running through to 2029. The National eHealth Strategy to 2030 points in the same direction. But the benchmark results show Norway has not yet reached its goal: the challenge is not a lack of good services, but that those same services remain out of reach for users who do not hold Norwegian credentials.

Good practice

Norway has developed several digital services around key citizen life events. For parents, **NAV** offers digital services for parental benefits and digital paternity declarations connected to the National Population Register. For jobseekers, citizens can register as unemployed, apply for benefits and use **Arbeidsplassen.no** to connect with employers.

For students, Norway combines coordinated digital admission, student finance and digital documentation. **Samordna opptak** provides a single coordinated admission service for higher education, **Lånekassen** enables students to apply online for loans and grants, and national diploma services allow educational results to be retrieved, verified and shared digitally. Together, these services show how Norway has moved from isolated digital forms towards more integrated, life-event-oriented public service journeys.



5. Key conclusions and recommendations

5.1. Conclusions: Frontrunning with modesty

Norway maintains a strong position in digital government and continues to perform above the EU27 average, reaching 77.5 points in overall eGovernment maturity. While the overall score remains stable, Norway now ranks 15th in Europe, indicating a gradual relative decline compared to previous years. This suggests that, although performance levels remain solid, other countries are progressing at a faster pace.

Norway performs particularly strongly in business-related services and selected citizen life events, such as Family and Business Start-Up. These areas benefit from high levels of online availability, user-friendly service design, and effective use of enabling technologies such as eID and pre-filled forms. From a technological perspective, Norway continues to excel in **mobile accessibility, user support, accessibility foundations, and cybersecurity**, reflecting a user-oriented digital service landscape.

Challenges remain in cross-border digital service provision and selected citizen-facing domains. Cross-border availability and cross-border eID functionalities remain limited compared to both the EU27 average and Nordic peers, particularly Finland and Sweden. This gap is reflected in Norway's performance on the Digital Public Services indicators, where scores for businesses (80 points) and citizens (84 points) lag behind EU averages and regional frontrunners. In addition, certain domains such as Justices declining performance, and in Health, the challenge is that services remain out of reach for cross-border users. Transparency of service delivery remains below the EU average, indicating that improvements are needed in how services are communicated and experienced by users.

Pilot indicators on AI, cybersecurity, and digital sovereignty also point to both strengths and areas for further development. While AI-powered support tools are widely adopted across Norwegian government portals, these solutions remain limited in maturity and are primarily designed for national users, with minimal support for cross-border contexts. In addition, the cybersecurity pilot indicators demonstrate a high level of maturity relative to the EU average, while domain verification does lag behind. In terms of digital sovereignty, results indicate a reliance on non-European providers in network infrastructures, particularly email systems, which may expose government services to external legal jurisdictions and dependencies, with potential implications for control and autonomy.

Furthermore, Norway can still be considered a strong and mature digital government performer in the European context. The current trajectory of stable results combined with declining relative rankings suggests a need for renewed momentum. Strengthening cross-border functionalities, improving citizen-facing services, and accelerating progress in key areas will be important to ensure that Norway keeps pace with leading countries and maintains its position in an increasingly competitive digital landscape.

5.2. Recommendations: Today's steps for the digital Norway of the future

Based on the findings and insights of this study, the following recommendations can support the Norwegian Digitalization Agency (Digdir) and other national, regional and local stakeholders inside and outside government to strengthen the eGovernment landscape in Norway:

- 1. Reignite progress through targeted prioritization and acceleration:** While Norway maintains a consistently high level of digital government performance, recent results indicate that progress has been largely incremental, with limited breakthrough improvements. At the same time, the country's relative position in Europe has gradually declined, suggesting that peers are advancing at a faster pace. To address this, Norway should move towards more targeted prioritization, focusing efforts



on a number of high-impact areas. By concentrating resources and coordination on key domains where performance gaps persist, such as cross-border services or underperforming citizen-facing life events, Norway can create momentum and achieve more visible improvements. Establishing targeted flagship initiatives in priority areas is one method. For example, creating fully digital cross-border business start-up services or re-developing end-to-end citizen journeys in domains such as Justice, would provide concrete examples of how services can be delivered seamlessly, from authentication to completion. These initiatives can act as reference models, enabling successful approaches to be replicated and scaled across other sectors.

2. **Strengthen cross-border service delivery as a structural priority:** The results of this study confirm that cross-border service delivery remains a persistent structural challenge for Norway. While national services are almost fully available online, cross-border users continue to face significant limitations in accessing and completing services digitally. This is reflected in comparatively low scores for cross-border online availability and cross-border eID, as well as weaker performance on Digital Decade indicators for businesses and citizens. These gaps indicate that cross-border functionality is not yet systematically integrated into the design of digital public services. To address this, Norway should treat cross-border accessibility as a core design principle, ensuring that services are accessible and functional for both national and European users from the outset. This includes accelerating the implementation of European digital identity frameworks, improving interoperability across systems, and expanding the availability of cross-border authentication, payments, and service outputs. Strengthening cross-border service delivery will not only support compliance with European frameworks such as the Single Digital Gateway Regulation, but also enhance Norway's integration within the European digital ecosystem.
3. **Improve quality and consistency of citizen-facing services:** While Norway performs strongly in business-related services, results indicate that citizen-facing services remain comparatively less developed. The findings suggest that the next phase of digitalisation should focus not only on the availability of services, but also on their quality, usability, and consistency. Public administrations should strengthen the end-to-end user experience by improving clarity on service processes, including expected timelines, requirements, and outcomes, and by ensuring that digital services remain stable and accessible over time. Particular attention should be paid to maintaining essential enabling functionalities, such as secure authentication, and to reducing fragmentation across service providers. Enhancing the quality and consistency of citizen-facing services will improve user trust and ensure that digital government delivers tangible value for all user groups.
4. **Increase performance steering through sharper KPIs and monitoring:** Norway's digitalisation strategy sets ambitious long-term objectives, but the current results suggest that stronger performance steering is needed to translate these ambitions into accelerated outcomes. While overall performance remains stable, the gradual decline in relative ranking highlights the importance of more actively managing progress in comparison to international peers. To support this, Norway should further operationalise its strategic objectives through a clearer set of measurable key performance indicators, linked to specific domains and user outcomes. The eGovernment Benchmark indicators, for example, provide a solid basis for monitoring progress and identifying areas requiring attention. Building on this, more frequent and targeted performance reviews across sectors could help steer improvements where they are most needed.



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