



Statens
servicecenter

Summing up

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2021

**Our contribution to efficient and effective
Swedish state administration**

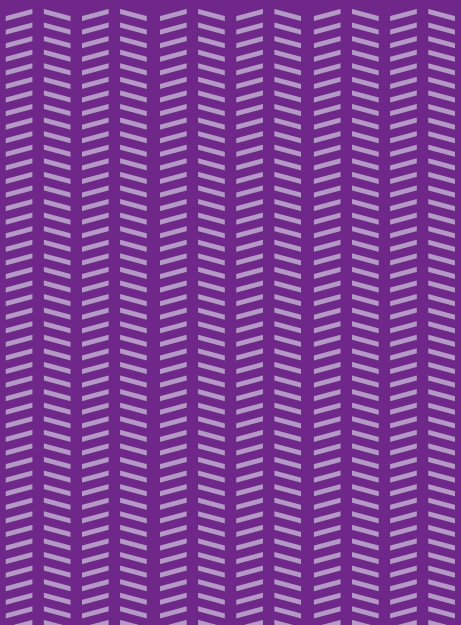




The National Government Service Centre has two mandates and functions.

We deliver administrative payroll, accounting and e-commerce services to other public authorities. We also offer personal assistance to individuals and companies at service offices where we answer questions and assist them in their use of governmental digital services.

In both cases, the intention is to make the Swedish central government more accessible to its citizens and more efficient.



Now we are revving up

It is with great pride that I look back on the past year. Thanks to the excellent work of the National Government Service Centre's staff, more citizens are better able to benefit from governmental services in more locations. The National Government Service Centre opened two new service offices in 2021 and by the end of the year we had no fewer than 118 service offices strengthening the government service to its citizens through the entire country.

And it hasn't stop there. In addition to the guidance and assistance previously offered to visitors from the Swedish Social Insurance Agency, the Swedish Pensions Agency, and the Swedish Tax Agency, the National Government Service Centre added additional governmental services to the service offices. Guidance about the Swedish Public Employment Service's drop-in service centres services is now part of the offer at all offices. In addition, pilot studies and activities are underway in the Swedish Migration Agency and the Swedish National Courts Administration. A development aimed at ensuring an equal, efficient and accessible service to the public throughout Sweden.

Encouragingly, 97% of the 2.2 million visitors to our service offices last year said they received the assistance they were in need of. This is an important acknowledgement that the National Government Service Centre supported people in their everyday lives, especially those who rely entirely on personal service when it comes to questions about taxes, national civil population registry, social insurance benefits, pension terms and conditions, and much more.

It is not only in the service office business that the National Government Service Centre has its client best interests at heart. In 2021, we raised the level of ambition to deliver even better administrative services to our client authorities. We have continued to work with our client authorities in various reference groups to create anchoring and consensus around the improvement of our services. The National Government Service Centre decided on a new strategic direction during the year. This will ensure innovative development and improvement of our services that captures our client's needs and where security issues are a cornerstone of the work with further development. The results of our annual client survey of client authorities show, among other things, that 79% of users agree that we are secure in our delivery.

At the end of 2021, 161 Swedish public authorities were affiliated with the National Government Service Centre. The pace of affiliation of new client has been low during the year, which is largely due to our focus on migrating a large number of client authorities to newer payroll systems. It is positive that more and more public authorities are seeing the benefits



of becoming affiliated with our standardised basic payroll, accounting and e-commerce service. In the coming year, we are gearing up and look forward to welcoming many more clients, particularly to our payroll and e-commerce services.

For the fifth consecutive year, we are able to report a financial surplus in our operations. It amounted to SEK 11.9 million, which is in line with the performance requirement in the public service agreement and spending authorisation.

2021 was my first year as Director-General of the National Government Service Centre. The lasting impression is how well our operations have developed, despite the fact that there has been no lack of challenges in a year marked by the still continuing coronavirus pandemic. This bodes well for the year ahead.

Åsa Lindh
Director-General



A service that benefits more people

The National Government Service Centre shall contribute to an efficient and accessible state administration. We manage the administrative details for more than 160 different central government entities, focusing on administrative services and consultancy support with finance, payroll and other HR services matters. The public authorities that have chosen to use our services can focus on their core areas of activity.

By working together with other governmental entities, we can coordinate the overall needs in terms of administrative services and deliver services that generate economies of scale and cost effectiveness within the Swedish state administration.

Providing guidance that makes a difference

We also provide information and guidance on governmental services. At our service offices, both individuals and companies can obtain information, guidance and assistance concerning services from the Swedish Public Employment Service, Swedish Social Insurance Agency, Swedish Pensions Agency, and the Swedish Tax Agency. Much of our work at our service offices is focused on assisting visitors to use the public authorities' e-services. At the end of 2021, we had 118 service offices spread out all throughout Sweden, and our plan is to open an additional 14 service offices in 2022. The number of visitors to our service offices in 2021 numbered roughly 2.2 million. The National Government

Service Centre has a staff of approximately 1,500 and its central administration office is located in the city of Gävle.

On behalf of the Government of Sweden

Our organisation is under the authority of the Swedish Ministry of Finance and its activities are governed by the Government of Sweden via the National Government Service Centre's Instructions, public service agreements, spending authorisations, and other specific decisions from the Government of Sweden.

The Service Centre aims to maintain a balance between cost-effectiveness, quality and service, thus contributing to increasing efficiency and reducing administrative costs in the Swedish state administration.

The source of the National Government Service Centre's revenue stems from both fee-financed activities and activities financed by government appropriations. Our administrative services are financed by fees paid by the public authorities that purchase them. The service offices are financed by financial appropriations from the Government of Sweden.

For the fifth consecutive year, we are able to report a financial surplus in our operations. It amounted to SEK 11.9 million. In addition to repaying our liabilities to the / State Treasury, we use the money to invest in innovation and the development and improvement of our services.

We are committed to our vision

Innovative development of services and security issues is something we will be putting particular focus on in the coming years. These areas have been identified as being especially important in the new strategic direction for the National Government Service Centre that was developed in 2021. The strategic direction is the National Government Service Centre's compass for the coming years and will serve to help us achieve our vision of a more accessible and efficient central government administration.

In 2021, we established a central development unit to accelerate the pace of innovation with the aim of delivering efficient and modern services.

Needs-driven development

Our services are developed and enhanced in close dialogue with our client authorities and partners, based on their needs and preferences. For example, we work with some client authorities in reference groups within various service areas. In 2022, we will be launching two additional groups. When the clients are actively involved in the National Government Service Centre's development of services, we can work together to build and deliver better solutions. In the long run, this means cost savings for the entire Swedish state administration.

For the safety and security of all

Information security is a fundamental issue for us. Information security therefore is a high priority. A determined and systematic process of change and development is underway in the area of information security.

Our work on information security will help our clients to feel confident that our services are accessible and can be used securely with confidence. In our role as a central government service centre, we take our responsibility seriously for ensuring that our suppliers and the systems we use conform to the

high security standards required within the public sector. To enhance awareness of information security among our employees, we have invested in raising the level of expertise in this area in 2021. For example, all employees have been encouraged to complete DISA cyber awareness security training, a course provided by the Swedish Civil Contingencies Agency (Myndigheten för samhällsskydd och beredskap, MSB). We have also participated in the Stop. Think. Connect. stay safe online campaign, with skills-enhancing videos and published articles. More training initiatives are in the planning stages for the coming year.



The year in brief



97% of the visitors to our service offices are satisfied with our services

In autumn 2021, a customer survey was conducted in our service offices. It showed that 97% of visitors surveyed received the help they needed.

It is gratifying that we have managed to deliver high quality customer care despite the impact of the pandemic and the spread of COVID-19. The services provided by the National Government Service Centre to public authorities, private citizens,

and business enterprises is to be regarded as an activity that is a vital public service. Therefore one prioritised task has been to limit the impact of the pandemic on our provision of services to people in Sweden at the service offices along with ensuring the delivery of our administrative services. The latter includes the payment of salaries to almost half of all central govern-

ment employees.

Our annual client survey of client authorities shows that users are generally pleased with our services. 79% agree that we are reliable. What the users of our services are most satisfied with is the correctness of payments of salary and that they are well treated in services they receive.

More service offices are to be opened

In 2021, new service offices were opened in Ulricehamn and in Stockholm. Over the next two years, an additional 28 service offices will be opened. The new service offices will be established in sparsely populated and rural areas, in major metropolitan areas, and in socially disadvantaged areas.

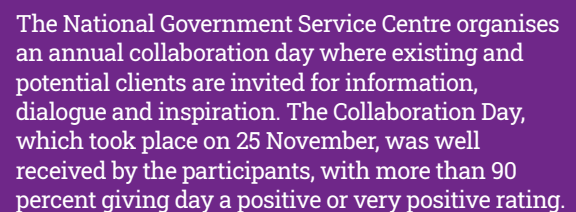
Strategic cooperation on locally available central government services

In September 2021, a pilot project was launched together with the Swedish Migration Agency. Since then, visitors to our service offices in Borlänge, Mariestad and Visby can receive assistance with the Swedish Migration Agency's digital services, general information about the Swedish Migration Agency and support with filling out forms.

With the aim of developing and enhancing the cooperation with municipalities, pilot projects are underway with the cities of Malmö, Växjö and Örebro.

The new services are all about providing a systems support framework to manage rehabilitation, skills, recruitment and training.

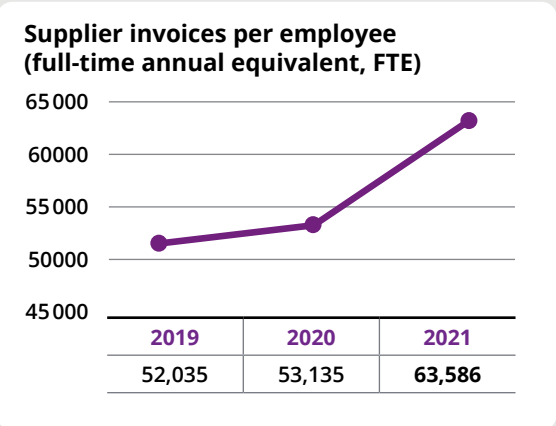
**client authorities
affiliated**



The year in numbers

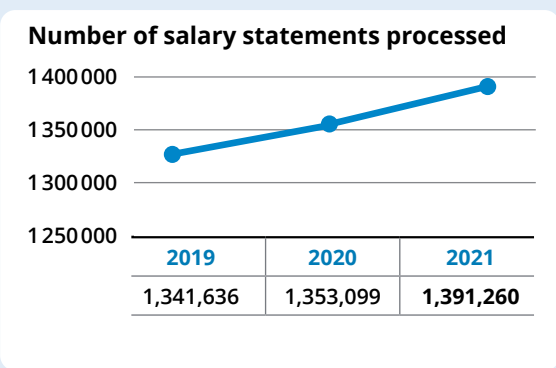
More efficient invoice processing

Our staff processed more supplier invoices on average per person compared to the previous year. This is largely due to increased automation by matching invoices to a subscription or electronic order. During the year, additional public authorities became affiliated to the National Government Service Centre's account plan, which also contributes to attain increased efficiency.



We processed more salary payments

In 2021, 1,391,260 salary statements were processed. This is an increase of 38,161 salary statements compared to 2020.



The number of affiliated client authorities increases

161 client authorities with a total of approximately 115,000 employees were affiliated. This corresponds to 47 percent of all central government employees. In 2022, the number of unique clients purchasing any of our services will increase from 161 to 168 clients. Client authorities can purchase one or more services.

Financial results and forecast of number of affiliated client authorities in 2021-2023

Service	2021	2022	2023
Accounting and e-commerce services	122	128	134
Payroll services	132	139	154
Total number of clients	161	168	185

Good grades for our customer service

87% of users felt that contact with customer service was very satisfactory. And the reason behind these results include improved search capabilities, simplification of forms, and adaptations for contact persons for target groups.

87 %
felt that their contact with the customer service; worked out quite well.

Total number of customer service matters in 2021:

305,000

We processed payroll and/or financial administration for approximately

160 public authorities.

In total, we processed about

1,4 million salary payments to central government employees at public authorities that purchase our payroll service.

Our service offices received over

2,2 million visitors.

We produced

70 financial statements for other public authorities.

Our services to government agencies covered just over

47 % of all central government employees.

Approximately

450,000 client invoices were processed. About 430,000 were electronic.

We processed over

610 000 supplier invoices for public authorities that purchase our financial services.

We dealt with

2,6 million matters in the service offices.

Today, private persons and business enterprises can obtain guidance and services from the Swedish Public Employment Service, the Swedish Social Insurance Agency, the Swedish Pensions Agency and the Swedish Tax Agency. The National Government Service Centre has 118 offices, from Kiruna in the far north to Trelleborg in the south. Over the next two years, an additional 28 new service offices will be opened around the country.

Public authorities gathered together for you, for a one-stop service

People can obtain assistance from various public authorities with questions or issues they have in the same place, leading to greater efficiency.

"Not only is it more convenient for the public to be able to go to one single place for assistance with several issues, it is also a way of saving taxpayers' money. Gathering the most important government agencies under the same roof will thereby be cost-effective for everyone," explains Paul Larsson, Division Head of the Public Services Division.

Personalised guidance

The focus is always on providing personal service with a guiding encounter. The most common reason for a visit to one of our service offices is that the person did not succeed with their digital public authority matters. A large group of people are simply not accustomed to dealing with public authority matters online. According to the Swedish Internet Foundation's annual survey of the Internet habits of Swedish people "The Swedes and the Internet 2021," 6% of people living in Sweden never use the Internet, which corresponds to approximately 620,000 of the population. "The aim at the offices is for staff to help people to help themselves so that they can, as far as possible, manage their own affairs. In other words, the visits will hopefully lead to more people becoming proficient in digital interaction with governmental agencies," explains Paul.

And the results are very promising encouraging so far. In this year's customer survey, 97% of the 2.2 million visitors to the service offices said they received the assistance they were looking for.

The future is flexibility

Today, our service offices provide services from four different government agencies and we have a clear vision to expand. For example, pilot projects are underway with the Swedish Migration Agency and the Swedish National Courts Administration, as well as the

City of Malmö and the Municipality of Örebro.

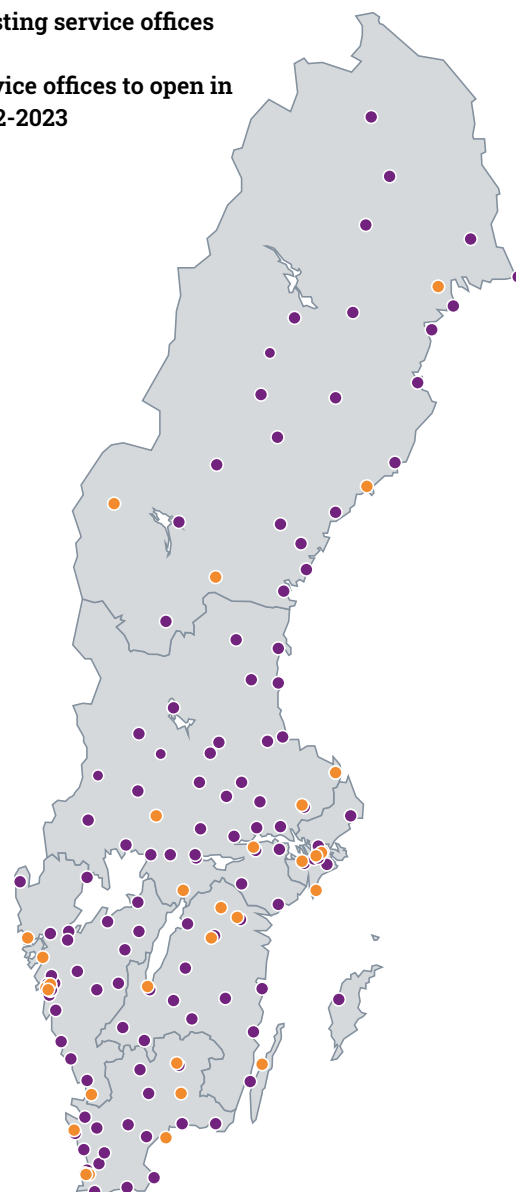
The challenge is to continue to offer services in a cost-effective way and extensive work is now underway to find new ways to make meetings more efficient. This can be done in a number of ways, all of which involve increased flexibility.

There is also an ambition to expand remote services via video by 2025, so that work can be distributed between offices depending on workload. The development plan also includes mobile solutions.

"At present, this involves enabling administrators to work portably with laptops from municipal offices, libraries and trade fairs. In the long term, I envision a solution similar to a book bus or blood bus," comments Paul.

Existing service offices

Service offices to open in 2022-2023



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We work very hard to maintain a
pace of development that meets or
exceeds client expectations.



Innovation with the client in focus

The focus is on continuing to develop and enhance the services in close dialogue with existing clients and prospective clients.

“Involving clients in our further development and improvement of our services here enables us to develop

services that are in demand while establishing shared priorities. The reference groups are a very important source of direct feedback on what works and what doesn't work so well. Based on this information, we can make more confident decisions for the development of all services, from payroll to e-commerce,” explains Hans.



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Eskilstuna**



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Gävle**



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**Kristina, Case Administrator,
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**Haide, Financial Consultant,
Gävle**



**Gustav, IT Strategist,
Östersund**



Mandate

To provide efficient governmental services to the general public, to business enterprises, and public authorities.



Vision

Together we make the government more accessible and efficient.



Core values

Reliable, efficient and dedicated.

www.statenssc.se

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