

	Yes	Parially	No	Not applicable
Instructions before using the service				
The service explains the information required for using the service and how service use proceeds.				
Before using the service, the customer has been told what information and materials are needed for using the service.				
Before using the service, the customer has been told how much the service costs.				
Before using the service, the customer has been told how the service use process runs.				
Before using the service, the customer has been given an estimate of the duration of both the transaction and the entire processing of the matter.				
The customer has the opportunity to familiarise themselves with the instructions for using the service before using it.				
Before using the service, the customer has been told about the other possible services related to completing this transaction.				
Before using the service, the customer has been about told the technical requirements of the service (device, program, versions, etc.)				
The service uses data stored in the registers of different authorities				
The customer is not asked to provide data that can be obtained from other authorities				
The customer is told where each retrieved or pre-filled piece of information has been retrieved from.				
The data retrieved and pre-filled from other registers is updated and the data in the service is up to date.				
Service use situation				
The different stages of using the service and how using the service proceeds are shown to the customer				
The different stages of the transaction and how it progresses are shown to the customer during service use.				
Interrupting service use and saving it is possible in stages				
The customer can save the information they have provided and continue the interrupted service use later.				
The customer is informed about how long the data they have saved as incomplete is retained in the e-service.				
Instructions and support is offered during service use				
Step-by-step instructions on how to use the e-service are available to the customer.				
The details on the available customer support are displayed during the entire service use.				
Customer support has sufficient visibility to the e-service so that it can provide transaction-specific support to the customer.				

The customer is notified about whether their service use was successful and about any further actions				
After the transaction, the service notifies the customer clearly about whether their service use was successful.				
After the transaction, it is possible for the customer to get a summary of the transaction.				
After the transaction, the service notifies the key data on the stages in the progress of the process from the customer's point of view and the estimated duration of these stages.				
At the end of service use, the service informs the customer about other services related to the theme and possibly needed by the customer. These include services provided by other actors.				
Service disruptions will be taken into account				
During maintenance breaks and service disruptions, the customer is informed about the available alternative ways of using the service.				
An incident management model has been drawn up for the service.				
Operation during disruptions has been practised together with other parties.				
Usability				
The service fulfils the accessibility requirements				
The service meets the requirements set for accessibility.				
The accessibility of the service has been assessed according to the accessibility requirements and the development needs have been identified.				
The content and language of the service are appropriate, clear and easy to understand.				
A content production specialist or a language specialist has participated in the development of the service. The language is clear and easy to understand and takes into account the target group of the service.				
The language selection of the service meets the requirements of language legislation.				
The service is also available in other languages used by its customers.				
The e-services function in a uniform manner				
The logic in using the service is the same as in the organisation's other digital services				
Service use can be initiated at any time of the day				
The service is available 24 hours a day.				
The times and durations of known maintenance breaks are notified to the customer in the service.				
The usage percentage is measured in the service (SLA, service level agreement)				
The service is independent of the terminal device used				
The service has been designed, implemented and tested to ensure it works in the most common terminal devices and software.				

Electronic support services for service use				
Suomi.fi e-Identification is available in the service				
Logging into the service is carried out using Suomi.fi e-Identification.				
The need for identification and the strength of identification have been assessed.				
The service uses Suomi.fi Messages				
The service takes advantage of Suomi.fi Messages in connection with the transaction.				
After service use, a summary of the transaction is sent to the customer in Suomi.fi Messages.				
Fees related to using the service can be paid in the service				
Suomi.fi Payments is used in the payment transactions of the service.				
It is possible to act on behalf of another party in the service				
It is possible to act electronically on behalf of another person or organisation in the service. Suomi.fi e-Authorizations are used in acting on behalf of another party.				
The service uses Suomi.fi Data Exchange Layer				
The service uses Suomi.fi Data Exchange Layer when it retrieves the information required in the e-service from the data repositories of other organisations.				
Cooperation between Public Service Info, the Digital and Population Data Services Agency and the organisation works well				
The customer support units of different organisations are aware of one another's roles and expertise in fulfilling the customer's need for support.				
The customer support of the service has at its disposal the instructions for using Suomi.fi Web Services, produced by Public Service Info and the Digital and Population Data Services Agency.				
Data security and data protection				
The data security requirements have been met				
The data security requirements of the service have been defined on the basis of the information and functionalities of the service.				
The data security of the service has been implemented and tested according to requirements.				
The data protection requirements have been met				
A privacy statement has been drawn up and is available to the customer.				
The data collected on the customer can be accessed by the customer, for example, through the registers of Suomi.fi or in some other way without the customer having to request it from the producer of the service.				
A description of how the data required by the service is processed in accordance with the data protection requirements is used internally in the organisation.				

Engaging the customer				
The customer has an opportunity to give feedback				
The client has an opportunity to give transaction-specific feedback.				
The feedback is processed and analysed regularly.				
The feedback received is answered if the customer so wishes.				
The grade given by the customer is presented to customers.				
The impacts of customer feedback on the development of the service are presented to customers.				
The customer can contribute to the development of the service.				
Customers are engaged in the development of the service.				
New functionalities and any significant changes in the service are tested with customers before transferring them to production.				
In addition to the most important version updates, customers are engaged in usability tests also during the stable production period.				