

ANNUAL REPORT 2017



ÞJÓÐSKRÁ ÍSLANDS
REGISTERS ICELAND

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Margrét Hauksdóttir
Director General
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SPEECH OF DIRECTOR GENERAL

THE YEAR OF STRATEGIC MANAGEMENT

Registers Iceland implemented its first long term policy in 2017, for the years 2017-2020. The objects and tasks of the year were both big development projects and improvement projects regarding the internal work of the organization. In the beginning of the year, LEAN management was implemented, with emphasis on visible and strategic management in all departments. LEAN management implies critical review of workflow and project execution to improve business, which has resulted in shorter waiting time in variety of areas. The vision of the organization is to provide first-class service that saves customers time and effort, anywhere and anytime. New web site was opened at the beginning of the year. Electronic forms are constantly increasing, and there is a focus on automation wherever possible. Electronic announcements to Registers Iceland's customers available on Island.is are constantly increasing.

New technical solutions are now available to political parties and municipalities in the preparation of elections, including systems for review of referral lists, electoral systems, etc. that came in handy in the parliamentary elections in the fall of 2017.

Registers Iceland is one of four governmental organizations involved in a pilot project regarding a shorter workweek, initiated by the government and BSRB. It was important not to interfere with our service level so it was decided to not cut business hours, which are every working day from 09-15. There is a general satisfaction among employees with the shorter workweek which is reflected in improved performance as well as declined illness rates.

Clear policy and good team effort are the foundation of good work performance. Both exist at Registers Iceland, which can be clearly noticed in the operations of 2017.

Margrét Hauksdóttir



ROLE

Registers Iceland's role is to facilitate people and businesses in society as well as to safeguard their rights and properties. There are three base registers: National register, Property register and Legal competence register. The guiding principle is to offer exemplary service, which saves the customers time and effort.

HUMAN RESOURCES

In 2017, 118 people worked at Registers Iceland, 69 females and 49 males. Registers Iceland runs offices both in Reykjavik, where 101 employees are based, and in Akureyri, where 17 employees are based.

NUMBER OF ISSUED PASSPORTS	60,069
NUMBER OF ISSUED CERTIFICATES FROM THE NATIONAL REGISTRY	22,408
NUMBER OF NEWLY REGISTERED CHILDREN	4,610
NUMBER OF FIRST TIME REGISTERED FOREIGN NATIONALS	10,327
NUMBER OF LOGINS THROUGH ISLAND.IS, THE NATIONAL PORTAL LOGIN SERVICE	5,800,000
NUMBER OF VISITS TO SKRA.IS	1,000,000
VISITS TO THE CUSTOMER SERVICE CENTER IN REYKJAVIK	57,274
PHONE CONTACTS	67,549
ONLINE SERVICE	4,079
E-MAIL	22,277
TOTAL PROPERTY VALUATION	7,358 BILLION ISK
TOTAL FIRE INSURANCE VALUE	8,318 BILLION ISK
TOTAL NUMBER OF REGISTERED PURCHASE AGREEMENTS	11,970
TOTAL NUMBER OF REGISTERED LEASE CONTRACTS	7,598
RESIDENTS IN ICELAND ON JANUARY 1ST, 2018	348,450

SHORTER WORKWEEK

Since May 1st Registers Iceland has been taking part in a pilot project initiated by the Ministry of Welfare, regarding a shorter workweek. Each workday was shortened by almost an hour, so each workweek is now 36 hours instead of 40 hours. In the first six months, we were able to shorten our work hours by 89% of those 11.056 expected by the plan. Those 9.809 work hours add up to 1378 working days, based on shorter working hours, or about 6,2 years of work from one employee.

Employees report less stress and more job satisfaction after the start of this project and sick days have decreased by 20% in the first six months of the project.



FEBRUARY

New and improved website Skra.is was opened



MARCH

- Implementation of LEAN management began
- 10 years anniversary of Island.is.
- Self-review of summer cottages starts
- New real property price portal was launched



APRIL

Increased emphasis on registration of children's custody



MAY

Registers Iceland starts taking part in the pilot project regarding shorter workweek

JUNE

- New market assessment for summer cottages
- New price portal for summer cottages opened



JULY

- Issuance of comprehensive report where all data sharing from Register Iceland is mapped out.
- Regulation prescribing uniform implementation of address access
- Waiting time regarding registration for EEA- and EFTA nationals got largely shorter

AUGUST

Waiting time for certificates from the national register shortened



SEPTEMBER

- Waiting time for passport shortened from 10 working days down to 4 working days
- Implementation of work- and accounting system

OCTOBER

- Family registration for children finished, and now all children are linked with their birth/adoptive parents
- Publication of data from the population registry was reconstructed and improved
- Preparation for parliamentary elections



NOVEMBER

- New price list accepted
- Registers Iceland certification according to the ISO / IEC 27001 management of information security renewed

DECEMBER

Register Iceland's website, Skra.is, was the highest-ranking website in the survey „What makes a good governmental website 2017“



IMPLEMENTATION OF LEAN MANAGEMENT

The long-term policy of Registers Iceland stipulates the implementation of LEAN management within the organization, and that started at the beginning of 2017. First, new management practices were introduced together with changes in various operation processes within one department, and then gradually other departments were added and in the end of 2017 most departments had implemented the tools of LEAN management in their daily practices. Most notably were the addition of short and effective meetings, which are held couple of times a week, where teams discuss projects-status and possible improvement of processes. The focus on those meetings is on visual management and positive changes and improvements, simplifying work processes and more dynamic flow of information.

The implementation of LEAN has had many positive effects within the organizations, i.a. with shorter waiting time in various areas which results in much better and more effective service to our customers. The waiting time for a passport was shortened from 10 working days down to four, waiting time for certificates from the population registry was shortened from five working days down to two working days and the waiting time for registration of EEA-and EFTA nationals was shortened from 12 weeks down to five working days.





RANGE OF E-SERVICES

In the long-term policy of Registers Iceland, a strong emphasis is put on providing great service that saves the customer time and effort, anytime-anywhere. Big part of this is to focus on improving and increasing e-service solutions and that the organization assumes a leading role when it comes to this. Registers Iceland is constantly working on expanding the range of e-services, e.g. increasing the number of electronic forms available on our website, expanding the range of notification accessible to customers in their post-box on Island.is, providing easier access to information on Island.is and expanding self-service. E-services should always be the first choice in most cases at Registers Iceland and few important steps were taken to reach that goal in the year 2017.

On February 1st a new and improved website, Skra.is, opened with great emphasis placed on accessible content and accessibility for disabled customers. At the end of 2017 the website was one of the highest-ranking website in the survey „What makes a good governmental website 2017“.

The website Island.is celebrated its 10 years anniversary on March 7th. At the end of 2017 a big step regarding e-services was taken when a new "My pages" on Island.is was launched. People can now easily access their detailed information that have not before been accessible on electronic format, e.g. information about their children and parents as well as information about custody, given that information have been made available in electronic format.

An emphasis has been placed on increasing the number of electronic forms, thus increasing customers' self-service and now customers can request most changes regarding their registration electronically and efficiently. The goal was that in 2017, 70% of customers' requests were obtained electronically and at the end of the year, 75% of requests were made electronically.

At the beginning of 2017, a self-review of summer cottages was initiated, giving summer cottage owners the opportunity to submit their own reviews on their cottages electronically. A new form, F-505, was created, where the owner can enter detailed information about the quality and condition of the cottage as well as uploading pictures. This shortens the processing time of reassessment requests and saves the organization a lot of time. It also saves time and costs for the owners of cottages, for they do not need to make a trip to the cottage to greet the review experts.

FINANCIAL STATEMENTS

The financial statements for 2017 are different from the financial statements for 2016. Previous accounting methods were on cash basis while from 2017 accounting methods are on accrual basis. This is based on law requirements in Act no. 123/2015 on public finance. The main changes to the balance sheet of Registers Iceland are that current assets are capitalized in the balance sheet and depreciated over the estimated time left in use. Property, plant and equipment purchased before 1.1. 2017 are reported at the original cost less depreciation from the date of use until the end of 2016. Property, plant and equipment were previously reported as initial cost in the income statement. Due to this change the last year is not shown for comparison in this annual report.

In 2017, the annual turnover was ISK 1,859.4 million and the year profit was ISK 26.5 million. The income was about 16 m.kr. higher than the year before, which is explained solely by the sale of information. No changes were made to prices of the products of Registers Iceland in 2017. Operating expenses for the year amounted to ISK 1,832,9 million.

According to the balance sheet, the net asset value is 78 m.kr. at year-end and assets totaling at ISK 323.2 million.



INCOME STATEMENT 2017

	2017
REVENUE	
State contribution	980.116.556
Service fee	806.257.731
Other revenues	44.790.538
Deferred income	26.565.750
Revenues total	1.857.730.575
EXPENDITURE	
Salaries and related expenses	1.175.212.335
Other operational expenses	630.846.889
Depreciation	26.565.750
Expenditure total	1.832.624.974
PROFIT (LOSS) BEFORE FINANCIAL ITEMS	25.105.601
FINANCE (COSTS) INCOME	
Finance income	1.638.022
Finance costs	(248.235)
	1.389.787
Profit of the year	26.495.388

BALANCE SHEET 31.12. 2017

	31.12. 2017
ASSETS	
Non-current assets	
Tangible fixed assets	77.388.575
Total non-current assets	77.388.575
Current assets	
Inventories	24.239.149
Accounts receivables	148.037.921
Claims on related parties	36.516.927
Other claims and prepaid costs	375.998
Cash	36.659.519
Total current assets	245.829.514
TOTAL ASSETS	323.218.089
EQUITY AND LIABILITIES	
EQUITY	
Equity	78.025.177
Total Equity	78.025.177
LIABILITIES	
Claims on related parties - liabilities	2.949.500
Accounts payable	40.492.826
Short term liabilities	124.362.011
Deferred investment allowances	77.388.575
Total Liabilities	245.192.912
TOTAL EQUITY AND LIABILITIES	323.218.089