



# **IMPROVEMENT ACTIONS**

## **ICELAND**

**PEER REVIEWERS' RECOMMENDATIONS AND  
IMPROVEMENT ACTIONS  
OF THE NATIONAL STATISTICAL SYSTEM OF  
ICELAND  
IN RESPONSE TO THE RECOMMENDATIONS**

**1. Recommendation**

With support from Statistics Iceland, the relevant authorities should establish an advisory Statistical Council to provide strategic guidance and vision to the national statistical system and input to Statistics Iceland's prioritisation of resources. (Improvement-related: ES CoP, Indicators 1bis.1 and 11.1)

**Current situation:**

The national statistical system is highly centralised and consists of Statistics Iceland at the centre of official statistics, Other National Authorities developing, producing and disseminating official statistics (the Central Bank, the Directorate of Health, the National Police Commissioner and the Transport Authority) and 17 other producers of national statistics. Even if Statistics Iceland has a clear, legal mandate to coordinate the system, the reality is more complex and demonstrates that coordinating the system is extremely challenging and practically non-existent outside the scope of European statistics.

Even so, it should be recognised that coordination can take place in many ways, with command-and-control approaches difficult to implement and often not very effective. Hence, over the longer term, an important aspect of coordination is for all parties involved to accept and share a common vision of how the national statistical system should evolve.

**Improvement sub-action 1.1:** Review examples and practices of Advisory Statistical Councils in similar institutions

**Deadline:** Q1 2025

**Responsible institution for improvement sub-action 1.1:** Statistics Iceland

**Improvement sub-action 1.2:** Analyse the pros and cons of establishing an advisory board and define its potential role and responsibilities

**Deadline:** Q1 2025

**Responsible institution for improvement sub-action 1.2:** Statistics Iceland

**Improvement sub-action 1.3:** Discuss with the Prime Minister's Office on the establishment of a Statistical Council.

**Deadline:** Q1 2025

**Responsible institutions for improvement sub-action 1.3:** Statistics Iceland, Prime Minister's Office

**Improvement sub-action 1.4:** Formally establish an advisory council in collaboration with the relevant authorities.

**Deadline:** Q2 2025

**Responsible institutions for improvement sub-action 1.4:** Statistics Iceland, relevant authorities

**2. Recommendation**

The Prime Minister's Office should support Statistics Iceland in initiating and implementing legal or other changes to remove barriers to the exchange of data and information within the national

statistical system while ensuring that statistical data remain confidential and for statistical purposes only. (Compliance-relevant: ES CoP, Indicators 9.5 and 14.3)

**Current situation:**

The Statistics Law (Article 10) provides strong protection of confidentiality in official statistics. However, this has prevented Statistics Iceland from sharing statistical information with all ONAs, including the Central Bank of Iceland. While well intentioned, to ensure that data remain confidential and are used for statistical purposes only, this provision is interpreted as blocking the normal data exchange in an efficient statistical system, which is conditional on all producers applying strict data protection rules.

As an example of the consequences caused by these provisions in the Statistics Law, Statistics Iceland maintains a Statistical Business Register for internal use, which has not been made available to other producers of official European statistics, even if the Central Bank of Iceland has expressed its wish to have access. Not having a shared and consistent classification of enterprises leads to inconsistency between the statistics of the two institutions. This lack of coherence is problematic and needs to be addressed by measures to allow the necessary exchange of data.

**Improvement sub-action 2.1:** Build a common understanding with the Central Bank of Iceland regarding data exchange

**Deadline:** Q4 2024

**Responsible institution for improvement sub-action 2.1:** Statistics Iceland

**Improvement sub-action 2.2:** Discuss with other producers of official statistics about a common understanding of data exchange

**Deadline:** Q2 2025

**Responsible institution for improvement sub-action 2.2:** Statistics Iceland

**Improvement sub-action 2.3:** Discuss with the Prime Minister's office about necessary changes in the Statistics Law if a common understanding cannot be reached between the Central Bank of Iceland, other producers of official statistics and Statistics Iceland

**Deadline:** Q2 2025

**Responsible institution for improvement sub-action 2.3:** Statistics Iceland

**Improvement sub-action 2.4:** Conclude an internal memorandum and MoU with the parties concerned

**Deadline:** Q2 2025

**Responsible institution for improvement sub-action 2.4:** Statistics Iceland, accredited producers of European statistics (Directorate of Health, Central Bank of Iceland)

### 3. Recommendation

Statistics Iceland, supported by the Prime Minister's Office, should define the scope and coverage of the national statistical system and agree on the responsibilities of Other National Authorities and data providers, respectively, with the relevant enforcement mechanisms. (Improvement-related: ES CoP, Indicator 1bis.1)

#### Current situation:

The EU energy statistics regulation, revised in 2017, has not yet been integrated into the EEA Agreement pending Iceland's opinion, and Icelandic energy statistics are not yet transmitted to Eurostat. Previously, the National Energy Authority, being a government institute, was the official Icelandic producer of European energy statistics, with responsibilities including advising the government on energy issues, promoting energy research and administration, and the development of the exploitation of energy resources. However, the provision of official statistics by the National Energy Authority has stagnated and it has been unwilling to take on the role of an ONA. With the EEA agreement not yet amended, there is at present no legal obligation to provide the statistics, and the issue remains on hold.

This particular case is an example of the need for a general clarification of responsibilities, coordination and enforcement within the system of official statistics, at least in the context of new or changed EU regulations.

**Improvement sub-action 3.1:** Map official statistics, both with respect to producers of European statistics (ONAs) and other national producers

**Deadline:** Q1 2026

**Responsible institution for improvement sub-action 3.1:** Statistics Iceland

**Improvement sub-action 3.2:** List all producers of national statistics for local use and their output, as well as the statistical output of Statistics Iceland, to create a compendium of locally produced statistics for local use

**Deadline:** Q1 2026

**Responsible institution for improvement sub-action 3.2:** Statistics Iceland

**Improvement sub-action 3.3:** Establish a framework for scope, roles and responsibilities of the different institutions, data holders and other producers of statistics in Iceland. This framework will help to define roles and responsibilities in the Icelandic data ecosystem generally, and specifically for the production and dissemination of statistics

**Deadline:** Q3 2026

**Responsible institution for improvement sub-action 3.3:** Statistics Iceland

**Improvement sub-action 3.4:** Based on the framework for scope, roles and responsibilities in the Icelandic data ecosystem, Statistics Iceland, along with the Prime Ministers' Office and other relevant ministries will draft legislation with the aim of creating an enforcement mechanism for the different roles and responsibilities in the data ecosystem in Iceland

**Deadline:** Q3 2026

**Responsible institution for improvement sub-action 3.4:** Statistics Iceland

#### 4. Recommendation

Statistics Iceland, with the support of the relevant authorities, should establish and maintain an inventory of information available in administrative data sources. (Improvement-related: ES CoP, Indicator 9.4)

##### Current situation:

Statistics Iceland is obliged by the Statistics Law to use administrative data rather than direct data collection, when possible, to minimise response burden. In this context, Statistics Iceland emphasises the rule that a request for data should be restricted to data that is needed to fulfil statistical requirements and nothing more. Statistics Iceland's heavy reliance on administrative data is also consistent with the government's emphasis on limiting the burden on households and enterprises to provide information. However, this part of the statistical act has been rather dormant for the past few years and currently there is little knowledge within Statistics Iceland on what data sources are available or if (and how) they are being developed.

**Improvement sub-action 4.1:** Statistics Iceland will list all registers and other data sources which are currently in use by Icelandic authorities, including municipalities, ministries and official institutions and organizations, to obtain a comprehensive list of all potentially available data sources as well as their holders (or providers) that should be available for the production of official statistics

**Deadline:** Q3 2025

**Responsible institution for improvement sub-action 4.1:** Statistics Iceland

**Improvement sub-action 4.2:** Conduct an analysis of all production processes within Statistics Iceland with the aim of examining if data can be harvested from some of the data sources in the list of registers and administrative data currently hold by Icelandic authorities

**Deadline:** Q4 2025

**Responsible institution for improvement sub-action 4.2:** Statistics Iceland

**Improvement sub-action 4.3:** Prepare a communication plan with public entities that hold data, in accordance with the plans of the Data division to make other public entities aware of the Statistics Law and that holders of data are required to collaborate closely alongside Statistics Iceland for administrative data to be available and usable for the production of official statistics

**Deadline:** Q4 2025

**Responsible institution for improvement sub-action 4.3:** Statistics Iceland

#### 5. Recommendation

With the backing of its legal mandate, Statistics Iceland should continue to seek agreements by mutual consent with data holders to increase the use of privately held data. (Improvement-related: ES CoP, Indicators 2.4 and 10.3)

##### Current situation:

Statistics Iceland has a long tradition of using privately held data for statistical purposes, possibly helped by a wording in the Statistics Law that seems to grant the right of access. Good examples include wage statistics (mainly based on wage data from private enterprises), price statistics (based partly on digital scanner data from supermarkets and discount stores), statistics on external trade in services and household final consumption expenditure in national accounts (based on transaction data from debit and credit cards). Worth mentioning is the work in progress

on utilising data on energy consumption from smart meters, in which data pipes are in place to harness daily data. There are also plans in the pipeline to build up coordinated infrastructure for data architecture and validation.
<b>Improvement sub-action 5.1:</b> Identify barriers in data collection with regards to privately held data
<b>Deadline:</b> Q3 2025
<b>Responsible institution for improvement sub-action 5.1:</b> Statistics Iceland
<b>Improvement sub-action 5.2:</b> Develop an overview of contracts with major data providers of privately held data
<b>Deadline:</b> Q4 2025
<b>Responsible institution for improvement sub-action 5.2:</b> Statistics Iceland
<b>Improvement sub-action 5.3:</b> Formalize communication and review contracts with key data providers of privately held data
<b>Deadline:</b> Q4 2025
<b>Responsible institution for improvement sub-action 5.3:</b> Statistics Iceland
<b>Improvement sub-action 5.4:</b> Store all quality documents relevant for access to privately held data into a single IT system for quality documentation and information security; procedures, checklists, templates, MoU, etc.
<b>Deadline:</b> Q1 2026
<b>Responsible institution for improvement sub-action 5.4:</b> Statistics Iceland

## 6. Recommendation

Statistics Iceland should continue to formalise and standardise agreements with administrative data providers and Other National Authorities through Memoranda of Understanding, with regular follow-up discussions at strategic level. In the case of administrative data providers, Statistics Iceland should establish clear timetables for revisions as well as specifications on quality, design, changes in data delivery and follow-up. (Improvement-related: ES CoP, Indicators 8.6, 2.2, 8.7 and 1bis.1)

### Current situation:

Due to the heavy reliance on administrative data, it is important for data delivery to be predictable, timely and with agreed content and coverage. For the main holders of administrative data, agreements are in place for data delivery in which Statistics Iceland describes the data concerned, how the data will be used and for what purposes, together with details on the actual delivery. Some of the most important agreements in force are signed with Registers Iceland (about the population in Iceland, information used for all social statistics produced and disseminated by Statistics Iceland), the Icelandic Revenue and Customs (about tax and customs register data used for social statistics, business statistics and international trade statistics), the Icelandic Directorate of Labour and the Directorate of Fisheries.

It is also important for agreements to be signed and maintained with ONAs. An MoU was signed recently with the Directorate of Health and there is also an agreement with the Central Bank of Iceland.

<p>In this respect, regular contact at working level with the holders of administrative data and ONAs is crucial, allowing the former to better understand Statistics Iceland's needs and how the data will be used to produce official statistics and the latter to seek advice on statistical matters. Statistics Iceland may better understand the practical limits and constraints on data delivery and the needs of these institutions as users or, in the case of the Central Bank, as both a user and a producer of official statistics. Nevertheless, communication and cooperation at a more strategic and forward-looking level are equally valuable and can help smoothing operations, allowing upcoming problems to be resolved and beneficial initiatives to be discussed.</p>
<p><b>Improvement sub-action 6.1:</b> Conclude MoUs with data owners and other statistical producers, based on a standard template on the content, frequency and timeliness of data flows</p>
<p><b>Deadline:</b> Q4 2026</p>
<p><b>Responsible institution for improvement sub-action 6.1:</b> Statistics Iceland</p>
<p><b>Improvement sub-action 6.2:</b> Integrate the MoUs into the Quality System to guarantee a regular review of the documents and updates when needed</p>
<p><b>Deadline:</b> Q4 2026</p>
<p><b>Responsible institution for improvement sub-action 6.2:</b> Statistics Iceland</p>
<p><b>Improvement sub-action 6.3:</b> Hold regular follow-up meetings at strategic level on the content and update of MoU/agreements.</p>
<p><b>Deadline:</b> Q4 2026 (annually afterwards)</p>
<p><b>Responsible institution for the improvement sub-action 6.3:</b> Statistics Iceland</p>

<p><b>7. Recommendation</b></p> <p>Statistics Iceland should perform the coordinating role inscribed in the Statistics Law vis-à-vis the Other National Authorities developing, producing and disseminating official statistics and other producers of official national statistics, including the development and enforcement of quality guidelines. (Compliance-relevant: ES CoP, Indicator 1bis.2)</p>
<p><b>Current situation:</b></p> <p>Article 3 of the Statistics Law provides Statistics Iceland with a clear mandate to coordinate official statistical activities. The coordination "...involves the tasks and methods applied, including the application of standards and classifications, requirements for quality and publication, and the treatment of data collected for statistical purposes." Whilst the wording is different, this comes close to the spirit of the ES CoP principle on coordination. The Statistics Law also states that Statistics Iceland shall introduce and maintain a process of regular consultations with the relevant institutions.</p> <p>In practice, only limited progress has been made since the Statistics Law was adopted in 2007, though the recently concluded agreement with the Directorate of Health represents partial progress. Resource constraints may partly explain the limited coordination and these constraints may have been exacerbated by the increase in the number of institutions that produce national statistics.</p>
<p><b>Improvement sub-action 7.1:</b> Establish a strategy/policy/concept on how the coordination role of Statistics Iceland could be performed</p>
<p><b>Deadline:</b> Q1 2027</p>



<b>Responsible institution for improvement sub-action 7.1:</b> Statistics Iceland
<b>Improvement sub-action 7.2:</b> Establish MoUs with other public statistics producers and sharpen the role of each producer
<b>Deadline:</b> Q2 2027
<b>Responsible institution for improvement sub-action 7.2:</b> Statistics Iceland
<b>Improvement sub-action 7.3:</b> Establish regular consultation meetings with other official statistics producers
<b>Deadline:</b> Q2 2027
<b>Responsible institution for improvement sub-action 7.3:</b> Statistics Iceland
<b>Improvement sub-action 7.4:</b> Establish, present, implement and enforce quality guidelines for other producers of official statistics in Iceland, including on how statistics are produced (e.g. the GSBPM) and on the quality dimensions of statistical output (based on the ES Code of Practice). This will be done by hosting short workshops with other producers and by conducting regular quality audits of their statistical products.
<b>Deadline:</b> Q4 2027
<b>Responsible institution for improvement sub-action 7.4:</b> Statistics Iceland

<b>8. Recommendation</b>
Statistics Iceland should implement its recently launched comprehensive reform programme including, inter alia, organisational change along functional and business process lines, as well as increased standardisation and automation of data collection and internal processes such as data editing. (Improvement-related: ES CoP, Indicators 10.2, 10.4 and 4.2)
<b>Current situation:</b>
As a first and highly visible step in implementing its comprehensive reform programme – the details and timeline of which still need to be agreed -, Statistics Iceland has recently announced a re-organisation of its office along more functional lines, taking inspiration from the GSBPM, the GSIM and GAMS0.
<b>Improvement sub-action 8.1:</b> Complete the implementation of organizational changes
<b>Deadline:</b> Q4 2024
<b>Responsible institution for improvement sub-action 8.1:</b> Statistics Iceland
<b>Improvement sub-action 8.2:</b> Establish a working group on automation of data collection
<b>Deadline:</b> Q1 2026
<b>Responsible institution for improvement sub-action 8.2:</b> Statistics Iceland
<b>Improvement sub-action 8.3:</b> Coordinate work in data organization and processes, including standardization of processing data, data storage and data validation
<b>Deadline:</b> Q4 2027

<b>Responsible institution for improvement sub-action 8.3:</b> Statistics Iceland
<b>Improvement sub-action 8.4:</b> Automate internal processes and data editing
<b>Deadline:</b> Q4 2027
<b>Responsible institution for improvement sub-action 8.4:</b> Statistics Iceland

<p><b>9. Recommendation</b></p> <p>Statistics Iceland should undertake systematic quality monitoring and audits of its statistical products. (Improvement-related: ES CoP, Indicators 4.2, 4.4 and 8.3)</p>
<p><b>Current situation:</b></p> <p>Budget constraints mean that quality audits and monitoring are undertaken at low and irregular frequency across the statistical processes and outputs in Statistics Iceland. Reviews in the context of the institution's ISO27001 certification help to some extent, but their main focus is narrower, pertaining to information security and, increasingly, privacy. Hence the need to strengthen quality audits and monitoring, which will help to ensure the quality of statistics and to correct any observed deficiencies while providing a good basis on which to communicate with users.</p> <p>There is a tendency for conclusions reached in one audit to be adopted for other statistics not audited. Overall, current quality monitoring and audits seem inadequate and there is a need to move forward with a differentiated but systematic approach in this area.</p>
<b>Improvement sub-action 9.1:</b> Develop a plan for systematic quality monitoring and audits
<b>Deadline:</b> Q4 2024
<b>Responsible institution for improvement sub-action 9.1:</b> Statistics Iceland
<b>Improvement sub-action 9.2:</b> Implement the plan for systematic quality monitoring and audits by reviewing three processes per year.
<b>Deadline:</b> Q4 2027
<b>Responsible institution for improvement sub-action 9.2:</b> Statistics Iceland
<b>Improvement sub-action 9.3:</b> Integrate all quality elements related to production into the Quality Management System and thereby make documents available for the annual review process
<b>Deadline:</b> Q2 2025
<b>Responsible institution for improvement sub-action 9.3:</b> Statistics Iceland

## 10. Recommendation

Statistics Iceland should finalise its process metadata system and use this as the basis for creating metadata for users based on the Single Integrated Metadata Structure. (Improvement-related: ES CoP, Indicators 8.4, 6.4, 15.5 and 15.6)

### Current situation:

There is room for improved metadata for external users. Lack of comprehensive metadata showing the details of available data is seen as complicating microdata access for research purposes.

Statistics Iceland has been investing in this but there is a need for improvements. Metadata for products have so far not been centrally managed and what is available on the website is not always up to date.

**Improvement sub-action 10.1:** Create and implement standards and guidelines for recording process metadata

**Deadline:** Q1 2025

**Responsible institution for improvement sub-action 10.1:** Statistics Iceland

**Improvement sub-action 10.2:** Select, install, and implement a software system for creating and maintaining metadata based on the Single Integrated Metadata Structure

**Deadline:** Q2 2025

**Responsible institution for improvement sub-action 10.2:** Statistics Iceland

**Improvement sub-action 10.3:** Prepare and publicise documents describing processes and highlighting process quality

**Deadline:** Q2 2025

**Responsible institution for the improvement sub-action 10.3:** Statistics Iceland

**Improvement sub-action 10.4:** Publish metadata for external users by using the Single Integrated Metadata Structure

**Deadline:** Q1 2026

**Responsible institution for improvement sub-action 10.4:** Statistics Iceland

## 11. Recommendation

Statistics Iceland should, where possible, undertake methodological and technological improvements to spread the response burden and hence increase the response rate. (Improvement-related: ES CoP, Indicator 9.2)

### Current situation:

Statistics Iceland produces no estimates for the overall survey response burden on enterprises, larger enterprises have to respond to many surveys since the absence of even just a few enterprises could skew the results. Fortunately, there seems to be an understanding that this is a necessary requirement of being a large enterprise in Iceland.

For smaller enterprises, where sampling does not have to be complete, there may be less understanding of the need to supply data and hence more risk of political fall-out and effects on

response rates. However, as replies to business surveys are mandatory, response rates have so far generally remained high, typically between 85 and 100 per cent.

To respond to the risks, Statistics Iceland needs to adapt procedures for surveys to avoid individual smaller enterprises being hit by many data requests simultaneously or having to answer over long periods of time.

**Improvement sub-action 11.1:** Review the distribution of surveys across enterprises in order to minimise response burden

**Deadline:** Q3 2026

**Responsible institution for improvement sub-action 11.1:** Statistics Iceland

**Improvement sub-action 11.2:** Prepare a common calendar across all collections making the participation of each company visible

**Deadline:** Q4 2026

**Responsible institution for improvement sub-action 11.2:** Statistics Iceland

**Improvement sub-action 11.3:** Measure response burden and response rate to identify improvements over time

**Deadline:** Q1 2027

**Responsible institution for improvement sub-action 11.3:** Statistics Iceland

## 12. Recommendation

The relevant authorities should consider augmenting Statistics Iceland's budget, while more systematically allocating resources to Statistics Iceland for additional EU-driven demands. (Improvement-related: ES CoP, Indicator 3.1)

### Current situation:

A significant part of the statistics produced and disseminated by Statistics Iceland and the Other National Authorities developing, producing and disseminating official statistics is based on EU regulations. Continuous increased demands from users are reflected in new EU statistical regulations and updates of existing regulations, which leads to increased demands on resources for the production of official statistics to meet obligatory data quality requirements. Without the required funding, Statistics Iceland is forced to either cut other statistical activity or, reduce the quality of its core business or its ability to invest and innovate. Most of the funding requests from Statistics Iceland to the Icelandic ministries either receive no response or are rejected. It has been particularly challenging to secure funding for ensuring the seamless production of official statistics over a longer period of time, while for specific short-term projects, funding has been somewhat easier to obtain.

**Improvement sub-action 12.1:** Discuss with other NSI's how their core business is funded and create a list of best practices in this field that Statistics Iceland can use for its work in this area

**Deadline:** Q1 2025

**Responsible institution for improvement sub-action 12.1:** Statistics Iceland

**Improvement sub-action 12.2:** Discuss with the relevant governmental agencies about Statistics Iceland's funding model with the aim of finding possible solutions to the situation

<b>Deadline:</b> Q1 2025
<b>Responsible institutions for improvement sub-action 12.2:</b> Statistics Iceland, Prime Minister's office, Ministry of Finance
<b>Improvement sub-action 12.3:</b> Formalize procedures for adopting new EU regulations requiring additional funding for their implementation. The procedures will include a mechanism ensuring that the adoption of EU regulations in statistics needs to be supported by the necessary funding for Statistics Iceland.
<b>Deadline:</b> Q2 2025
<b>Responsible institution for improvement sub-action 12.3:</b> Statistics Iceland
<b>Improvement sub-action 12.4:</b> Apply the solution to the funding model for Statistics Iceland to its 2026 budget.
<b>Deadline:</b> Q3 2025
<b>Responsible institutions for improvement sub-action 12.4:</b> Statistics Iceland, Ministry of Finance/Government

<b>13. Recommendation</b>
Statistics Iceland should increase the transparency of its internal prioritisation mechanism. (Improvement-related: ES CoP, Indicator 11.2)
<b>Current situation:</b> Statistics Iceland needs to modernise its activities and introduce systemic measures to enhance statistical processes and communication. The continued production and dissemination of a wide range of statistics, together with such modernisation in a context of limited resources, put high demands on prioritising goals and activities.  User needs and opinions expressed by user groups are important inputs for defining priorities and ways of achieving them. Internal development is currently not part of the prioritisation process. However, this prioritization mechanism is not visible, especially not for external users. This creates challenges when users feel their views and comments are not heard or acted on.
<b>Improvement sub-action 13.1:</b> Develop a concept on how to prioritise and link outputs to resources
<b>Deadline:</b> Q1 2027
<b>Responsible institution for improvement sub-action 13.1:</b> Statistics Iceland
<b>Improvement sub-action 13.2:</b> Publish the concept on the website of Statistics Iceland
<b>Deadline:</b> Q2 2027
<b>Responsible institution for improvement sub-action 13.2:</b> Statistics Iceland

## 14. Recommendation

Statistics Iceland should strengthen and refine its policy of requesting users to pay for statistical outputs and analyses that cannot reasonably be argued to be public goods. (Improvement-related: ES CoP, Indicator 15.3)

### Current situation:

In accordance with the Statistics Law, Statistics Iceland is - on a limited scale and scope – able to raise revenue by selling statistical services to NGO's, ministries or other governmental institutions. Revenue from selling statistical services accounts for only a fraction of its overall income, since this budget item contains other components such as EU grants and research services. These three factors combine to an average of about 15% of the total annual budget of Statistics Iceland.

Statistics Iceland's policy related to the provision of services paid by customers is not reinforced and refined enough and needs clearer differentiation between statistical services constituting public goods, financed by the ordinary budget appropriation, and services which are provided for payment. Clear policies respecting competition guidelines and rules for reasonable pricing based on an analysis of Statistics Iceland's current and fixed costs are not in place.

**Improvement sub-action 14.1:** Develop a service policy and publish it on Statistics Iceland's website

**Deadline:** Q2 2026

**Responsible institution for improvement sub-action 14.1:** Statistics Iceland

**Improvement sub-action 14.2:** Establish procedures for decision-making about when and how to charge for special analysis for external users and about disseminating the results of the special analysis for other users of official statistics via Statistics Iceland's website

**Deadline:** Q2 2026

**Responsible institution for improvement sub-action 14.2:** Statistics Iceland

**Improvement sub-action 14.3:** Review the costs of conducting special analysis and ensure that this cost is reflected in the pricing

**Deadline:** Q2 2026

**Responsible institution for improvement sub-action 14.3:** Statistics Iceland

## 15. Recommendation

Statistics Iceland should reconsider the unplanned, ad hoc publication of preliminary statistical results, possibly in the context of refining its scheduling of published outputs. (Improvement-related: ES CoP, Indicators 6.5 and 13.5)

### Current situation:

Statistics Iceland has the practice to include some publications to the release calendar with a short notice, two days before the actual dissemination. For key publications the date of dissemination is defined in November of the previous year when the release calendar is published. Other publications are added to the release calendar ten working days before dissemination.

The decision on whether or not to publish preliminary statistics confers a degree of unpredictability on Statistics Iceland and might be seen as problematic in certain circumstances.
<b>Improvement sub-action 15.1:</b> Develop a policy outlining clear definitions and requirements for statistical output to be added to the release calendar two days prior to publication and publish it on Statistics Iceland's website
<b>Deadline:</b> Q1 2027
<b>Responsible institution for improvement sub-action 15.1:</b> Statistics Iceland
<b>Improvement sub-action 15.2:</b> Implement the policy outlining that the rule of adding statistical output to the release calendar two days prior to publication is an exception
<b>Deadline:</b> Q1 2027
<b>Responsible institution for improvement sub-action 15.2:</b> Statistics Iceland
<b>Improvement sub-action 15.3:</b> Review the current list of key publications and decide if more statistical outputs should be added to it creating a more stable annual release calendar for users
<b>Deadline:</b> Q1 2027
<b>Responsible institution for improvement sub-action 15.3:</b> Statistics Iceland

<b>16. Recommendation</b>
Statistics Iceland and the Central Bank of Iceland should enhance the analytical content of their communication on new data releases. (Improvement-related: ES CoP, Indicator 15.1)
<b>Current situation:</b> Statistics Iceland and the Central Bank of Iceland place great emphasis on the impartial preparation and publication of news releases, which makes their presentation rather cautious. Statistics are provided concisely, leaving it up to users to interpret them, either directly or through users specialised in commenting on such matters. However, the Central Bank of Iceland does provide considerable commentary in the context of its regular economic assessments.
<b>Improvement sub-action 16.1:</b> Add and implement a publication category for analyses in addition to the present categories of a) News Releases b) Statistics (updates) c) Publications
<b>Deadline:</b> Q4 2025
<b>Responsible institution for improvement sub-action 16.1:</b> Statistics Iceland
<b>Improvement sub-action 16.2:</b> Conduct training on analytical skills, including impartiality in writing
<b>Deadline:</b> Q4 2025
<b>Responsible institution for improvement sub-action 16.2:</b> Statistics Iceland

## 17. Recommendation

Statistics Iceland should further engage and communicate with users in a structured, transparent and forward-looking way, including on uncertainty, data weaknesses and changes in statistics. (Improvement-related: ES CoP, Indicator 15.7)

### Current situation:

Statistics Iceland has a wide variety of communication channels available through which it can help users interpret its statistics. These range from regular exchanges in user groups about written material such as news releases, to bilateral responses to questions posed by users about new data releases. Communication mainly takes place with expert users ranging from the media and economic commentators on government and financial-sector employees to researchers and employees in institutions such as the Central Bank of Iceland that not only produce but also use statistics. Many end users are informed by expert users rather than directly by Statistics Iceland.

This style of writing news releases is not always sufficiently clear and creates a need for clarification and additional information on news releases in reactive mode and on a bilateral basis.

**Improvement sub-action 17.1:** Implement mechanism to evaluate user needs, define new services and improve existing services

**Deadline:** Q2 2027

**Responsible institution for improvement sub-action 17.1:** Statistics Iceland

**Improvement sub-action 17.2:** Implement web chat on Statistics Iceland's website to interact with users in real-time; answer questions, provide support, resolve issues, and direct users to the specific services that fit their needs.

**Deadline:** Q3 2027

**Responsible institution for improvement sub-action 17.2:** Statistics Iceland

**Improvement sub-action 17.3:** Contribute to improving statistical literacy with a programme for students in elementary schools.

**Deadline:** Q3 2027

**Responsible institution for improvement sub-action 17.3:** Statistics Iceland

**Improvement sub-action 17.4:** Introduce a platform for dialogue with expert users on upcoming changes to definitions, data sources, etc.

**Deadline:** Q4 2027

**Responsible institution for the improvement sub-action 17.4:** Statistics Iceland

**Improvement sub-action 17.5:** Process information from user meetings to improve products and processes.

**Deadline:** Q4 2027

**Responsible institution for improvement sub-action 17.5:** Statistics Iceland