

## What Is Oulu that Is Open and Equal for Everyone?

In Oulu, the term open government refers to everything that brings the city and its functioning closer to citizens. The city offers information on important issues to citizens in an understandable and in as an interactive as possible manner, and also creates equal opportunities for participation in common issues. The main theme is co-creation. The City of Oulu develops its services jointly with its citizens and service users with the support of their expert experience. This co-creation helps the City of Oulu to make the city as well-functioning and accessible to all as possible.

The starting point for the open government is to offer information openly and tell about decision-making in an understandable manner and strengthen the opportunities for citizens to participate. With the Open Government Plan and the actions in it, the city wants to ensure that Oulu-citizens have ever increasing opportunities to participate in their city's development and strengthen the trust between citizens and the city and work of its employees.

The City of Oulu's Open Government Plan includes the key actions for advancing open governance. The action plan consists of good practices and development work, which both help advance the openness of government in Oulu. The parts of the Open Government Plan are understandability, openness in available information and decision-making, accessibility, and expertise by experience. During the past few years,

the City of Oulu has already strongly worked on development of all areas of open governance. City's open data project, the "Clear Word Award of the Year" (awarded by the Institute of the Languages of Finland, and accessibility in development of digital services and planning of services could be mentioned as examples of this work. The city's key actions for the years 2021-2023 from the attached table of activities are also listed in the action plan. In creation of the action plan, we have utilized our previous years' experience in advancing open governance both in Oulu and experience from all over Finland, which has been coordinated by the Ministry of Finance. In Oulu, we have organized several training sessions on the different parts of the open government for the city employees and members of the City Council. Our goal is that the city could serve its citizens by increasing their wellbeing with quality and through trust. Advancing openness on the 2020s requires on-going work. We consider this work to be of utmost importance.

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