



**How can governments collaborate digitally
without forcing every organization onto the same
platform?**

This is eSam

eSamverkansprogrammet - a digital collaboration program with public-sector member organizations



Strategic direction of eSam



PURPOSE -

To facilitate and drive the digital transformation of our members through voluntary collaboration. Together we contribute with sustainable and legally secure solutions that benefit both members and society.

STRATEGIC AREAS AND IMPACTS · LONG-TERM FOCUS OF THE PROGRAM, 3–5 YEARS

1

Coordinated and innovative solutions

Standardized services

AI-based guidance

Keep it simple

2

AI- and data usage

Data-driven analyses

Data as a strategic asset

Data sharing through data areas

AI streamlines support processes

3

Robust and resilient digital public administration

Regulatory compliance

Standards for secure development

Availability to critical information

Ability to handle cyber attacks

4

Joint force for increased competence and digital transformation

Strengthened ability to change

Higher quality of decision-making

Uniform requirements

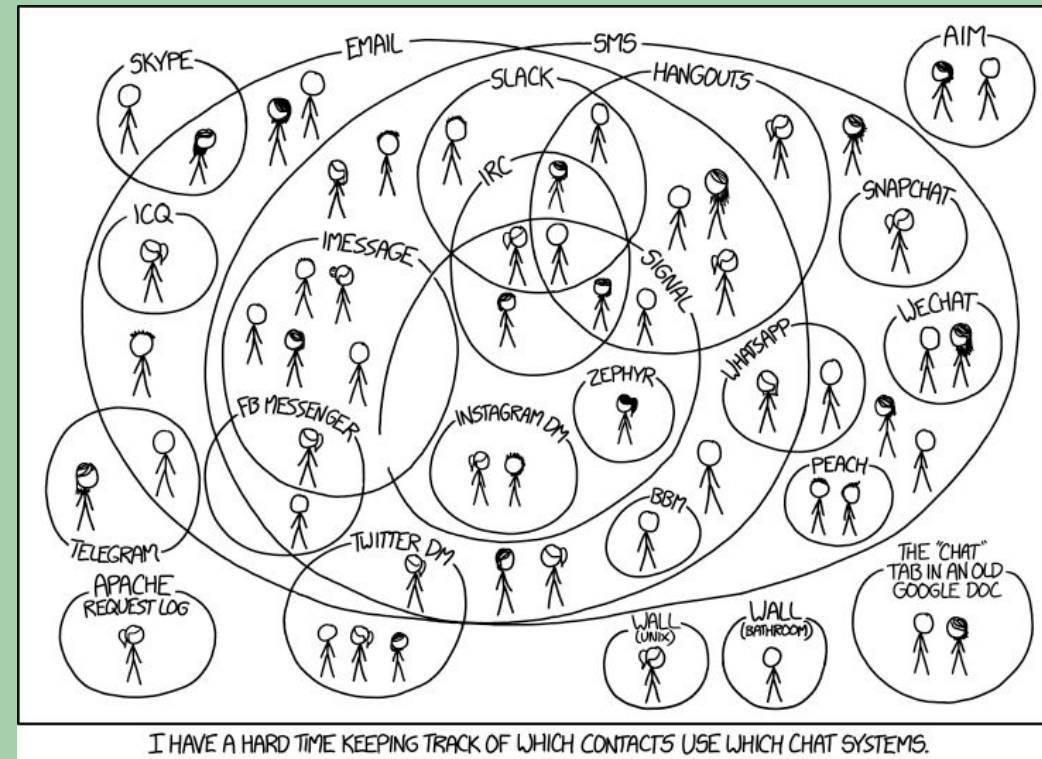
Coherent public administration

DRIVING FACTORS -

Legislation, technological developments, threats and societal needs that affect the work and focus of the program

ACTIVITY PORTFOLIO -

The strategies are translated into concrete collaborative activities – planned, ongoing and in management.



Question!

“How many of you use three or more chat apps in your daily work?”

Where we started

One public sector -

Many technology choices

- Different platforms
- Different vendors
- Public cloud, private cloud or on-premise
- Different security requirements
- But we still need to collaborate!



What we aim for



What if chat worked more like email?



Any mail client



Any mail server



”The mail standard”



Any chat client



Any chat server



”The chat standard”

Interoperability instead of uniformity

Report – common federation protocol



- Report published 30th of January 2026
- Read the report here:
<https://www.esamverka.se>





User stories to test federation

- List of 40 different use cases
 - Basic, extended, quality improvements
- Purpose is to give the market an understanding of what Swedish authorities expect from interoperable chat solutions

Appendix User stories – chat

These are the user stories that have been used to test federation functionality in the project's lab e

Eng: These are the user stories that have been used to test federation functionality in the project's

Basic requirements for using federated chat

Eng: Extended requirements for improved user experience and control/security

Requirements that should be considered quality improvements but do not prevent usage

Id	Area	Basic requirements for using federated chat
1-1	Chat	As a user in a distributed channel (with special permissions?), I want to be able to invite a user on another home server to the distributed channel.
1-2	Chat	As a user, I want to be able to search for a user and send messages to users on other home servers.
1-3	Chat	As a user, I want to be able to see the first and last names (and possibly more?) of users on other home servers.
1-4	Chat	As a user, I want to be able to send direct messages to users on other home servers.

What have we done?



We moved from hypothesis to working federation.

IT WORKS!

**Social Insurance
Agency**
(Försäkringskassan)
Element



↔ **Matrix federation** ↔

**Transport
administration**
(Trafikverket)
Rocket.Chat



Different organizations. Different products. Same open protocol.



What did we learn?

Federation works! But federation is more than technology.

- Cross-organizational communication works with different products
- Each organization can remain in control of its own environment



So what needs to be put in place?



Decentralised technology still needs common rules.

Governance

**Guidelines &
recommendations**

**Trust & security
principles**

**Interoperability
requirements**

**Protocol monitoring &
legal guidance**

Manage the capability – not everyone's technology.

What is happening next?



AUTUMN 2026 **EXPAND & LEARN**

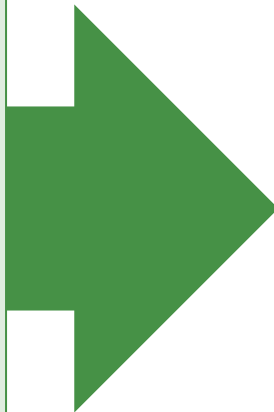
- More authorities joining
- Evaluate federation with more chat products
- Security & risk analysis
- Legal analysis
- Reference architecture

SPRING 2027 **PACKAGE & SHARE**

- Report & recommendations
- Guidelines
- Supporting material

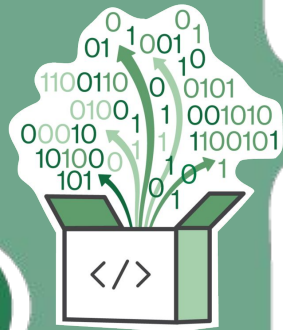
NEXT **MAKE IT SUSTAINABLE**

- Governance
- Long-term management
- A common federation capability for public sector





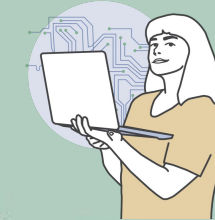
**Open standards
enables choice**



**Federation enables
collaboration**



**Decentralization
decreases risk**



**Interoperability
instead of
uniformity**



**Governance makes
it sustainable.**



**eSam recommends
[matrix]**





Questions!

Read the report here:
<https://www.esamverka.se>

