



AGENCY FOR DIGITISATION  
MINISTRY OF FINANCE

# Digital Denmark

Public Sector Digitisation Moving Forward

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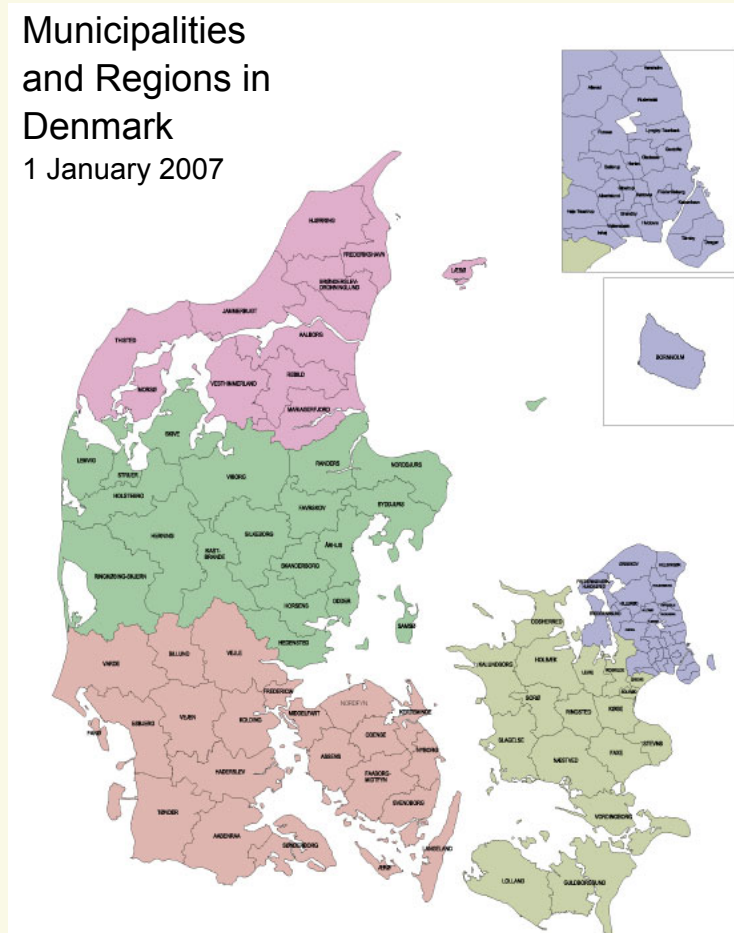
Spring Splash – Seminar on Digitilization  
Expo and Convention Centre, Helsinki, Finland  
26 April 2016



# LEVELS OF GOVERNMENT IN DENMARK

- Central government.
- 5 regions:
  - Health services (e.g. hospitals).
  - Cannot levy tax.
- 98 municipalities:
  - Citizens-oriented services.
  - Can levy tax.
  - Municipal autonomy.
- Welfare services are delivered by regions and municipalities.

Municipalities  
and Regions in  
Denmark  
1 January 2007



# THE DANISH CONTEXT

- Population of Denmark: 5.6 million
- Public sector involved in most life events
- Very high degree of trust in public sector
- High degree of internet penetration, usage and skills in population:
  - 92 pct. aged 16-74 have Internet access at home.
  - 87 pct. aged 16-74 use Internet every day.
  - 88 pct. aged 16-74 have interacted online with public authorities within past 12 months.
  - 95 pct. of businesses have interacted online with public authorities\*.

*Source: Eurostat, 2015 data; (\*) Eurostat, 2013 data. European Commission.*

# DIGITAL STRATEGIES SINCE 2001

- Strong tradition of joint government public sector digitisation.
- Includes central government, regional government, local government.
- Multi-year joint eGovernment strategies since 2001.
- Scope, objectives and financing of eGovernment strategies agreed.
- Collaborative implementation of eGovernment strategies.

2001-2004: *"Towards Digital Public Sector Management"*.

2004-2006: *"Strategy for Digital Public Sector Management"*.

2007-2010: *"Towards Better Digital Service, More Efficiency, and Stronger Collaboration"*.

2011-2015: *"The Digital Path to Future Welfare"*.

**2016-2020: "A Stronger and more Safe Digital Society"**

# MANDATORY DIGITAL SELF-SERVICE AND COMMUNICATION

- Legislation on mandatory digital communication and digital self-service.
- 80 pct. of written communication to be digital by the end of 2015. (✓)
- Mandatory digital self-service for four sets of specific services:
  - by 1 December 2012 ✓
  - by 1 December 2013 ✓
  - by 1 December 2014 ✓
  - by 1 December 2015 ✓
- Mandatory use of digital letter box for digital-only messages, letters, documents, etc.:
  - by 1 November 2013 for businesses ✓
  - by 1 November 2014 for citizens ✓

# THE POTENTIAL FOR COST-SAVINGS

<b>Channel</b>	<b>Cost per transaction (EUR)</b>
Personal services	14,0
Received letters (paper)	11.7
E-mails	11.0
Telephone calls	7.8
e-services/self-services	4.2

Source: Agency for Digitisation, Ministry of Finance, Denmark, 2012

# RESULTS

**4.7 million Danish citizens from the age of 15 are subject to mandatory Digital Post.**

By the end of 2015:

- 4.223.725 citizens were signed-up to receive Digital Post (89.1 pct.).
- 506.287 citizens were exempt from mandatory Digital Post (10.7 pct.).

**Public authorities are increasingly using Digital Post .**

Volume of messages sent via Digital Post to citizens and businesses:

- 47.9 million messages in total in 2014.
- 88.9 million messages in 2015.

# MANDATORY DIGITAL SERVICE PROVISION

	2012	2013	2014	2015
<b>Service areas made mandatory by Dec 1</b>	<ul style="list-style-type: none"> <li>• Tax services</li> <li>• Citizen services (11 services)</li> </ul>	<ul style="list-style-type: none"> <li>• Municipal services (29 services)</li> </ul>	<ul style="list-style-type: none"> <li>• Employment</li> <li>• Housing</li> <li>• Construction</li> <li>• Environment (27 services)</li> </ul>	<ul style="list-style-type: none"> <li>• Employment</li> <li>• Social services (25 services)</li> </ul>
<b>Examples of digital services</b>	<ul style="list-style-type: none"> <li>• Change of address.</li> <li>• Application for student grant.</li> <li>• Application for health card.</li> <li>• Application for EU health card.</li> </ul>	<ul style="list-style-type: none"> <li>• Moving abroad.</li> <li>• Various social benefits.</li> <li>• Name and address protection.</li> <li>• Registering with family doctor.</li> <li>• Registering birth and name.</li> <li>• Official change of name.</li> <li>• Application for passport.</li> </ul>	<ul style="list-style-type: none"> <li>• Town planning and roads.</li> <li>• Income support.</li> <li>• Construction.</li> <li>• Vehicle registration.</li> <li>• State pension.</li> </ul>	<ul style="list-style-type: none"> <li>• Benefits pre-validation for senior citizens and disabled persons.</li> <li>• Maternity/ paternity benefits.</li> </ul>





# KEY PUBLIC DIGITAL INFRASTRUCTURE COMPONENTS

*If services or components for sharing exist, public bodies must use them.*

## **Security:**

- Civil registration number (*CPR*), national eID (*NemID*), federated user management (*NemLogin*).

## **Messaging:**

- Digital post solution, remote printing, text-message reminder service (*NemSMS*)

## **Core data:**

- Authoritative basic data, data distribution solution

## **Portals:**

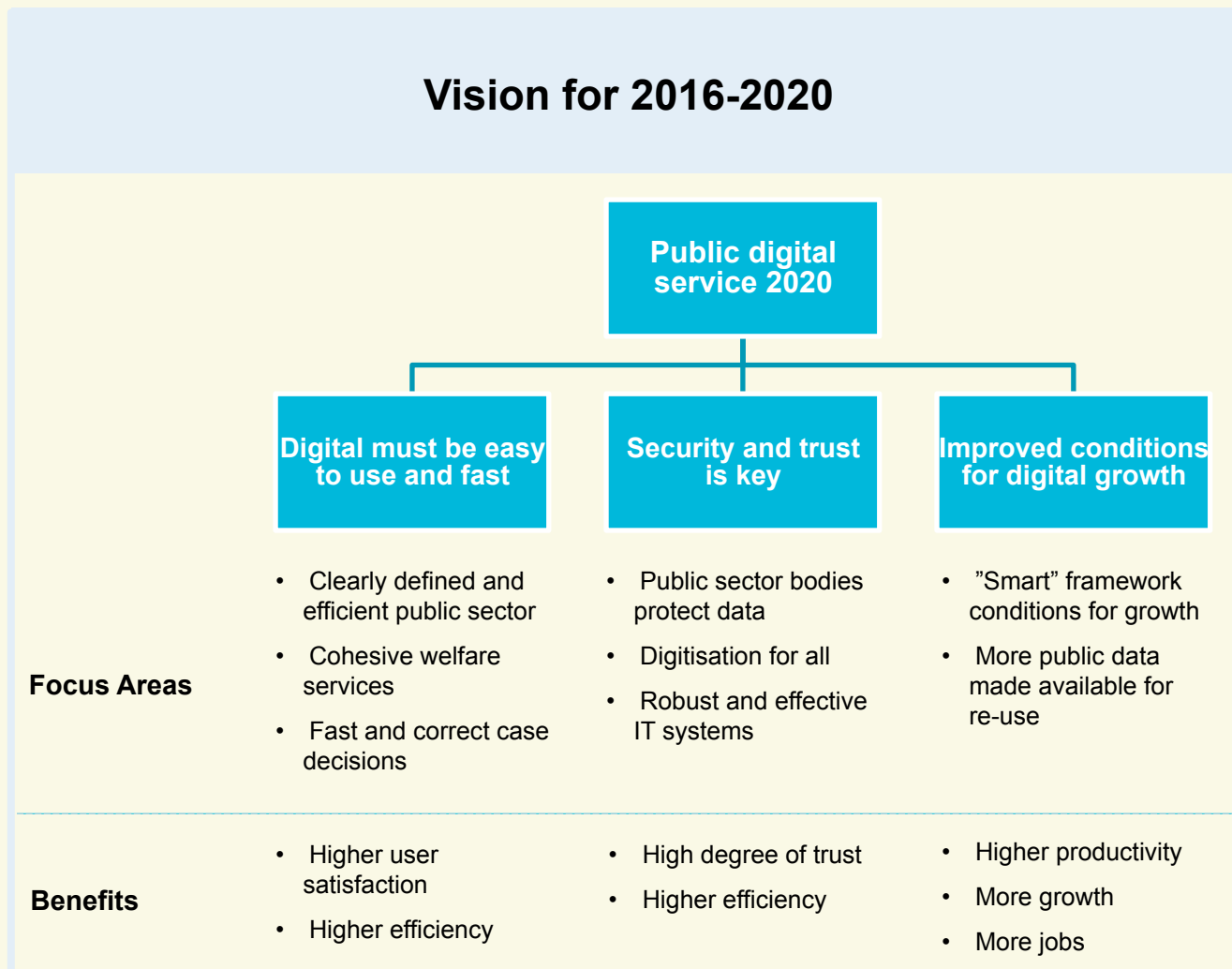
- Citizen portal (*borger.dk*), business portal (*virk.dk*), health portal (*sundhed.dk*)

## **Payments:**

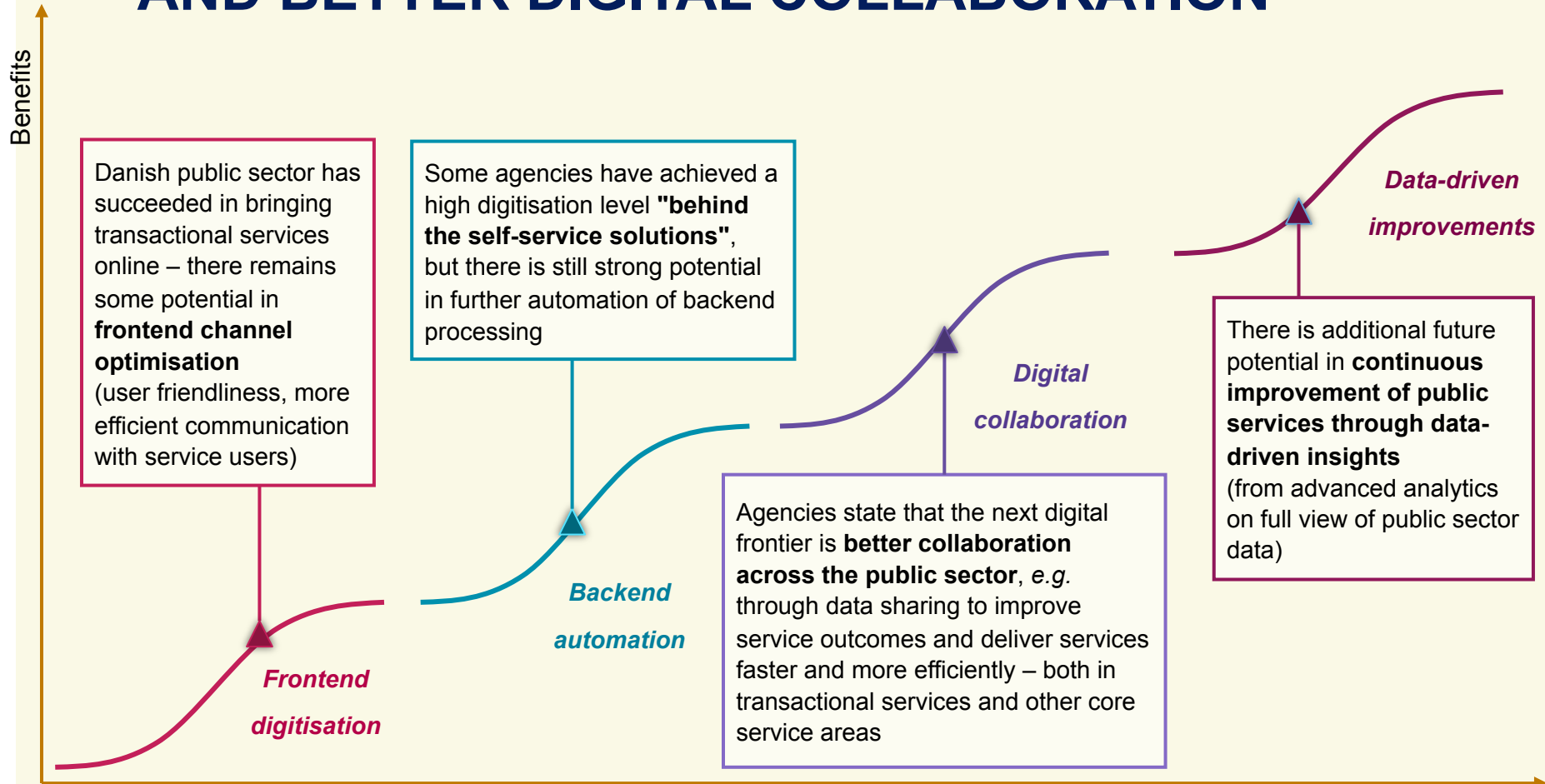
- Designated default bank account (*NemKonto*), payment service, e-Invoicing

# NEXT DIGITAL STRATEGY

## Vision for 2016-2020



# A NEW HORIZON: BACK-END DIGITISATION AND BETTER DIGITAL COLLABORATION



Source: Digital Maturity Objectives Pre-Analysis team , McKinsey & Co.

"S-Curves" of public sector digitization<sup>1</sup>

1 Axis does not indicate strict temporal sequence (progress on "S-Curves" can occur in parallel)

# STAY IN TOUCH

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**Website**

digst.dk/english

**Newsletter in English**

digst.dk/ServiceMenu/English/News/Newsletter



The screenshot displays the website of the Danish Agency for Digitisation. At the top, there is a dark red header with the agency's logo and name: "DIGITALISERINGSSTYRELSEN AGENCY FOR DIGITISATION". Below the header, the main content area features a title "News from the Danish Agency for Digitisation" and a date "December 2015". A small date "2016-01-08" is visible in the top right corner of the content area. The first article is titled "From strategy to reality" and includes a photograph of a stack of round, golden-brown cookies tied with a red ribbon. The text of the article discusses the progress of the Joint Government eGovernment Strategy. Below this, there are three more article teasers, each with a small image: "The Danes - and their Digital Everyday Life" with a photo of a woman using a laptop; "Campaigns on mandatory digital" with a photo of digital service boxes; and "The elderly beat young people when it comes to Digital Post" with a photo of an elderly person at a computer.