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Ministry of Science
Technology and Innovation

Danish e-government Are there lessons to be learned ?

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Denmark

- the fundamentals

- 5 mill. inhabitants and one of the richest and most equal countries in the world
- Four levels of government with divided responsibility for tasks – both horizontal and vertical (EU, central government, counties (14), municipalities (274))
- Ongoing major structural reform – fewer regions, larger municipalities (98 Municipalities, 5 Counties)
- Public sector makes up 1/3 of workforce
- Consensus culture in a multiparty system



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Status & Vision for e-government

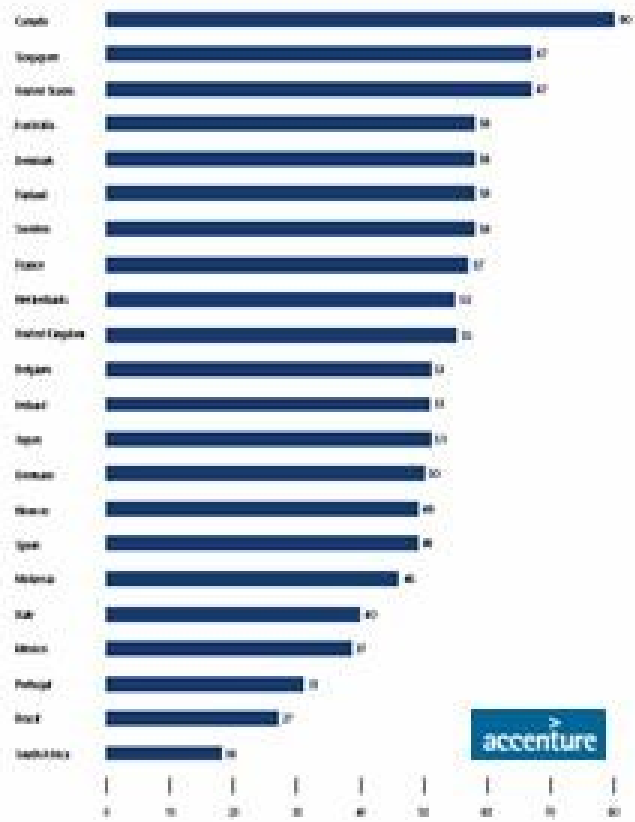
The use of IT must create value for citizens and companies, directly via online services and indirectly via a more efficient public sector



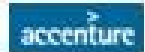
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Maturity of eGovernment – measured in numerous ways...

Online applications				Fully available online			
Country	2001	2002	2003	Country	2001	2002	2003
Sweden	87%	87%	81%	Denmark	72%	81%	82%
Denmark	86%	82%	80%	Austria	68%	70%	71%
Ireland	86%	85%	88%	Sweden	62%	67%	70%
Austria	67%	68%	67%	Finland	61%	60%	63%
Finland	66%	76%	66%	Ireland	58%	60%	62%
Norway	75%	68%	63%	United Kingdom	58%	58%	58%
France	73%	63%	49%	Norway	47%	55%	56%
United Kingdom	71%	62%	59%	France	46%	55%	55%
The Netherlands	65%	54%	57%	Italy	45%	55%	55%
Portugal	65%	58%	51%	Germany	45%	55%	55%
Spain	64%	64%	55%	Spain	45%	46%	50%
Italy	58%	57%	59%	Portugal	37%	38%	50%
Belgium	58%	47%	53%	Belgium	35%	35%	35%
Ireland	58%	52%	58%	Greece	32%	32%	31%
Switzerland	55%	49%	-	Ireland	28%	28%	31%
Greece	54%	52%	-	The Netherlands	28%	21%	25%
Germany	52%	48%	49%	Luxembourg	19%	9%	9%
Luxembourg	47%	32%	15%	Switzerland	-	-	-



2004 rank in region	2003 rank in region	Country	Overall ranking (of 64)	e-readiness score (of 10)
1	2	Denmark	1	8.28
2	3 (tie)	UK	2	8.27
3	1	Sweden	3	8.25
4	6	Norway	4	8.11
5	5	Finland	5	8.08
6	3 (tie)	Netherlands	8	8.00
7	7	Switzerland	10	7.96
8	8	Germany	13	7.83
9	9	Austria	15	7.68
10	10	Ireland	16	7.45
11	11	Belgium	17	7.41
12	12	France	18	7.34
13	15	Spain	21	7.20
14	13	Italy	23	7.05
15	14	Portugal	24	7.01
16	16	Greece	27 (tie)	6.47





Are the customers ready for online services ?

The citizens

83% of Danes online

61% uses the net frequently

46% uses the net buy services
and goods every month

39% uses the net to
communicate with the
public sector every month

The companies

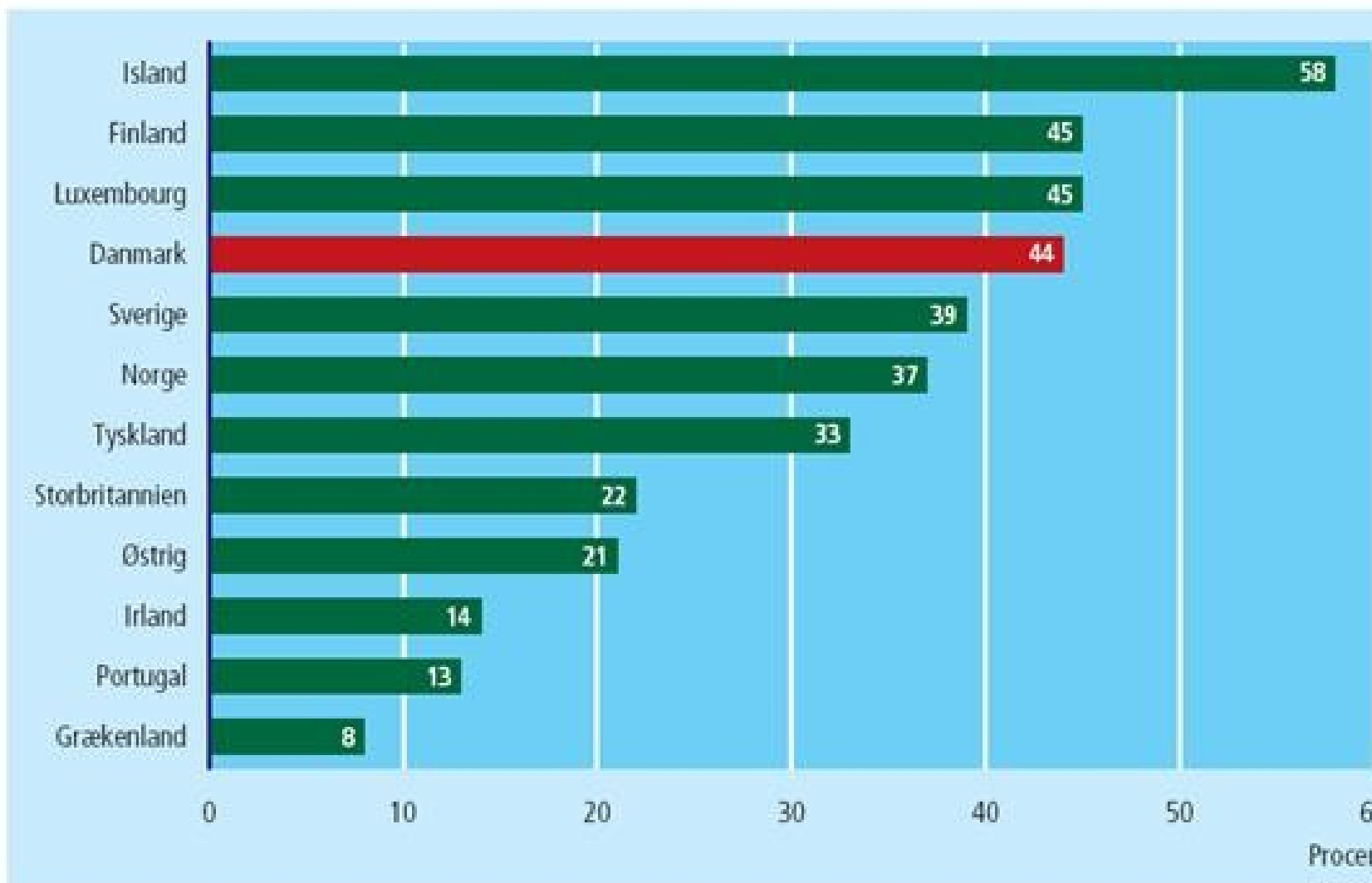
81 % have a web-page

79% have high-speed
connections

57% of all companies have
used the net for e-
procurement

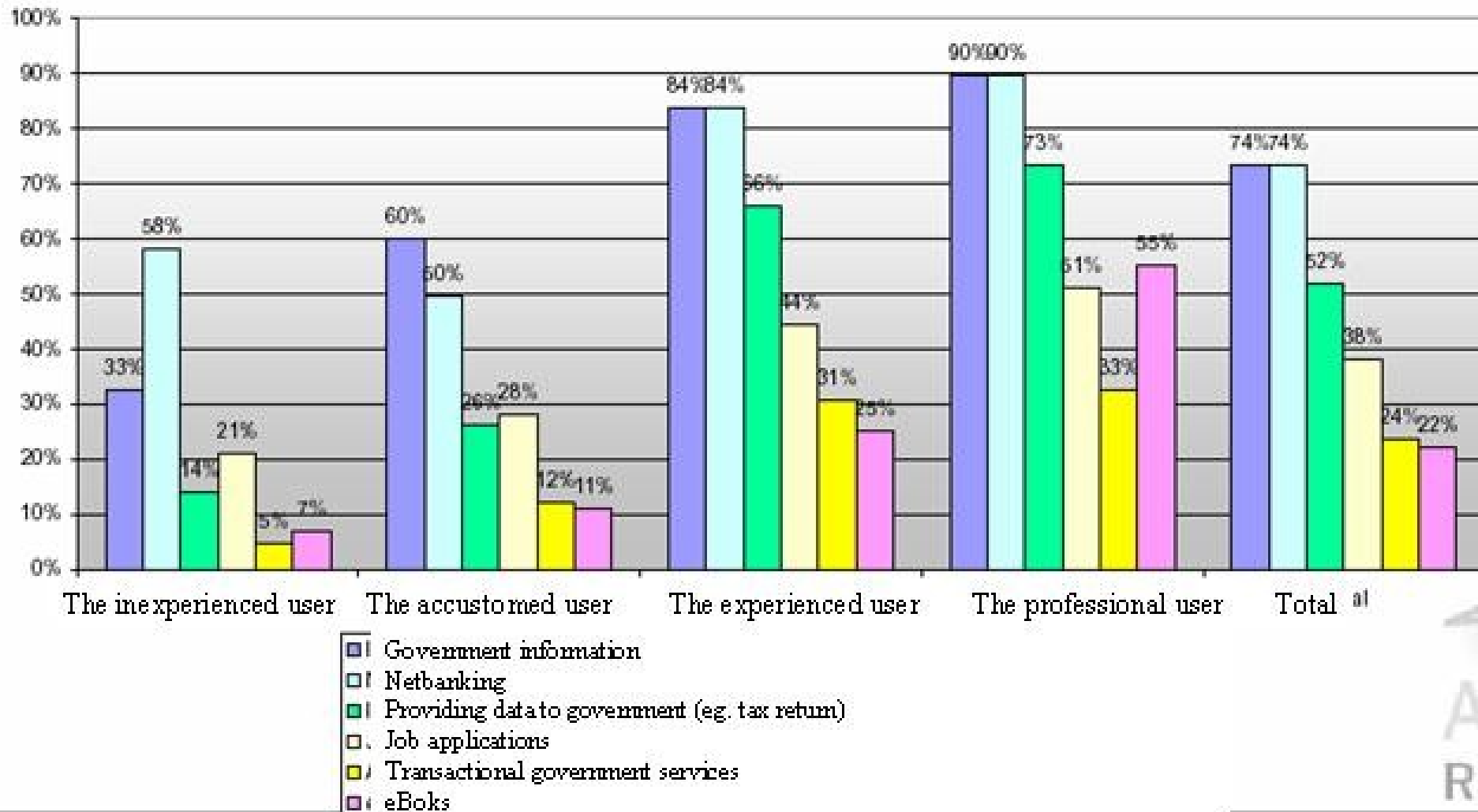


Citizens using online government services





The Danish e-citizens





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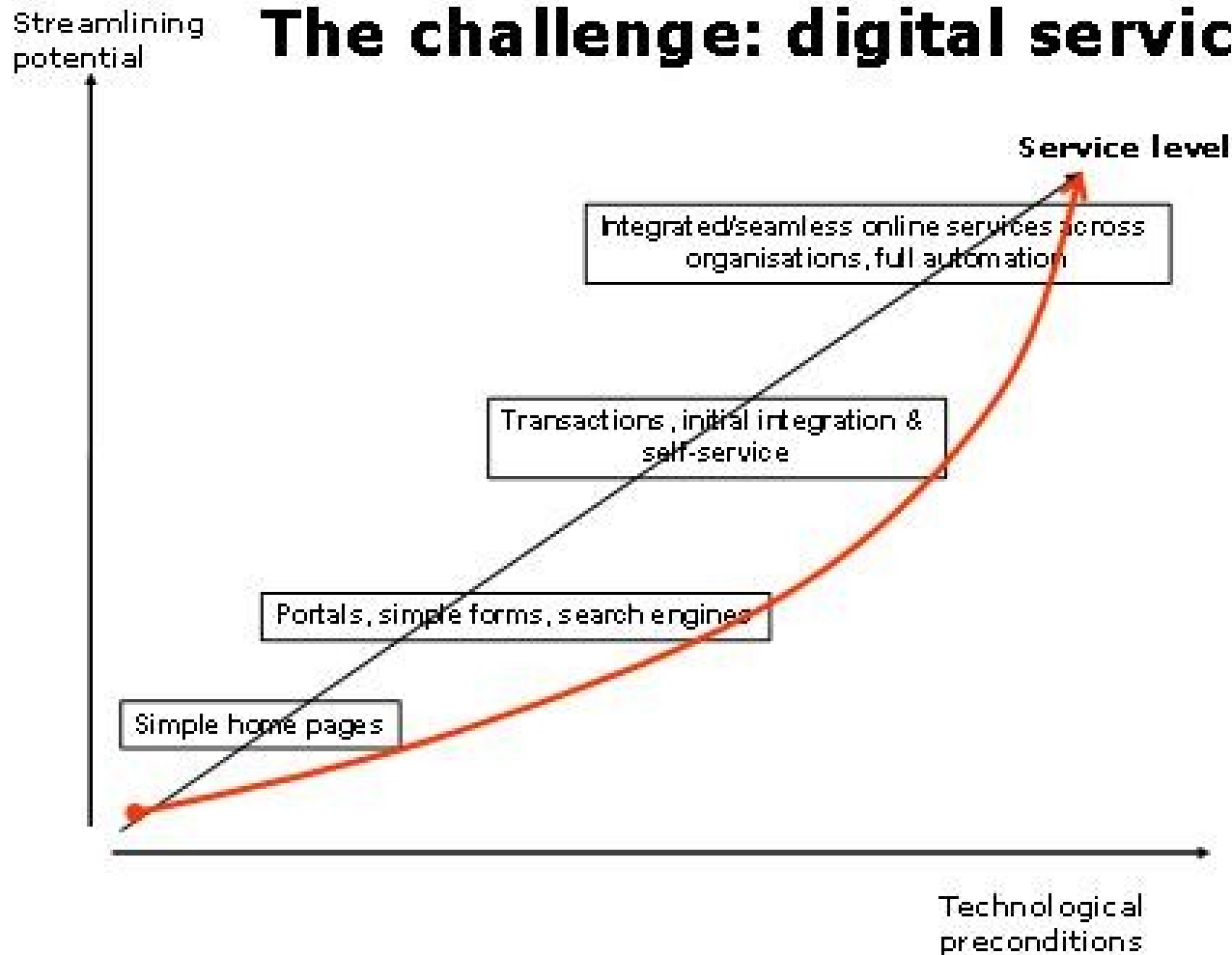
The customers are there, but how
do we provide value to our
customers and increase the use
of e-gov services ?



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Maturing eGovernment – The challenge: digital services





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Vision for eGovernment

Digitalisation must contribute to the creation of an efficient and coherent public sector with a high quality of service, with citizens and businesses in the centre.

*The Public Sector's
eGovernment Strategy 2004-
06 - realising the potential*

- **Signpost 1:** The public sector must provide coherent services with citizens and businesses in the centre
- **Signpost 2:** eGovernment must result in improved service quality and the release of resources
- **Signpost 3:** The public sector must work and communicate digitally
- **Signpost 4:** eGovernment must be based on a coherent and flexible infrastructure
- **Signpost 5:** Public sector managers must lead the way and ensure that their own organisations are capable of realising the vision

Vision
←

Digitalisation must contribute to the creation of an effective and coherent public sector with a high quality of service, in which citizens and business are in the centre

Signposts
←

→ coherent services with citizens and businesses in the centre

1

→ create increased service quality and release resources

2

→ work and communicate digitally

3

→ coherent and flexible IT infrastructure

4

→ managers must ensure that their own organisations can realise the vision

5

Focus areas

I. Secure and measure realisation

II. Strengthen management and skills

III. Renew organisation and corporate culture

IV. Improve communication, knowledge sharing

V. Develop incentives and financing

VI. Enhance infrastructure

Medication

G2B services

Children and young people at risk

JEDM

e-Day

www.virk.dk

www.sundhed.dk

EPJ

System modernisation in the Inland Revenue

System modernisation in the police force

Initiatives in individual public authorities

Other: local initiatives

Business area.

Major digitalisation projects

Local



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Signpost 1: The public sector must provide coherent services with citizens and businesses in the centre.

- At least 95 percent of all businesses use the public sector's digital services (2002: 72 percent, 2004: 84%)
- At least 60 percent of the population uses the public sector's digital services (2003: 40 percent, 2004: 43%) (Homebanking 45%)
- At least 60 percent of all public authorities receive at least a quarter of all documents from citizens and businesses in digital form (2003: citizens 15 percent, businesses: 21 percent)



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Signpost 2: E-Government must result in improved service quality and the release of resources.

- At least 75 percent of all digitalisation projects release resources, and that at least 25 per cent do so on a large scale (2003: 46 per cent and 3 percent, respectively.)
- The level of satisfaction of citizens and business with the quality of public services is increased
- Overall case processing times are reduced in the most common administrative matters



Signpost 3: The public sector must work and communicate digitally

- At least 80 percent of all public authorities receive at least a quarter of all documents sent by other public authorities in digital form (2003: 37 percent. 2004 56%).
- At least 60 per cent of all public authorities can communicate securely in digital form with other public authorities, citizens and businesses (2003: 26 percent).
- At least 60 per cent of all public authorities utilise electronic case management (2003: 42 percent).
- At least 40 per cent of all public authorities undertake purchasing in digital form with digital invoicing (2003: 15 percent).



Signpost 4: E-Government must be based on a coherent and flexible infrastructure

- No more than 15 percent of all public authorities state that the absence of common public sector solutions is a significant obstacle (2003: 30 percent.)
- No more than 15 percent of all public authorities state that the lack of common public sector standards is a significant obstacle (2003: 22 percent.)
- No more than 15 percent of all public authorities state that the lack of suitably adapted legislation is a significant obstacle (2003: 6 percent.)
- At least 90 percent of all public authorities possess an up-to-date IT policy, covering service provision, management-approved security policy, infrastructure, etc. (2003: 66 percent.)
- A total of at least 1.1 m. digital signature certificates fulfilling the OCES standard have been issued to citizens, workers and businesses (2004: approx. 500.000)



Signpost 5: Public sector managers must lead the way and ensure that their own organisations are capable of realising the vision

- No more than 10 percent of public authorities state that lack of political will and clear goals is a significant obstacle (2003: 9 percent.)
- No more than 20 percent of public authorities state that lack of allocation of resources for work with digitalisation is a significant obstacle (2003: 47 percent.)
- At least 75 percent of all digitalisation projects lead to a simplification of working practices, and at least 25 percent do so on a large scale (2003: 70 percent and 15 percent, respectively.)
- A large proportion of public authorities state that digitalisation forms a part of the efficiency strategies, results contracts and/or plans of action of their institutions
- A high proportion of senior executives in public sector institutions (besides IT management) have, or have had, a formal role in the organisation's own digitalisation projects (such as in the role of steering committee chairman, project owner or the like)



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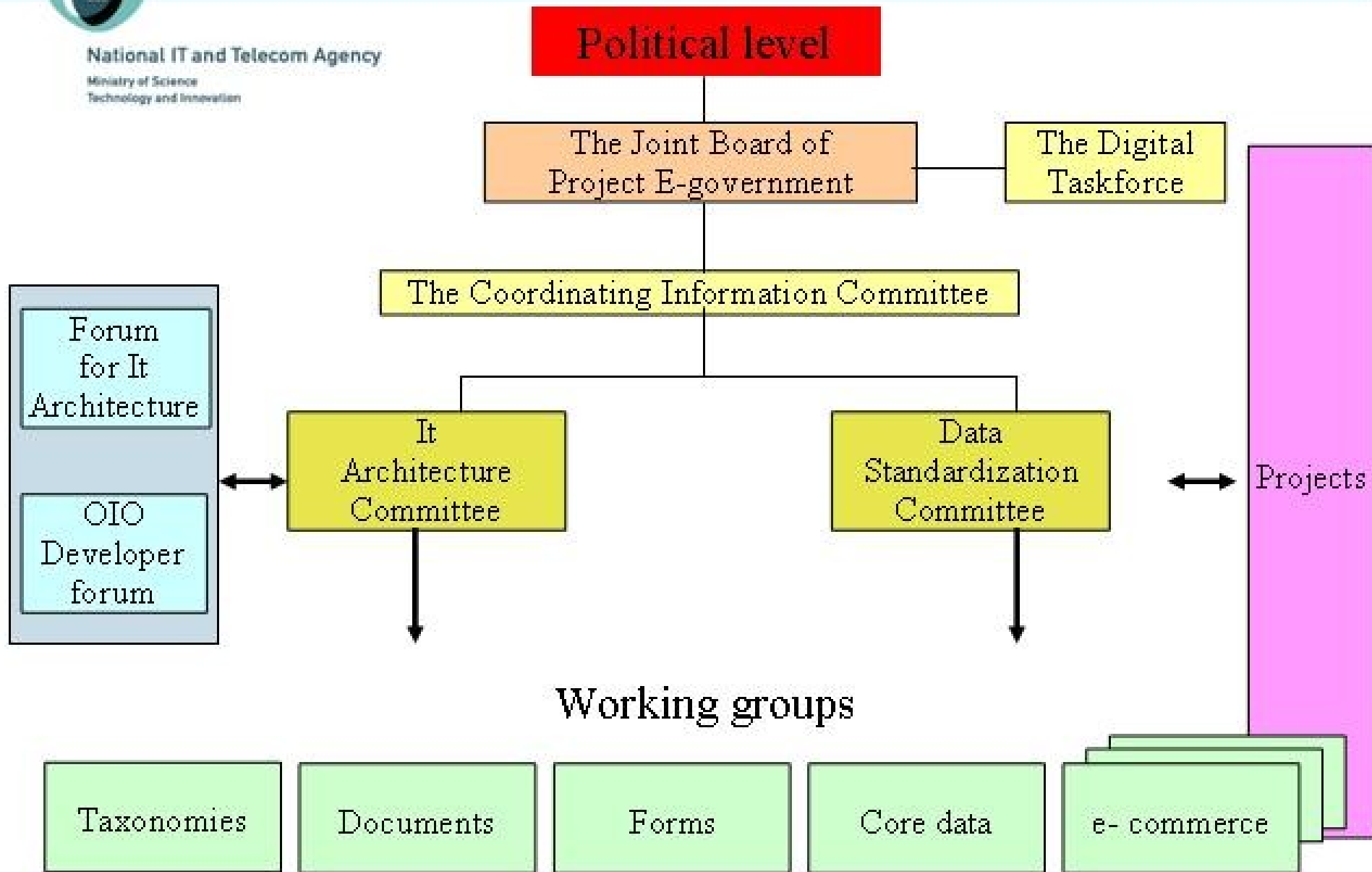
Strategic eGovernment areas and examples of activities

Productivity & efficiency	Well-Connected Infrastructure	Digital contact & access/Direct services
Joint solutions e.g. State IT-network, eDay 1 all online, eDay 2 digital signatures, eProcurement, IT competencies, Public-private partnerships	Standards & guidelines e.g. telecom platform, IT architecture & XML	Relevant content e.g. eBiz: virk.dk, public tenders, eHealth: sundhed.dk eLearning: kot.dk
Share knowledge e.g. Public information online (OIO.dk)	Reuse data e.g. Right to data, back-office data exchange reuse it with XML	Access for all e.g. Disabilities Competence Centre
Cost benefits/best & cheapest Business cases, TCO, benchmark, Digitalisation Award	Confidence IT & Telecom Security eDay 2 Ethics - transparency in tenders	Reduce barriers to contact with public sector Top of the Web, 1881

Organisation of e-Government EA



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Conclusions; Are there lessons to be learned?

- Focus on providing value; better services and reduced burdens
- Invest in marketing
- Ensure involvement from major stakeholders
- Create a system to support solution of cross-sector problems
- Connect strategy to established and supported goals

Focus on strategic areas i.e. EDH, Digital signatur



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Thank you for your attention !

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