



Danish E-government: Strategies and Governance

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Danish e-government

- Why e-government?
- How e-government?
- Who does what?
- Barriers/Challenges
- Examples



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The need for digitalization of the public sector

- Demographic challenges
- More efficient government administration
- Increased demands for access to government
- Competitiveness and the government as an important market player
- An attractive working place



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2012 goals for digital communication

- By 2012 all digital communication between companies, citizens and the public sector should be electronic
- Digital communication should be an option for citizens and a duty for companies and public authorities



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IT Architecture – basic rules for government IT systems

- ❖ Difficult to integrate IT systems across government authorities and make integrated systems.
- ❖ IT architecture aims at creating an e-government architecture that government institutions must adhere to.
- ❖ IT architecture plans for all major e-government systems in the future



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Danish e-government organization

- Joint strategy and framework to promote and coordinate the transition to e-government across all levels of government since 2001
 - E- E-government board with permanent secretaries from the main ministries and the managing directors of the local and regional government organizations
 - D- Decentralized responsibility for implementation in the individual authorities – with respect to the joint strategy



E-government vision and strategy

Digitalization 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.

- **Signpost 1:** The public sector must provide coherent services with citizens and businesses in the centre
- **Signpost 2:** E-government must result in improved service quality and the release of resources
- **Signpost 3:** The public sector must work and communicate digitally
- **Signpost 4:** E-government 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



Mission and vision of NITA:

- NITA must ensure that Denmark has the optimal conditions for growth as a knowledge society
- NITA creates the foundations for the digitalization of Denmark



Four strategic objectives for the work of NITA:

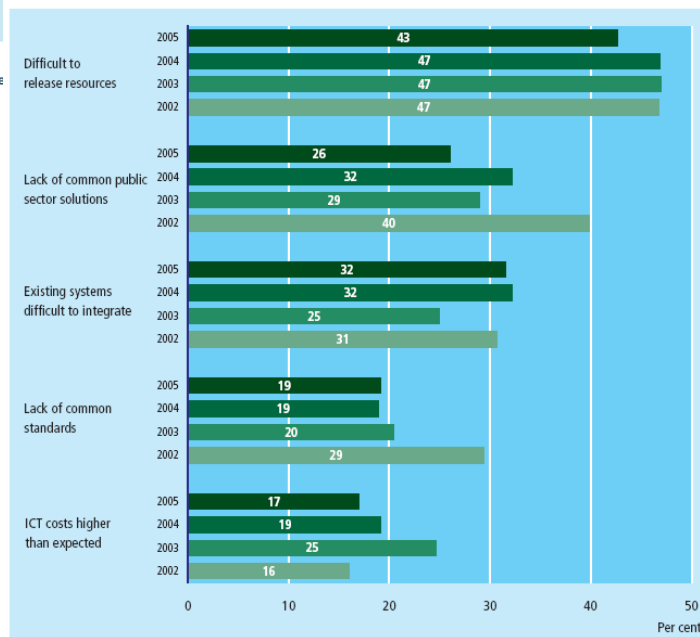
- That Denmark obtains a world class electronic infrastructure
- That citizens obtain the necessary competencies to use this infrastructure in the best possible way
- That citizens feel secure and safe when using the infrastructure
- That citizens in practice use the infrastructure because the content provided through it is useful and valuable



Barriers

Figure 5.8

Barriers to e-government



Note. The figure shows the five most significant barriers to e-government.
Source: Statistics Denmark, ICT use by the public sector.



Challenges

- The right incentives: Sow-harvest problem across government levels
- Sector silos as the way of acting
- User-orientation
- Competencies and project management
- Business needs as the driver for the technical choice – not the other way around.



Infrastructure

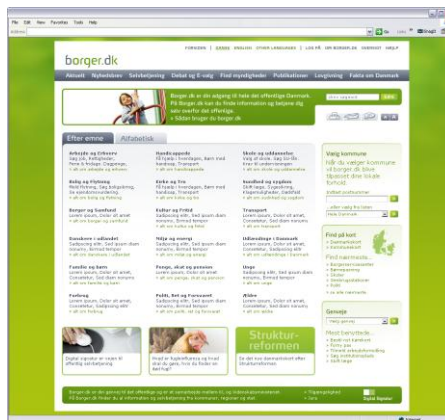
- Broadband to all
- IT architecture
- OIOSI – OIO Service Orientated Infrastructure
- Open IT standards
- Digital signature



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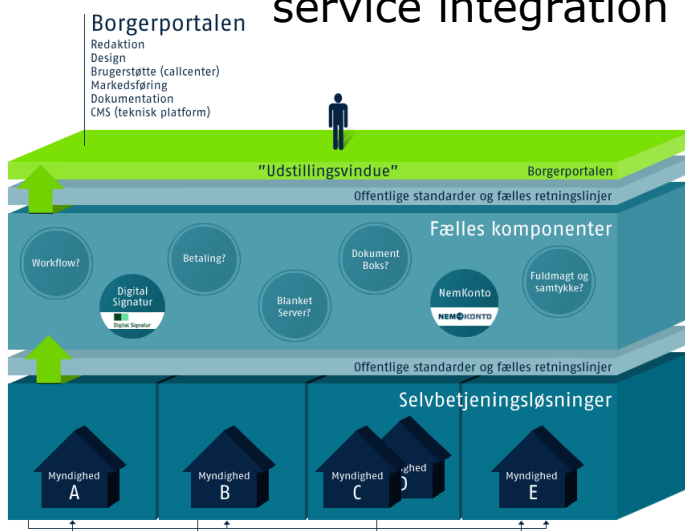
Portal for government services to citizens

- Single entry point for citizens to most common government services in both state and municipal government
- First version will launch on January 3, 2007
- "Glass plate" model of service integration – decentralized services, centralized overview
- Next generation planned for 2008 will include a personalized page for citizens ("my page") and will be based on a common service-oriented architecture and shared components



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"Glass plate model" of service integration



Digital signature



- Software based
- Free digital signature to all citizens – more than 700,000 signatures issued
- Digital signatures for companies, public authorities and employees
- Legally binding and secure communication on the Internet
- Ensures authenticity, integrity of communication, security and privacy
- Infrastructure in place – lack of content?

eDay – digital communication between government authorities

- Starting September 1, 2003 all government authorities have the right to send documents electronically and the right to demand that documents from other authorities be sent electronically
- Starting February 1, 2005 the right is extended to citizens and businesses and also includes digital signatures





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Joint Electronic Records Management System for the public sector

- ❖ Joint document records management system (standards) for state, regional and local government
- ❖ Focus on the re-organization of work processes and efficiency
- ❖ Common IT architecture and standards support shared work processes



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Electronic Invoicing *eEurope Award 2005*

- All invoices to public authorities and institutions must be in digital form
- For vendors to the public sector this means that:
 - The vendor must either create the electronic invoice himself or have the invoice created using an "invoice portal" or by a certified "Read-In Bureau"
 - The invoices must be in the electronic format of OIOXML



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Thank You For Your Attention

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