Uptake of Digital Public Services in Denmark

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Mobile Public Services Takeup, Malta
23 May 2018
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 competencies in population:
  • 97 pct. aged 16-74 have Internet access at home.
  100 pct. businesses have Internet access (10 or more employees; without financial sector).
  • 91 pct. aged 16-74 use Internet every day.
  • 89 pct. aged 16-74 have interacted online with public authorities within the past 12 months.

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.

More than 15 Years of Collaboration within the Public Sector

2001

Digital Collaboration
- Digital signature.
- Citizens are allowed to send e-mails to authorities.
- Authorities are communicating digitally.

2004

Efficient Payments and Internal Digitisation
- “Easy account” and eInvoicing.
- virk.dk and sundhed.dk.
- Secure e-mail between authorities.

2007

Common Infrastructure
- “EasyID”, “EasyLogin”, eIncome.
- Digital Post, “EasySMS”, borger.dk.
- Authorities are obliged to use the common ICT infrastructure.

2011

Digital Communication
- Mandatory Digital Post for citizens and businesses.
- Mandatory online self-service for citizens and businesses.
- Digital welfare solutions.
- Basic Data Programme.

2016

Safer Digital Transformation
- User-friendliness and coherency of services.
- Data for efficiency, quality, and economic growth.
- Strengthened information security strategy.
- ICT architecture framework for interoperability
- ICT management strategy
Results so far…

• Digitisation has freed-up EUR 296 million per year (approx.)

• No more forms and letters:
  – More than 100 service areas have been transformed into digital self-service.
  – 4.8 million citizens are using ”EasyID” as the key to the digital Denmark.
Results so far…

• Closer digital collaboration:
  – The elIncome register enables automatic payments of social benefits, including the payments of public pensions to 1.2 million citizens.

• Digital Welfare:
  – Relevant COPD (Chronic Obstructive Pulmonary Disease) patients get the possibility of managing their disease from home from 2019 the latest.
The Case of **Digital Post**

- 4.8 million citizens of 15 years of age and above are provided with a mandatory digital letter box – Digital Post:
  - March 2018:
    - 4,368,376 (90.6 pct.) citizens are registered for Digital Post.
    - 440,379 (9.1 pct.) citizens have an exemption from the use of Digital Post.

- 81 pct. of the users are satisfied with Digital Post.

- The public authorities are sending large number of digital letters:
  - 88.9 Million messages in 2015
  - 112.6 Million messages in 2016
  - 126.0 Million messages in 2017
borger.dk – the Danish Citizen Portal

- **Monthly visits**: 3 million.
- **User-satisfaction**: 92 pct. are satisfied (December 2017)
- **Personalised user-experience**: more sharing of relevant personal data.
User-friendliness and Coherency of Public Digital Services

• Citizen-centricity through the use of life-events.
• Six key user-journeys to be analysed and improved:

Moving  Acquiring an eID  Operating a foreign business
Divorce  Starting/ closing a business

• Common public sector requirements and ongoing measurements of satisfaction and trust.
• Collaboration within the public sector is imperative!
Four Major Initiatives Launched in 2017

The Danish government steps up efforts against cyber threats

13-10-2017 News

A new national strategy for cyber and information security and an extra DKK 100 million are to strengthen Denmark’s ability to fight computer crime and combat hacker attacks.

Denmark is one of the most digitised countries in the world. Citizens, businesses, and the public sector benefit from the fact that we in Denmark are extremely adept at using the opportunities offered by digital technology.
Digitisation as an Integrated Part of a Coherency Reform

**Goal:** a better and more coherent public sector

**Four areas of action:**

- Employees must have more time for core tasks: less registration and simplify rules.
- Better welfare service across sectors: public governance need to be rethought.
- A modern public sector which is flexible and coherent: use of new technology and digital welfare solutions.
- Better management in the public sector.