

Public Sector Digitisation: The Danish Approach

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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:
 - 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.

LEVELS OF GOVERNMENT IN DENMARK

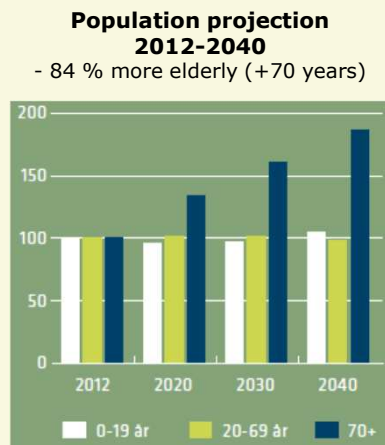
- Central government.
- 5 regions:
 - Health services (e.g. hospitals).
 - Cannot levy tax.
- 98 municipalities:
 - Citizens-oriented services.
 - Can levy tax.
 - Municipal autonomy.
- Welfare services are delivered by regions and municipalities.



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BACKGROUND

- Demographic development
- Fiscal restraints
- Low productivity growth
- More people with chronic diseases (approx. 1.8 mil. Danes)
- High expectations regarding levels of public service



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THE POTENTIAL FOR COST-SAVINGS

Channel	Cost per transaction (EUR)
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

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KEY PUBLIC DIGITAL INFRASTRUCTURE COMPONENTS

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

Security:

- civil registration number, national eID, federated user management.

Messaging:

- digital post solution, remote printing, text-message reminder service

Core data:

- authoritative basic data, data distribution solution

Portals:

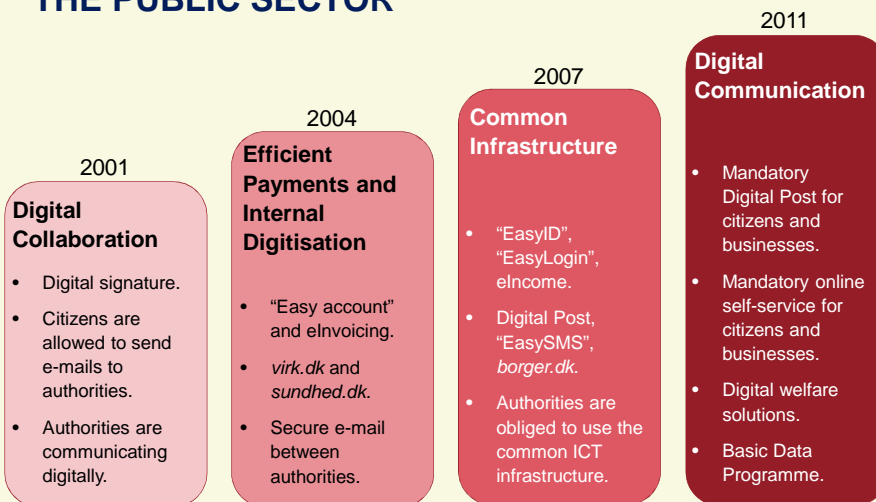
- citizen portal, business portal, health portal

Payments:

- designated default bank account, payments service, eInvoicing

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15 YEARS OF COLLABORATION IN THE PUBLIC SECTOR



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PUBLIC SECTOR DIGITISATION 2011-2015

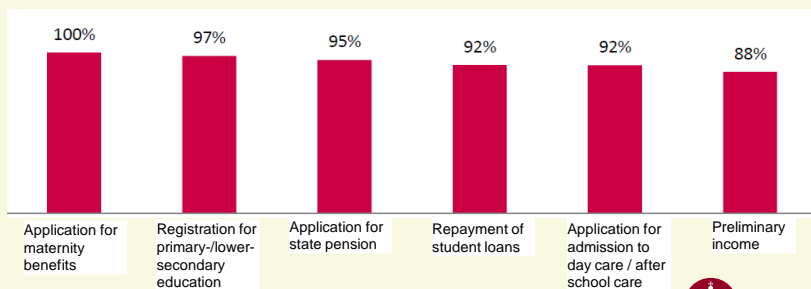
- Denmark has been through a significant digital development
- Digitisation has freed-up EUR 296 million per year (approx.)

No more paper forms and letters	Closer public digital collaboration	Digital welfare
<ul style="list-style-type: none"> More than 100 service areas have been transformed into digital self-service. 4.5 million citizens are using "EasyID" as <i>the key</i> to the digital Denmark. All companies and 89 pct. of the citizens are receiving digital letters. Yearly reduction of administrative burdens for reporting of data and information to authorities. 	<ul style="list-style-type: none"> The Basic Data Programme well on the path of implementation. Guide on more digitisation-ready legislation. The eIncome register enables automatic payments of social benefits, including the payments of public pensions to 1.2 million citizens. 	<ul style="list-style-type: none"> Relevant COPD (Chronic Obstructive Pulmonary Disease) patients get the possibility of managing their disease from home from 2019 the latest. The municipal care sector got assistive eating devices, shower toilets, and ceiling lifts. The Common Medicine Card provides health sector professionals with information on citizens' medicine usage. User-portal for pupils, parents, and teachers in primary and lower-secondary education on learning and communication from 2016-2017.

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RESULTS: MANDATORY SELF-SERVICE ONLINE

	Central government	Payment Denmark	Municipalities	Total
Digitisation ratio (pct.)	91	88	81	87
Volume (digital and analogue, millions)	5.5	1.7	3.4	10.6



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RESULTS: DIGITAL POST

4.7 million Danish citizens from the age of 15 are subject to mandatory use of the digital letter box - 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.).

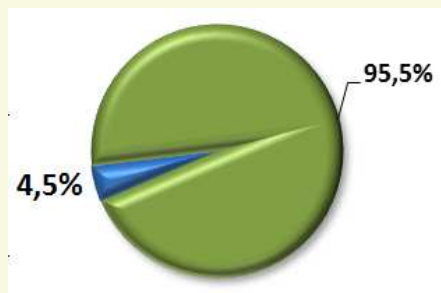
Public authorities are increasingly using Digital Post .

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.

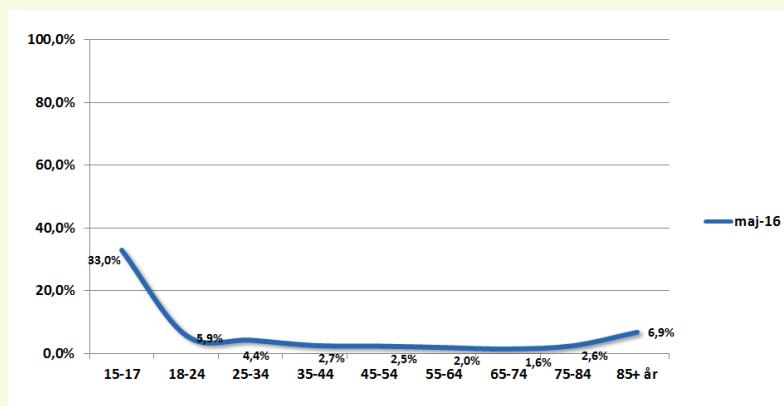
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USAGE OF DIGITAL POST, MAY 2016 (1)

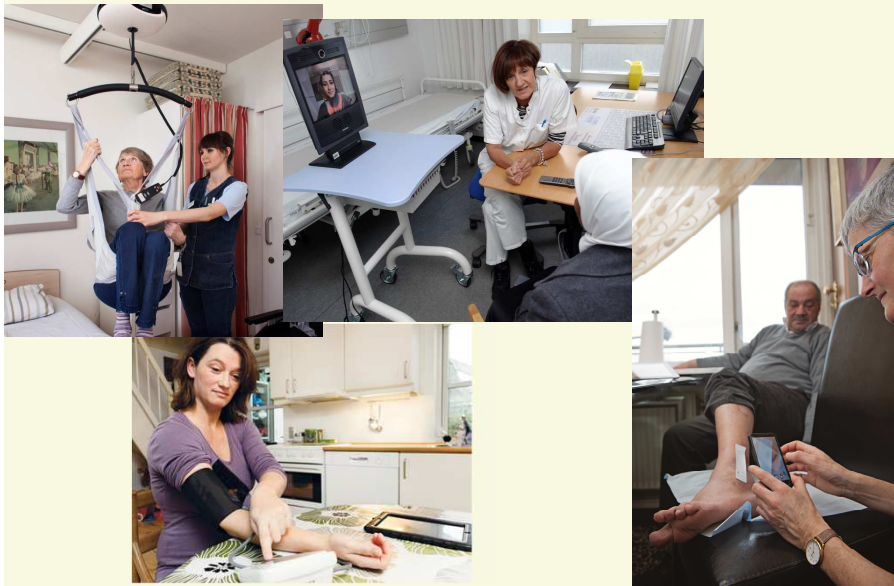


- 4.3 millions registered citizens, by May 2016.
- Only 4.3 pct. who had within the last six months received digital letters in their Digital Post account *without* logging in.

USAGE OF DIGITAL POST, MAY 2016 (2)



Registered citizens by May 2016 who had received Digital Post within the last six months without logging in – age group differentiation.



STAY IN TOUCH

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