



European
Commission



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WHAT'S INSIDE

eGovernment in Denmark

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Joinup is a collaborative platform created by the European Commission under the Interoperability Solutions for Public Administrations (ISA) in Europe Programme. Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 5,627.235 inhabitants (2014)

GDP at market prices: 252,939 million Euros (2013)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 125 (2013)

GDP growth rate: -0.5% (2013)

Inflation rate: 0.3% (2014)

Unemployment rate: 7% (2013)

General government gross debt (Percentage of GDP): 45% (2013)

General government deficit/surplus (Percentage of GDP): -0.7 % (2013)

Area: 42,895 km²

Capital city: Copenhagen

Official EU language: Danish

Currency: DKK

Source: [Eurostat](#)

Political Structure

The Kingdom of Denmark is a **constitutional parliamentary monarchy**.

Legislative power is held by a unicameral parliament ([Folketing](#)). The Parliament has 179 members, elected for a four-year term on the basis of universal direct suffrage and under a system of proportional representation. 135 seats are allocated on a constituency basis in the 17 multi-member constituencies; the remaining seats are divided nationally and reallocated to constituencies. Greenland and the Faeroe Islands, home rule territories of the Danish realm, have two Members of Parliament each. Parliamentary elections are often held before the completion of the full four-year terms, either because the Government is toppled in a 'vote of no confidence', or because the Prime Minister calls for an election to improve the ruling coalition's parliamentary position.

Executive power is held by the [Government](#), headed by the [Prime Minister](#), who answers to the *Folketing*. The [Monarch](#), Queen Margrethe II, appoints the Prime Minister based on recommendations from the leaders of the political parties.

Following the completion of the 'structural reform' of the local government on 1 January 2007, the local government in Denmark is now composed of 5 regions and 98 municipalities (against 14 regions and 275 municipalities that existed in the past). As a result of the reform, tasks have been transferred from the regional level to the municipal level (i.e. further decentralisation), as well as to the State level (i.e. re-centralisation of certain tasks). The 98 new municipalities are responsible for handling most tasks related to citizen service delivery. The 5 new regions are responsible for hospital care and health insurance, some elements of social affairs, regional development and coordination with business, tourism, transport and environment.

The Danish [Constitution](#) dates from 1849, when the King renounced absolutism. The latest and most comprehensive amendments to the [Constitution](#) date from 1953.

Denmark became a member of the European Union on 1 January 1973.

Head of State: Queen [Margrethe II](#) (since January 1972).

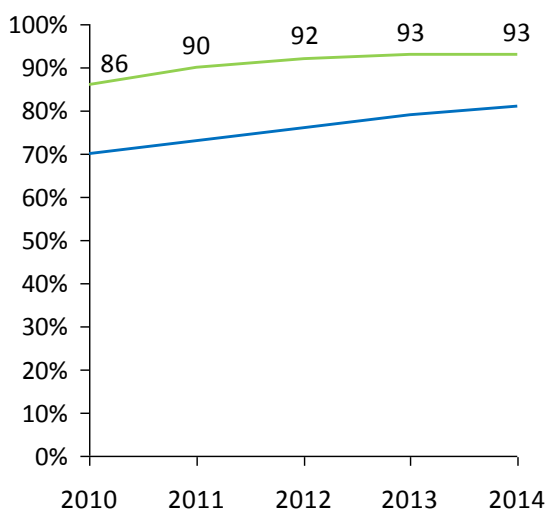
Head of Government: Prime Minister [Helle Thorning-Schmidt](#) (since 3 October 2011).

Information Society Indicators

Generic Indicators

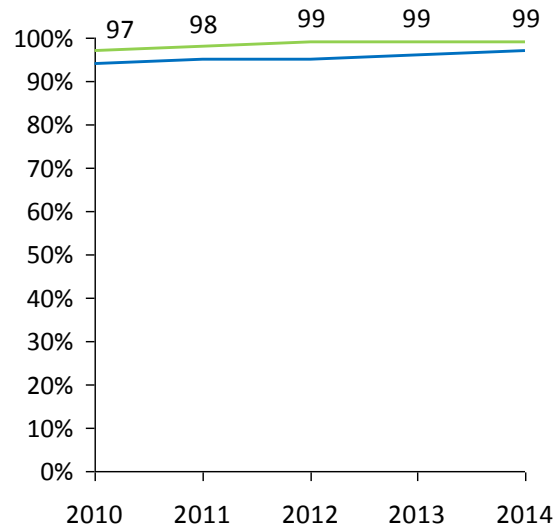
The following graphs present data for the latest Generic Information Society Indicators for Denmark compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](http://ec.europa.eu/eurostat) at the time the Edition is being prepared.

Percentage of households with Internet access in Denmark



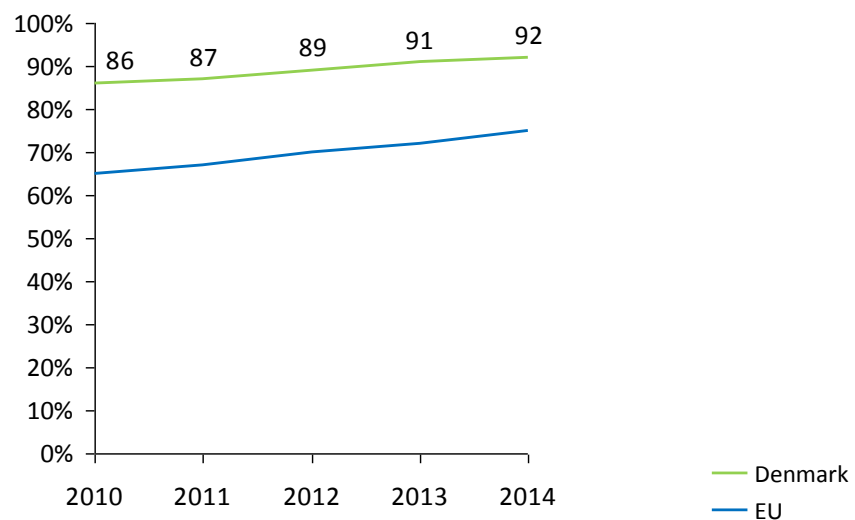
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isc_bde15b_h&lang=en

Percentage of enterprises with Internet access in Denmark



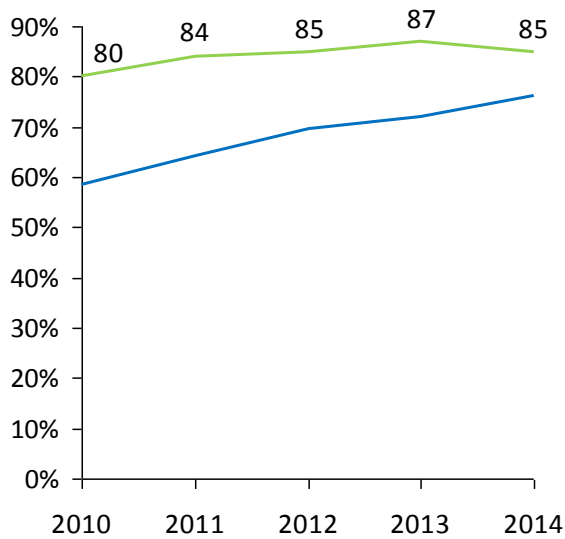
Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isc_ci_in_en2&lang=en

Percentage of individuals using the internet at least once a week in Denmark



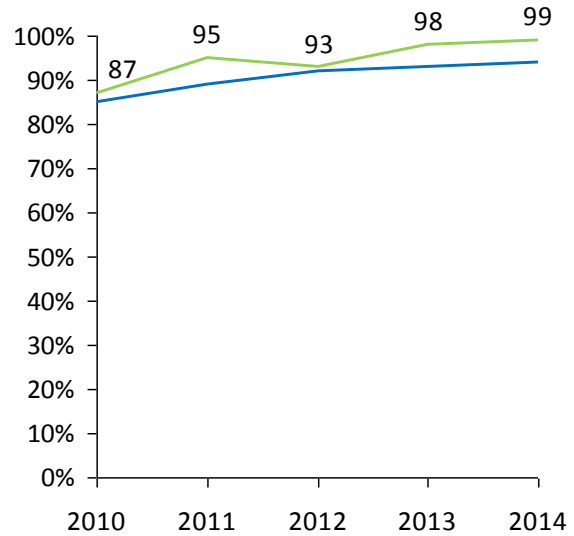
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bdek_di&lang=en

Percentage of households with a broadband connection in Denmark



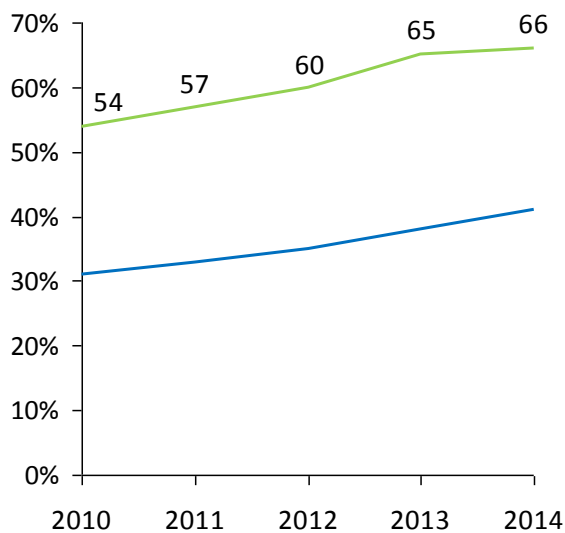
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isc_r_broad_h&lang=en

Percentage of enterprises with a broadband connection in Denmark



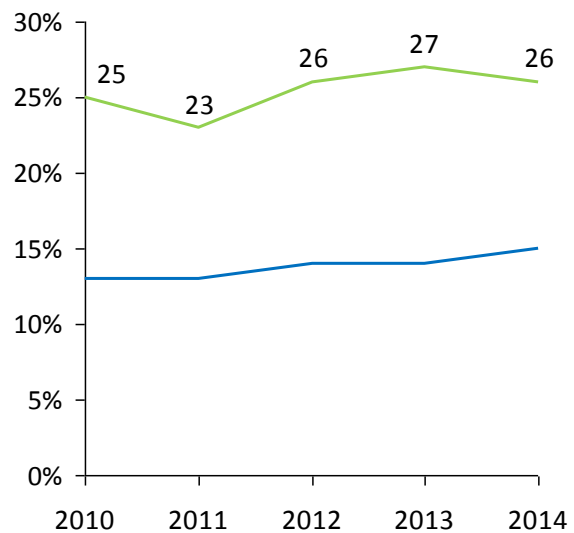
Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isc_bde15b_e&lang=en

Percentage of individuals having purchased/ordered online in the last three months in Denmark



Source: <http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&language=en&pcode=tin00067&plugin=1>

Percentage of enterprises having received orders online within the previous year in Denmark



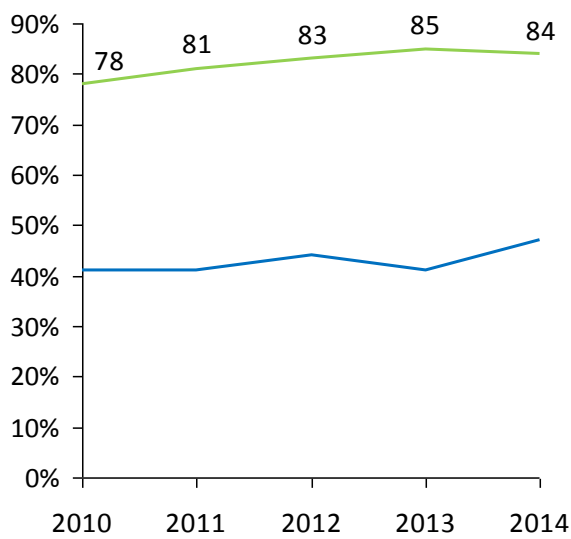
Source : <http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&language=en&pcode=tin00111&plugin=1>

— Denmark
— EU

EGovernment Indicators

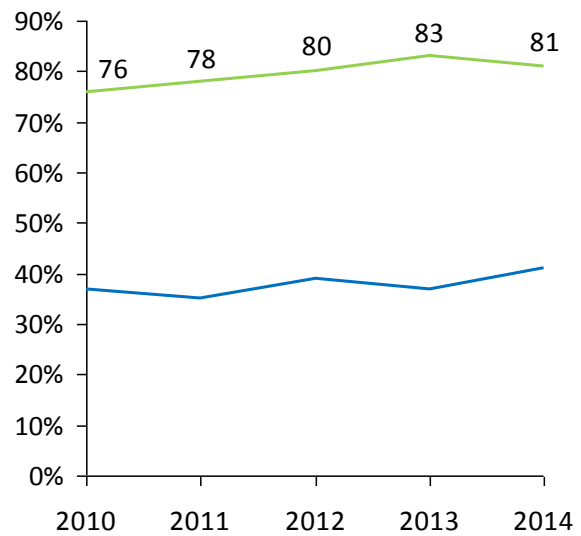
The following graphs present data for the latest eGovernment Indicators for Denmark compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](http://ec.europa.eu/eurostat) at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Denmark



Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=iso_c_bde15ei&lang=en

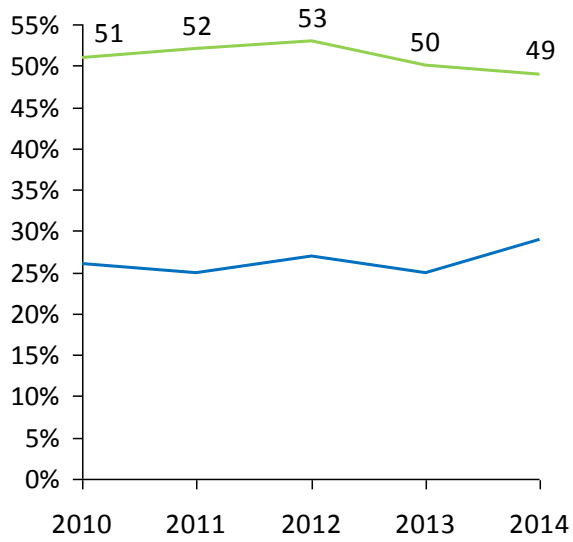
Percentage of individuals using the internet for obtaining information from public authorities in Denmark



Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=iso_c_bde15ei&lang=en

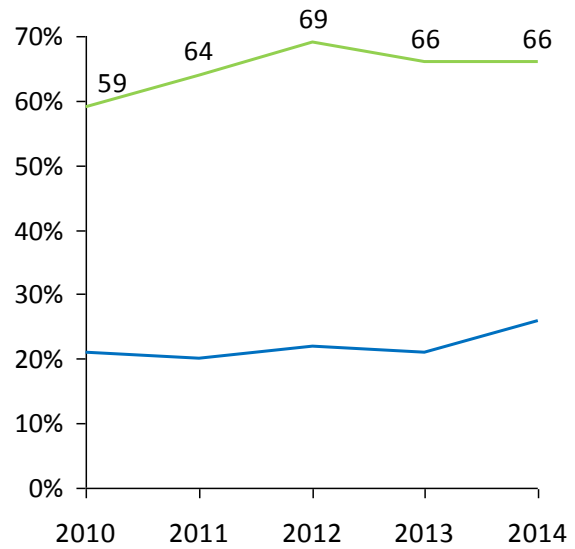
— Denmark
 — EU

Percentage of individuals using the internet for downloading official forms from public authorities in Denmark



Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=iso_c_bde15ei&lang=en

Percentage of individuals using the internet for sending filled forms to public authorities in Denmark



Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=iso_c_bde15ei&lang=en

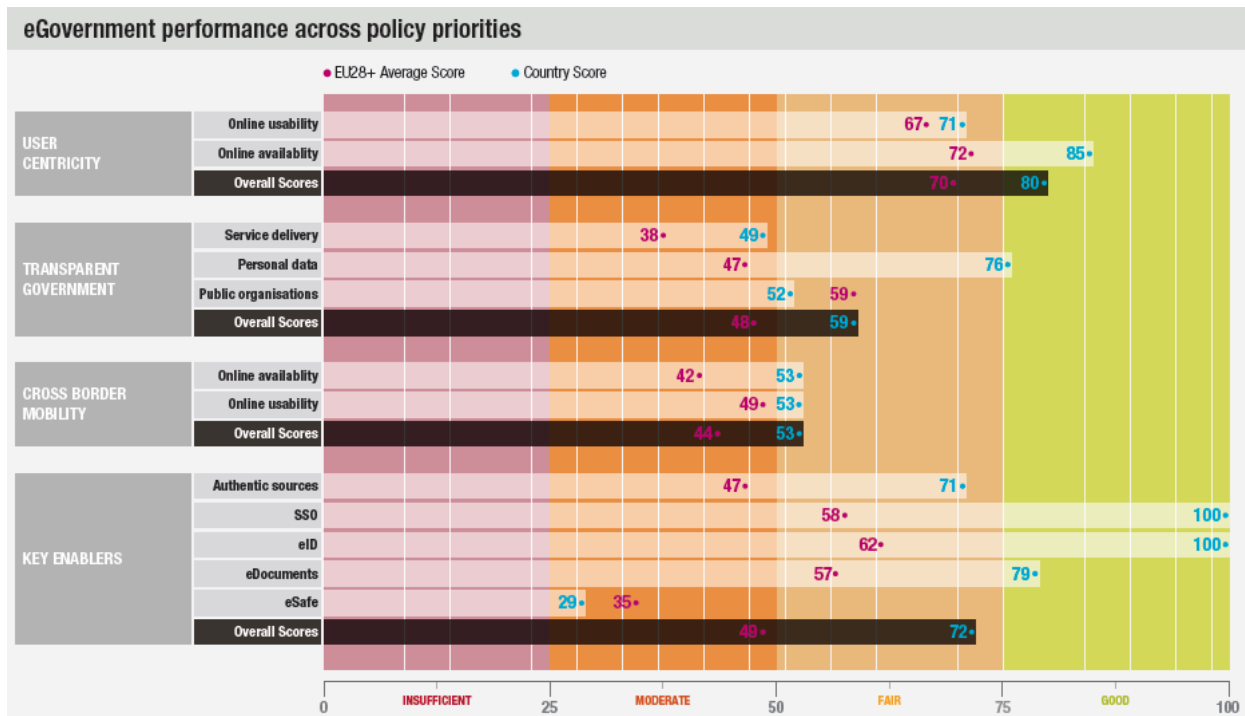
— Denmark
— EU

EGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark²](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Denmark compared to the EU average score.



Source: http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5549

² http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5812

EGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

December 2014

The Danish joint public digitisation strategy (2011-2015) involves a gradual transition to mandatory digital self-service and communication. Mandatory digital self-service is being introduced in four sets of solutions up to 2015. On 1 December 2014 the third set of digital services became mandatory and Danish citizens now have to use digital self-service when applying for pensions, housing benefits, or for a legal separation, just to mention a few examples.

November 2014

On Saturday, 1 November, Denmark took a historic step as the first country in the world to make it compulsory to receive digitally letters, notices and messages from public authorities, e.g. vehicle-inspection notifications, pension notifications, hospital appointments, letters from the municipality, etc.

Digital Post makes it easier for individuals to manage letters and notifications from the authorities while at the same time saving the public sector one billion DKK a year in paper and postage. People who are unable to use the Digital Post solutions can be exempted and will continue to receive letters from the public authorities by ordinary mail.

May 2014

The contract on the development and operation of the Data Hub for 'Basic Data' was awarded to KMD. The purpose of the Data Hub is to provide access for public authorities and private companies to updated basic data on companies, properties, persons, addresses and maps. The Data Hub will replace a number of local public distribution solutions and ensure that authorities and companies have easy and safe access to basic data in a single system instead of many different systems and interfaces.

July 2014

A mobile version of NemID (national eID and digital signature) was launched providing new opportunities for citizens to use public digital services from their smartphones and tablets.

Following the launch of the new version of NemID, public digital solutions will gradually be made more and more mobile-friendly. On the citizen portal alone there are up to 2000 different self-service solutions which will be adjusted, where relevant, to ensure a good experience on mobile devices. Also banks and private services such as gaming sites which

already have their own mobile solutions will gradually migrate to the new version of NemID.

4.18 million Citizens (of 5.65 million citizens in total as of 1st October 2014) have a NemID public eID and digital signature.

February 2014

In early 2014, the [Agency for Digitisation](#) took the initial steps to develop the next generation of the [public eID and digital signature](#) (NemID) and the analytical work will continue throughout 2014. In November 2017, the present contract on NemID will expire and, in accordance with the EU Directive on the coordination of procedures for the award of public works contracts, the task must be put out to competitive tender in a new EU procurement procedure. Before the current contract expires, the Agency for Digitisation must ensure that the next generation of NemID is ready.

In addition to addressing the needs of citizens, enterprises and public authorities, the new solution will fall under the scope of the upcoming EU regulation on eID and trust services. This new regulation requires self-service solutions of all EU Member States to accept eID for identification, and thus new Danish solutions must also be able to accept foreign eID. According to the plan, the decision-making basis for the next generation of NemID is to be in place by the beginning of 2015, after which the more detailed work on the requirements specification and subsequent EU procurement procedure can begin.

January 2014

The [IT Programme Model](#) for central government is to contribute to professionalising the work on governmental programmes by making available a well-tested framework based on the international standard, MSP (Managing Successful Programmes). On the basis of experience and demand, the Danish Agency for Digitisation developed a programme model and process framework which is mandatory for programmes with IT costs exceeding DKK 60 million where the IT share at the same time constitutes a significant element of the programme.

The programme model sets out to 1) make available a common programme management and programme leadership model for governmental programmes based on best practice, 2) professionalise governmental programme leadership and management through mandatory programme model requirements, including obligations with respect to the application of phases and the development of programme leadership documents, 3) ensure concept clarification including guidelines for choosing between a project, a programme or a portfolio, and 4) make available experience and good practice from Danish and foreign programmes for the government sector – both to disseminate experience in an immature area and to avoid any parallel development of methods in various government institutions.

December 2013

The second of four planned “sets” of digital self-service solutions became mandatory for citizens to use as from December 2013. This set of services include, among others, choosing a physician, application for free admission to day care and after-school care, reporting of rat infestation, application for a passport, and declaration of fatherhood. The plan is that the third of the four planned “sets” of digital self-service solutions to become mandatory will become mandatory in late 2014 and the fourth set in 2015.

November 2013

- ▶ As part of the implementation of the joint [eGovernment Strategy 2011-15](#) (central government, regional government and local government), the Danish Parliament adopted the Act on Public Digital Post in June 2012. The act states that citizens and businesses must have a digital letter box for receiving digital letters from the public authorities. For businesses act was put into effect on 1st November 2013. The act gives authorities the right to send digital-only messages, letters, documents, etc. to businesses' digital letter box, rather than sending paper-based letters by traditional post, and it states that digital messages transmitted through the solution have equal status and effect as paper-based letters, messages, documents, etc. For citizens the Act on Public Digital Post will be put into effect on 1 November 2014.
- ▶ On 12 November 2013 in Copenhagen approximately 170 citizens, businesses, civil society organisations, and public authorities and institutions spent a day working together across traditional boundaries and divides. The aim was to foster debate and to find new ways to improve Denmark's welfare system, democracy, and innovative power. Open Gov Camp was a "non-conference", the programme completely devoid of traditional presentations and panel debates, but filled with workshops, labs and discussion groups covering a broad range of topics and issues within the field of open government. The camp was hosted by the Agency for Digitisation, which is responsible for the overall coordination of Open Government activities in Denmark. However, all workshops and activities at the camp were organised and facilitated by the participating public authorities, civil society organisations, citizens, and businesses. The camp was one of the commitments in the new Danish action plan for Open Government.
- ▶ As part of Denmark's participation in the international initiative [Open Government Partnership \(OGP\)](#), a second [national action plan for open government](#) was published in late 2013. The action plan comprises four themes, all rooted in the 2011 government platform: Local Democracy and Participation; Full Digital Communication - and Inclusion; New Forms of Collaboration and Involvement; and Open Data - Innovation, Transparency, and Efficiency.

September 2013

The Danish government, Local Government Denmark and Danish Regions have jointly launched a common public sector "[Strategy for Digital Welfare 2013-2020](#)". More information on the Strategy can be found in the eGovernment Strategy section.

August 2013

- ▶ The [IT Project Model](#) for central government contributes to better, more uniform planning, management and implementation of central government IT projects. The model is embedded in the Ministry of Finance budget guidelines ('[Budgetvejledning](#)') and must be applied to all IT projects in central government. The IT project model is a tool to be used by the project manager. It is meant to support day-to-day management of the project as well as contribute to ensuring that the IT project is successfully implemented. The model is generic and must be adjusted to the size and context of the individual project so as to meet the specific management needs of the individual project.
- ▶ The [Central Government Business Case Model](#) is an integral part of both the Central Government IT Project Model and the Central Government Programme Model (which has

been launched subsequently). The business case helps answer the question "Is the project a good investment?" A business case is a calculation of the overall financial and non-financial consequences of a potential investment in a project or a programme. It is based on an analysis and statement of the change desired and how to achieve it. The objective of the business case is to clarify and calculate costs and gains as well as to estimate the financial consequences of potential risks. On this basis, a solid foundation can be established for assessing the justification of the project or the programme. The Central Government Business Case Model describes the present situation and two future situations: one in which the project or the programme is implemented (scenario 1) and one in which it is not implemented (scenario 0). With the business case, the gains of the project or the programme are calculated by comparing these situations.

June 2013

Halfway through the [eGovernment strategy 2011-2015](#), which consists of 72 specific initiatives, 21 initiatives had been successfully implemented. The initiatives have ensured increased accessibility and reuse of data, and further digitisation of the Danish health sector just to name a few. The eGovernment strategy 2011-2015 is based on close collaboration between the central government, the regions and the municipalities with a view to creating a modern and effective public sector.

The fundamental idea behind the strategy is to deliver public services in a more flexible and contemporary manner via digital solutions and at the same time ensure the most cost-effective use of taxpayers' money. When the strategy is fully implemented Danish authorities will save around DKK 1 billion currently spent on postage. A key element in the strategy is that citizens and companies must communicate with authorities online and get their post from authorities delivered in a digital letter box. The savings free up resources for funding of other important matters such as health care and stimulating growth in the private sector.

January 2013

On 6 January 2013 the updated version of the NemLog-in solution was launched. The new NemLog-in is an updated version of the previous one which handled more than 31 million login requests from citizens in 2012. This corresponds to an average of one login every second of every day which is almost 40 % more logins than in 2011. This increase was due to the increasing number of government services being available through the NemLog-in solution. By the end of 2012, about 130 citizen-oriented public services were using the NemLog-in solution.

News 2012-2001

2012

- ▶ The Danish Parliament has passed legislation as part of its policy to make mandatory digital self-service in several government service areas. Thus, as part of the implementation of the joint eGovernment Strategy 2011-15 (central government, regional government and local government), the Danish Parliament adopted in June 2012 an amendment which makes the first of four planned "sets" of digital self-service solutions mandatory for citizens to use as from *December 2012*. This first set of services include, among others, change of address, payment for obtaining hunting licence,

repayment of state education loan, and applications for a national health care card, an EU health care card, admission to day care, admission to elementary school, and admission to after-school care.

The plan is that the second of the four planned "sets" of digital self-service solutions to become mandatory will become mandatory in late 2013, the third set in 2014 and the fourth in 2015. This means that those who can must use the digital self-service solutions which public authorities (in this case the individual municipalities) make available. Municipalities will be responsible for ensuring that there is sufficient help and guidance to those citizens who are unable to use or have difficulty using the digital channels. Municipalities will also make computers available to the public for the use of digital self-service solutions.

- ▶ In *October 2012*, the Danish government and Local Government Denmark (association of municipalities) signed an agreement aiming to improve and link public registers of basic data and make them available for public re-use free of charge. Later Danish Regions joined the agreement. The agreement is an element of the [Basic Data Programme](#) which aims to clean up data and consolidate core data registers, such as digital maps, cadastral information, company registration information, and official addresses, and put an end to costly parallel registers. This is expected to save the public sector DKK 260 million (approx. €34 million) annually by 2020. In addition, the abolishing of charges for the datasets, which took effect on 1st January 2013, is expected to provide opportunities for innovation and growth in the private sector as businesses will no longer have to buy their basic data from the public authorities. This is related to Denmark's more general efforts to open up public sector data for re-use which is part of the country's Open Government Partnership action plan.
- ▶ In *October 2012*, the new authority responsible for operation of payments of public benefits, [Udbetaling Danmark](#) (translates "Payments Denmark"), was established. The establishing of Udbetaling Danmark involved close cooperation between the new authority and the municipalities, getting IT systems and data from 98 municipalities in place and migrating around 1,000 employees. Responsible for payment of pensions and housing benefit among other things, Udbetaling Danmark is expected to pay out approx. DKK 200 billion to approx. 3 million beneficiaries in 2014. The new authority is on track realise economic savings of almost 300 million DKK per year by 2015 and an analysis has been initiated of the possibility of centralising more tasks under Udbetaling Danmark, including sickness benefits and economic scholarships.
- ▶ In *April 2012*, Denmark joined the [Open Government Partnership \(OGP\)](#), an international initiative whose purpose is to promote good governance and strengthen democracy in the participating countries. As part of its accession to the OGP, Denmark developed a one-year action plan for open government activities. The action plan was based on inputs from a broad consultation process, in which citizens, companies, non-governmental organisations (NGOs) and public authorities were invited to propose initiatives and activities. The Danish Agency for Digitisation is responsible for the overall coordination of Denmark's OGP participation.
- ▶ Approximately 2 000 patients across five patient groups [participate](#) in the largest-ever telemedicine project in Denmark. The project is an initial step towards establishing a common national infrastructure for telemedicine in the country. The project started at the beginning of 2012 and will run for two years. Four hospitals in the Capital Region (Region Hovedstaden, in Danish) and the Central Denmark Region (Region Midtjylland, in Danish) participated in the project together with ten municipalities and a number of practitioners across the country. The project will produce a database that records information on patients while they remain at home. Health professionals in all sectors will have access to patient data from their own computer and can quickly decide whether there is a need to adjust the patient's medication. The patients represent five

different groups: COPD (emphysema), diabetes, inflammatory bowel diseases and pregnant women with and without complications.

The project constitutes Denmark's largest investment in telemedicine, with the government providing almost 66 million DKK (€9 million approximately). Of this, 33.4 million DKK (€4.5 million approximately) comes from the [Foundation for Welfare Technology](#) (Fonden for Velfærdsteknologi, in Danish) while the Capital Region, Central Denmark Region and some smaller partners finance the rest. The aim of telemedicine is to free up resources in health care, ensure a more intensive treatment and monitoring, and enable patients to avoid strenuous routine visits and hospitalisations. Several hospitals have already had good experiences with telemedicine. The project provides the opportunity to scale up these local experiences to the national level.

2011

- ▶ On 1 December 2011, '[NemHandel](#)' became mandatory to use when invoicing the public sector. More than one third of all active Danish enterprises have already used NemHandel to send electronic invoices to the public sector. NemHandel is a Danish e-business technology, which makes electronic invoicing as easy as sending an email. It allows businesses to send standardised electronic invoices directly from their PCs via the Internet, in a secure and reliable manner. As NemHandel is based on open standards and open source components, any IT vendor or IT service provider may connect to the open infrastructure. Building on extensive hands-on experience gained through the development and implementation of NemHandel, Denmark is an active participant in the European Commission's large-scale pilot project [PEPPOL](#).
- ▶ Following the closing of the National IT and Telecom Agency in October 2011 and the subsequent transfer of its responsibilities to several ministries, the Ministry of Finance was [reorganised](#). The former Agency for Governmental Management, under the Ministry of Finance, which was responsible for certain public sector digitisation activities, was dissolved and a new agency, namely the Agency for Digitisation, was established. The [Agency for Digitisation](#) combines the expertise of the previous National IT and Telecom Agency (IT- og Telestyrelsen) and that of the former Agency for Governmental Management (Økonomistyrelsen) in order to strengthen the digitisation of the public sector. This Agency will be in charge of ensuring that digitisation strategies are implemented to the benefit of citizens and those new digital opportunities are fully exploited.
- ▶ Another agency, the [Agency for Modernisation](#) was also established, merging the Finance Board and the Personnel Board, and covering responsibility for the finances, agreements and management of public administration. It will serve as a solid platform for freeing up resources through the modernisation of the public sector, improving the management of public funds and providing for a better leadership.
- ▶ Denmark's National IT and Telecom Agency was dissolved and its functions are transferred to four ministries, according to a decision of the new government. NITA, under the Ministry of Science, Innovation and Higher Education, had the overall responsibility for ICT issues concerning the public sector, citizens and businesses. Its closure follows the formation of a new coalition government on 3 October 2011. According to Her Majesty the Queen's Resolution of 3 October, the following four key ministries are tasked with assuming the Agency's duties:
 - [Ministry of Finance](#): responsible for IT policy and public sector digitisation, including matters concerning digital communication with citizens and businesses
 - [Ministry of Business and Growth](#): responsible for telecom and Internet regulation, and frequency management

- [Ministry of Defence](#): responsible for matters related to the protection of critical IT infrastructure and the Governmental Computer Emergency Response Team (GovCERT)
 - [Ministry of Economic Affairs and the Interior](#): responsible for certain tasks for IT modernisation and digitisation-related issues.
- ▶ The Danish Government published its new [Digitisation Strategy for 2011-2015](#) in August 2011. The central aim of the strategy is that by 2015 digital self-service solutions will be established as the normal way for citizens to interact with the public sector. The new strategy, called 'The digital path to future welfare', aims to phase out paper-based forms and postage. Citizens will use the Internet for all applications and notifications to the public sector, namely, a moving notification; the enrolment of a child in a nursery; or when issuing a new passport. In addition, all citizens and businesses will automatically be given a free digital mailbox to which all communications from the public sector will be sent. The transition will take place gradually, as user-friendly eGovernment solutions are introduced in increasingly more areas. Help will be available for citizens who find it hard to use the new solutions. By 2015, the Government expects to be able to send 80 % of all correspondence to citizens in digital form. It is also expected that 80 % of all applications and correspondence from citizens will be in digital form.

The new digital strategy has a broad scope and aims to provide digital solutions across the public sector. It provides 60 individual initiatives, including:

- a commitment to and investment in IT and digital learning resources in primary schools;
- an action plan for the national dissemination of good and effective telemedicine solutions, such as the monitoring of patients with diabetes or chronic obstructive pulmonary disease (COPD);
- Vocational initiatives to provide businesses with easier paths to growth.

This includes fully digital written communication between the public sector and businesses as of 2013.

- ▶ 1 July 2011 marked the first anniversary of the launch of Denmark's digital signature system [NemID](#) (EasyID), which provides the means for secure digital communication. During 2011, it was used 310 million times by 79 % of the adult population to access services in both the public and private sectors, and notably for Internet banking. More than 3.2 million Danes now use it, with over 2.9 million using it for both banking and the public sector. In the future, *NemID* is expected to facilitate much greater use of self-service in citizens' contacts with the municipalities, regions and State authorities.
- ▶ According to the financial sector, *NemID* has also made a significant contribution to the decline of the number of intrusions in Internet banking. The [Danish Bankers Association](#) (*Finansrådet*) reported that the number of intrusions fell from 251 in 2008 to 12 in 2010, and since November 2010 there have been none at all.
- ▶ On 8 June 2011, it is announced that students have the opportunity to be paid during their summer vacations to enhance open source software for the Danish public sector. The [Ministry of Science, Technology and Innovation](#) (*Ministeriet for Videnskab, Teknologi OG Udvikling*) has launched the '*Kod i ferien*' ('Holiday of Code') scheme, which provides funding for 15 students. Both parties have much to gain from the scheme. The successful students have the opportunity to develop their professional IT skills while being paid DKK 20 000 each, and the authorities will have fresh eyes generating new ideas for their software. The results will be made available to all public authorities through [Softwareboersen](#) (Software Exchange), a government website where public organisations can share open source software.

- ▶ Following a meeting between the Danish Minister of Science Technology and Innovation Ms Charlotte Sahl-Madsen and the Danish Parliament's spokesperson for IT on 30 March 2011, it has been decided that the Danish public authorities will remain committed to **receiving** documents from citizens and businesses in all common formats (including Open Document Format - ODF and Open Office XML - OOXML). Likewise, it will still be mandatory for the public authorities to **send non-editable** documents to citizens and businesses in the open PDF/A-1 format.

With the decision not to make it mandatory to **send editable** documents in the open document formats OOXML and ODF, the Minister followed the recommendations of an Expert Committee on Open Standards which argued that these standards are not mature enough to be applied for the time being. The Expert Committee on Open Standards will be discontinued, and the National IT and Telecom Agency will, on a regular basis, continue to monitor the maturity of the standards involving relevant experts.

- ▶ In January 2011, eLearning films on the most important aspects of [NemID](#), Denmark's digital signature providing Danes with a single access to public and private digital self-service solutions are made available in sign language. The [sign language videos](#) tell the viewers about the security features of *NemID*, how to order the card and how to enable its functionalities. The films are seen as a good alternative to general instructions through screenshots. They show in a very simple manner what users need to know about *NemID*, including: the *NemID* concept; what the *NemID* can do; how the *NemID* works; security features; presentation of the *NemID* portal; support and secure emailing.

2010

- ▶ In *December 2010*, 10 000 businesses, more than one third of all active Danish businesses, sent electronic invoices to the public sector via the Danish national open eBusiness framework '[NemHandel](#)' (Easy Trade). *NemHandel* is a Danish eBusiness technology, which makes electronic invoicing as easy as sending an email. It allows businesses to send standardised electronic invoices directly from their PCs via the Internet, in a secure and reliable manner. As *NemHandel* is based on open standards and open source components, any IT vendor or IT service provider may connect to the open infrastructure. Building on extensive hands-on experience gained through *NemHandel*, Denmark is an active participant in the European Commission's large-scale pilot project [PEPPOL](#).
- ▶ During *November and December 2010*, Government IT (*Statens It*) introduces a new web Service Portal ([Serviceportalen](#)), where its users can find information about the current IT operational status, planned service windows, news about the Agency and consult several help guides. 'Service Portal' will also constitute a web-based application for the 10 000 users of the Agency's service desk, where they are able to report IT problems online and receive support.

On *4 November 2010*, Denmark's Central Government along with the Danish Regions and Local Government unveil the terms of their future joint digital government strategy for 2011-2015. The strategy is planned to be completed in the first half of 2011, giving additional impetus to the digitisation of the public sector. According to its [terms](#), the strategy will pursue the further spread of digitisation in all areas where the public sector is in close contact with citizens and businesses, in particular in the fields of education, social affairs and employment.

On *1 November 2010*, the known as [eDag 3](#) (eDay 3) marks the start of a collaboration initiative between the State, the regions and the municipalities, aiming towards an 'easy online access to the government'. A specific example of this is the timetable agreed by

the Steering Committee for joint-government cooperation (STS) for the phasing out of the usernames/password codes. From 1 March 2011 onwards, the authorities will no longer issue password codes. From 1 August 2011 onwards, citizens will only be able to access the public eServices through *NemID*.

- ▶ On 1 July 2010, Charlotte Sahl-Madsen, the Danish Minister for Science, Technology and Innovation launches '*NemID*', the new digital signature, which gives Danes a single access to public and private digital self-service solutions. *NemID* thus provides people with easy and safe access to a wide range of self-service solutions on the web, both public and private, including eBanking, real estate, and insurance and pension funds services.
- ▶ In May 2010, the Minister for Culture, Mr Per Stig Møller and the Minister for Science, Technology and Innovation, Ms Charlotte Sahl-Madsen decide to jointly mobilise DKK 21 million (approx. € 1.6 million) for the **digitisation** of the **national cultural heritage** for 2010-2012. The budget is allocated to four different projects, carried out by the Danish Film Institute, the State and University Library, the Royal Library and the National Museum of Natural History.

A new solution, developed by the Ministry of Science, Technology and Innovation, the Commerce and Companies Agency and the private provider behind '*NemID*', makes it easier for the owners of sole proprietorship companies to obtain a **digital signature** and thus start using digital solutions and eGovernment services for businesses. The owners only need to use their own personal digital signature to install a digital signature for the company. Thus it becomes easier and faster to be ready for various business-related solutions provided via the business portal Virk.dk.

- ▶ On 29 January 2010, the Danish Minister of Science, Technology and Innovation - in agreement with the Danish Parliament's spokesperson for IT - make it mandatory for all public authorities to send documents, which are to be read but not edited, in the open document format PDF/A-1. It was also agreed that an Expert Committee on Open Standards should evaluate the maturity of the two most common open document formats for editable documents (ODF and OOXML).

The Danish State, regions and municipalities agree on 12 January 2010 on a roadmap for the transition from the various usernames/password codes to the new **digital signature**. As from late summer 2011, people should only use the new, secure digital signature '*NemID*' when accessing the public eServices requiring secure identification.

2009

- ▶ In October 2009, the Danish Ministry of Science recommends that open source be used where it adds value.
- ▶ Even very small Danish businesses are sending electronic invoices directly from their PCs, via '*NemHandel*', a technology enabling the easy and secure sending of electronic business documents. All public authorities and institutions can receive eInvoices through '*NemHandel*'. In the long term, businesses will be able to choose to use it when contacting other businesses. As of July 2009, more than 33 000 businesses sent electronic invoices to the public authorities via '*NemHandel*'.
- ▶ According to a press release of the [Ministry of Science and Technology Innovation](#) published in February 2009, the large majority of Danish public authorities allow citizens and businesses to download forms and to directly submit information online from their respective websites.

2008

- ▶ In *December 2008*, the Ministry of Science publishes 'Open Source Software and the Public Sector', outlining principles for the strategic use of open source software. The Danish public sector 'Software Exchange' website contains open source software developed for or by public authorities and institutions in Denmark, which can be freely reused and further developed by anyone interested.
- ▶ A new, updated version of Denmark's citizen web portal 'borger.dk' is launched on *20 October 2008*.
- ▶ 'Digitaliser.dk' goes live in *October 2008*. Its homepage is a new common entrance to public IT architecture and open standards for all public authorities and suppliers.

In the same month, the National IT Council publishes a set of guidelines for all Danish ministries to update their respective IT strategies in line with the national eGovernment strategy 2007-2010.

- ▶ In *June 2008*, an agreement is reached between the Danish Government, Local Government Denmark (LGDK), the Danish Regions and the private provider DanID for the development and implementation of the next generation of **digital signature** in Denmark.
- ▶ The Danish Government decides in *April 2008* to create a shared service centre for IT which will perform a number of IT tasks for all Danish ministries. Its purpose is to cut costs and to create a firm foundation for improving existing administrative services while developing new ones.
- ▶ In *March 2008*, a political agreement is reached on a new reform of the public sector, the 'Quality Reform'. 180 initiatives will be implemented in cooperation with Danish regions and municipalities.

The [Agency for Governmental Management](#) launches, during the same month, an EU tender for the establishment and implementation of a cross-governmental **digital communication** and archive solution with the objective to allow a direct, digital and secure communication among the public sector, citizens and businesses.

- ▶ As of *1 January 2008* and in line with a national agreement reached in October 2007, which rendered the use of **open standards mandatory** in the public sector, all public authorities must use seven sets of open standards in all new IT solutions. All authorities must also be able to receive office documents in two open document standards, namely, ODF and OOXML.

2007

- ▶ In *October 2007*, the Danish Ministry of Science, Technology and Innovation launches a new [national SOA infrastructure](#) utilising state-of-the-art open standards to perform **eBusiness transactions**. This infrastructure is the first in the world to enable SOA capabilities on a national level and make them available to businesses of all sizes, thus offering a comprehensive legal and technical framework for interoperability.
- ▶ In *June 2007*, the new [eGovernment Strategy for 2007-2010](#) is published and is jointly adopted by the Danish Government, Local Government Denmark (LGDK) and the five Danish regions, establishing new standards for the development of citizen services and the cohesion across the public sector, setting principles for a more binding cooperation among all levels of Government.

- ▶ In *April 2007*, Denmark tops the Networked Readiness Index of the Global Information Technology report 2006-2007.
- ▶ In *February 2007*, the Danish Ministry of Employment launches the workindemark.dk website aimed at helping foreign workers to find employment in Denmark.
- ▶ The 'borger.dk' portal is launched on *1 January 2007*. 'borger.dk' becomes the citizens' **single** Internet **entry point** to all Danish public authorities.

The '**Local Government Reform**' takes effect on the same day. As a result, local government is made up of 5 regions and 98 local authorities (against 14 regions and 275 authorities previously). The 98 new municipalities are responsible for handling most tasks related to citizen service delivery.

2006

- ▶ Launch of an innovative web service for pensioners in *August 2006*. The private pension scheme providers subscribing to this web service are automatically informed when a citizen is awarded an early public retirement pension scheme.
- ▶ In *June 2006*, the Danish Parliament adopts a resolution that requires the Government to ensure that the public sector's use of IT and software is based on **open standards**. In line with this resolution, the Government should adopt and maintain a set of open standards at the latest by 1 January 2008.
- ▶ In *January 2006*, the Digital Task Force becomes part of the *Administrationspolitisk Center* (APC), a division of the Ministry of Finance. Both entities have a joint website, modernisering.dk, which is a knowledge centre for the public sector in the areas of public management, eGovernment and other related areas.

2005

- ▶ Since *November 2005*, all payments from public institutions (State benefits, pensions, etc) are only made by electronic transfer through the [NemKonto Easy Account System](#).
- ▶ In *October 2005*, the Danish Digital Taskforce discloses the OECD Peer Review of eGovernment in Denmark. The report highlights several domains where improvements are needed, e.g. more focus on the citizen perspective, clarification of the relationship between authorities responsible for eGovernment, better measurement of the effects of eGovernment.
- ▶ In *August 2005*, the Danish authorities launch a large-scale communication campaign to raise citizens' awareness of eGovernment services.
- ▶ Version 1.2 of the **Danish Interoperability Framework** is released in *June 2005*. It includes, among other, the OIOXML standards in the InfoStructurebase, the revision of technical standards and the addition of new ones.
- ▶ In *May 2005*, Denmark, Finland and Sweden set up a **cross-border tax portal: [Nordisk eTax](#)**. Their respective national tax administrations form a 'Virtual Tax Office'; a network of Nordic tax experts make it easier for citizens to obtain answers to cross-border tax questions.

On another note, the OASIS ratified **SAML 2.0 standards** becomes the officially recommended standard for federation in the Danish public sector.

- ▶ Since *1 February 2005* (a date known as 'eDay 2'), all citizens and businesses are granted the right to communicate electronically with public authorities and to receive

electronic replies, if they request so. From that day onwards, all invoices sent to and by public sector bodies have to be in digital form when the public institution receives them.

2004

- ▶ In *June 2004*, the [Danish National IT and Telecom Agency](#) introduces a **Definition of Open Standards** which provides the relevant parameters to evaluate the openness of technical standards.
- ▶ As of *March 2004*, all ministries and their agencies publish strategies of efficiency and effectiveness. Such strategies shall include four elements, namely: performance management policy; outsourcing policy; procurement policy; and clear targets for service delivery to citizens.

The Government also presents a strategy for creating a more open and transparent public sector; it sets out several obligations in relation to the publication of the service delivery targets and the related achievements over the Internet.

- ▶ In *February 2004*, the Danish Government launches a new eGovernment Strategy for the period 2004-2006. Its main goal is to achieve a highly effective, customer-focused public sector capable of delivering top quality services to citizens and businesses.
- ▶ In *January 2004*, Denmark becomes the first country to adopt the [Universal Business Language \(UBL\)](#) as a standard for public sector eProcurement, to enable the integration of eProcurement applications across Government systems and within the Government-wide [eProcurement portal](#).

2003

- ▶ In *October 2003*, the Government issues guidance for improving efficiency and effectiveness in national Government, seeking to better integrate and coordinate a number of management tools, including ministerial strategies for efficiency and effectiveness, performance management, outsourcing and procurement policies.

Moreover, the Government publishes the first draft version of its eGovernment Interoperability Framework, the '**Reference Profile**'.

- ▶ The **first eDay** takes place in *September 2003*: All Public Administrations are granted the right to send documents electronically to all other authorities and to demand that documents from other authorities be sent electronically (with the exception of sensitive data and documents).
- ▶ The White Paper on Enterprise Architecture is published in *June 2003*; making proposals for broader, more qualified work on enterprise architecture in the public sector in Denmark.

In the same month, the Government adopts the 'Danish Software Strategy' which aims to increase competition in the software market and to raise the quality and coherence of software products deployed in the public sector.

The [Infostructurebase](#) is launched in *March 2003*. It consists of a central repository of information on data interchange standards for the public and private sectors.

- ▶ In *February 2003*, the Government appoints the telecoms company TDC to deliver the basic technology for [digital signatures](#) to Government organisations and the general public.

2002

- ▶ The Danish Board of Technology publishes the report Open Source Software in eGovernment in *October 2002*. The report shows that the use of the Open Source Software by public authorities would generate major potential savings.
- ▶ The public sector modernisation programme of the Danish Government 'Citizens at the Wheel' is published in *May 2002*.
- ▶ The Danish **eGovernment strategy**, 'towards eGovernment: Vision and Strategy for the Public Sector in Denmark', is published in *January 2002*. It sets out a vision to systematically use digital technologies to introduce new ways of thinking and to transform organisations and work processes, so as to improve the quality of service and efficiency.

2001

- ▶ Introduction of the [e-Boks \(eBox or Digital Post and Archive\)](#) service in *2001*; the aim is to replace the 'window envelopes' – such as bank statements, insurance policies, payslips and official documents from Public Administrations – with digital documents sent to and stored in a secure electronic mailbox.
- ▶ In *October 2001*, the [Danish XML Project](#) is launched and an XML committee is established; the objective is to define standards for the description of all relevant data in the public sector, so as to enable data exchange and information systems' interoperability across the public sector.
- ▶ In *June 2001*, the central Government and the regional and municipal authorities launch a **joint eGovernment Project** and establish a Joint Board for the digitisation of the public sector. The board is served by both an ad-hoc public digitisation unit (the **Digital Task Force**) and the Ministry of Science, Technology and Innovation.
- ▶ In *May 2001*, the Finance Ministry's Committee for Digital Administration publish the 'Digital Administration' report, which stresses the need for cross-level effort and coordination to improve eGovernment in the country.

EGovernment Strategy

Main strategic objectives and principles

The Joint Public Digital Strategy (2011-2015)



The current Danish eGovernment strategy, published in August 2011, is entitled '[Joint Public Digital Strategy: The Digital Road to Future Prosperity 2011-2015](#)'. The central aim of the strategy is that by 2015 digital self-service solutions will be established as the normal procedural way for citizens to interact with the public sector. This new joint digital strategy focuses on a more rapid use of digital means by

the government, municipalities and counties in order to renew and render more efficient the public sector. The strategy is divided into three main **tracks**, each of which covers different areas and target groups:

TRACK 1: An end to paper forms and post

For citizens, it will be mandatory to use digital solutions in all their written communications with the public authorities by 2015. Paper forms are to be phased out so that all citizens serve themselves online. Furthermore, all citizens must have a digital post box, in which they will receive all letters from public authorities, as of 2014.

For individual citizens, it becomes easier and more flexible to manage their transactions with the public digitally, at a citizen's convenience and not only within office hours. Along with this development, help-services will be introduced for those citizens who find it hard to use the new digital solutions. It is the aim that 80 % of all service requests will be electronic by 2015 - even though that would be applicable for a number of selected services only and implemented in phases in the period 2012-2015.

For businesses, all relevant communication will be fully digital by the end of 2012. This means that companies must make all reports to public authorities digitally by the end of the year - or shortly thereafter, once the necessary legislation and effective solutions are in place.

TRACK 2: New digital welfare

On the way towards 2015, the digitisation and welfare technology is to be used consistently to modernise and streamline the major **areas of welfare** by, among other actions:

- ▶ Undertaking an ambitious venture in the use of IT in schools. Investments are up to DKK 1.5 billion to bring schools into the 'digital future';
- ▶ using welfare technology to advance the treatment of chronic illnesses out of hospitals and into private homes, engaging thus patients in their own treatment;
- ▶ setting clear targets for the use of health IT, so that every day matters in hospitals can be facilitated;
- ▶ Simplifying and streamlining employment effort.

The effort towards digitising the major welfare areas, as outlined in the strategy, will be developed even further by the Danish Government that took office in October 2011.

TRACK 3: Closer digital public cooperation

The common digital solutions promoted by the State, regions and municipalities have been developing together. These must constitute the natural platform for the authorities' digitisation efforts. Each public authority or institution should not develop its own systems; rather adopt systems in areas where there are already available good common solutions.

This is only possible if the public digitisation effort is coordinated effectively - across state, regional and municipal authorities and institutions. Hence, there is a need for a stronger joint public effort in four **main areas**:

- ▶ promotion of a common digital infrastructure, secure and robust enough to cover future needs;
- ▶ effective sharing of reliable baseline data between administrations;
- ▶ adoption of a law which takes into consideration and cultivates opportunities in the digital society;
- ▶ A stronger coordination of public digitisation efforts.

Strategy for Digital Welfare (2013-2020)

The Danish government, Local Government Denmark and Danish Regions jointly launched a common public sector "[Strategy for Digital Welfare 2013-2020](#)".

The aim of the strategy is to accelerate through concrete initiatives the use of ICT and welfare technology in frontline public service delivery, specifically within healthcare, care for the elderly, social services, and education.

Also, the strategy must ensure that the public sector continually acquires new knowledge of the effects of digital technologies. Thus, the strategy includes a plan for testing promising technologies to determine whether it would be advantageous to use them throughout Denmark.

Overall, the strategy aims to modernise, rethink and make more effective and efficient production and provision of public welfare services. The goal is to maintain or increase the quality of public welfare services while at the same time reducing public expenditure.

Previous eGovernment Strategies

EGovernment Strategy (2007-2010)

The Danish eGovernment Strategy 'Towards Better Digital Service, Increased Efficiency and Stronger Collaboration' covered the period 2007-2010. It was jointly adopted by the Danish Government, the association of municipalities, 'Local Government Denmark' (LGDK) and the association of the five 'Danish Regions'. Published in June 2007, it builds upon the experience gained during the implementation of the two previous eGovernment strategies. The strategy entailed a better and more binding cooperation among all levels of Government. In this light, the strategy focused on three overarching **priority areas** that mutually interact:

Better digital service

This priority area in question aimed at:

- ▶ making public services readily accessible to citizens and businesses through the digitisation process;

- ▶ creating cohesive citizen and business centric services;
- ▶ creating focused and targeted communication with citizens and businesses;
- ▶ developing user-driven businesses;
- ▶ Handling public sector data in a safe and secure manner.

Digitisation to facilitate increased efficiency

This priority area dealt with:

- ▶ citizen-focused care and services by the administration;
- ▶ organisational changes;
- ▶ Efficiency gains that had to be quantified and documented.

Stronger collaboration to create digital cohesion

This priority area was developed through:

- ▶ a common direction for more joint decisions;
- ▶ individual domain areas forming the basis for digitisation;
- ▶ interconnectivity of public-sector IT systems;
- ▶ Common development through joint operation.

The Danish eGovernment Strategy (2004-2006)

The Danish eGovernment Strategy: 'Realising the Potential' (2004-2006), set as central vision that digitalisation must contribute to the creation of an efficient and coherent public sector with a high quality of service, focused on citizens and businesses. The new strategy, which was elaborated by the government in cooperation with the country's regional and local authorities, calls for a change of focus. It points out that enhancement of organisational and managerial aspects - rather than a primary focus on technology - is more than ever a key element for the delivery of a modern public sector.

The strategy creates five '**Signposts**', each one comprising a number of specific priority objectives to be reached by public authorities over the period 2004-2006:

- ▶ Signpost 1: The public sector must provide coherent services focusing on citizens and businesses.
- ▶ 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.

Towards eGovernment Strategy (2002-2004)

The first concrete Danish eGovernment Strategy, entitled 'towards eGovernment: Vision and Strategy for the Public Sector in Denmark' (2001-2004), primarily marked the start-up of a joint digitisation cooperation among the municipal, regional and State levels of administration as the basic concept behind the Danish approach to eGovernment.

The strategy was based upon four **targets**, which described the future goals that are used to guide the efforts in the years to come and lift state, counties, and municipalities into the digital society:

- ▶ Target 1: eGovernment should actively contribute to the development of a network society.
- ▶ Target 2: The public sector should work and communicate electronically.
- ▶ Target 3: The services of the public sector should be delivered in a comprehensive manner focusing on citizens and businesses.
- ▶ Target 4: The tasks of the public sector should be carried out and handled in the best possible manner.

EGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



EGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Denmark.

Mandatory Digital Self-Service and Digital Post Legislation

[Mandatory Digital Self-Service](#)

[Mandatory Digital Post](#)

The Danish Government wants 80 pct of all written communication between citizens and the public sector to be done through the digital channel by the end of 2015. This process is well under way and is underpinned by legislation.

As part of the implementation of the joint eGovernment Strategy 2011-15 (central government, regional government and local government), the Danish Parliament passed in June 2012 the first piece of legislation on mandatory digital self-service, which made mandatory the first set of digital self-service solutions. Since then additional legislation has been passed to make mandatory a second and third set of solutions. A fourth and final set of digital self-service solutions is expected to become mandatory by December 2015.

The Danish Parliament has also passed legislation on digital post. As part of the implementation of the joint eGovernment Strategy 2011-15 (central government, regional government and local government), the Danish Parliament adopted the Act on Public Digital Post in June 2012.

The act states that citizens and businesses must have a digital letter box for receiving digital messages, letters, documents, etc., rather than paper-based letters by traditional post, from the public authorities. The act also states that digital messages transmitted through the Digital Post solution have equal status and effect as paper-based letters, messages, documents, etc. The act covers all citizens over the age of 15 years and all businesses. The act came into force for citizens on 1st November 2014, while for businesses it was put into effect on 1st November 2013.

Freedom of Information Legislation

[Access to Public Administration Documents Act \(2014\)](#)

Access to Government records is governed by the 2014 'Access to Public Administration Documents Act' which came into force on 1 January 2014. The new Act applies to central, regional and municipal authorities. As opposed to the previous act, the new law also applies to companies in which the government has a substantial ownership interest, and for companies making decisions on behalf of the government, and for Local Government Denmark ('KL' the association of municipalities) and Danish Regions ('Danske Regioner' the association of regions).

The Act allows '**any person**' to request documents of an administrative file. Authorities must respond as soon as possible to such requests and, if this takes longer than ten days, they must inform the requestor of the reasons why the response is delayed and when an answer is to be expected.

Nondisclosure, however, is allowed for the Courts or the legislators; all documents produced by the latter are exempted from the provision of the Act. This also accounts for documents relating to the security of the State, the defence of the realm, the protection of foreign policy, law enforcement, taxation and public financial interests. In case of nondisclosure, **complaints** can be lodged with the Parliamentary Ombudsman, who can issue non-binding opinions recommending that documents be released.

Data Protection/Privacy Legislation

[Act on Processing of Personal Data](#) (2000)

This act entered into force on 1 July 2000 in order to implement Directive [95/46/EC](#) on the protection of individuals with regard to the processing of personal data and on the free movement of such data, allowing individuals to access their records held by public and private bodies. The Act, which was [amended](#) in 2007, is enforced by the [Datatilsynet](#) (Data Protection Agency). Other laws regulating the processing of personal information by the public sector include the [Public Administration Act](#) of 1985, the [Publicity and Freedom of Information Act](#) of 1985, the Public Records Act of 1992 and the [National Registers Act](#) of 2000. These laws set out basic data protection principles and determine which data should be available to the public and which data should be kept confidential.

[Act on Electronic Communications Networks and Services](#) (2014)

Providers of electronic networks and services are required to notify the competent body for eGovernment in cases of data breaches that have significant consequences on the provision of services or concern person-identifiable information. This legal requirement implements in part Directives [2009/140/EC](#) and [2009/136/EC](#). The Act has been amended several times and amendments have been consolidated in the Amendment Act of 2014.

[Act on Marketing Practices](#) (2013)

In June 2003, an amendment to the Marketing Practices Act was adopted to implement the Directive on '**privacy and electronic communications**' [2002/58/EC](#). This transposition entailed a change to Denmark's legal data protection framework on spam. According to the Directive, people who have already given their address to businesses can be spammed with advertisements for 'similar services' ('soft opt-in'), which the Danish legislation Act had not allowed until then. Amendments have been consolidated in the [Consolidated Marketing Practices Act \(2013\)](#).

ESignatures Legislation

[Act on Electronic Signature](#) (2000)

This Act entered into force in October 2000, implementing the EU Directive on a **Community Framework for Electronic Signatures** ([1999/93/EC](#)). The definitions of advanced and 'qualified' electronic signature under the Danish law are very close to those of the European Directive. Advanced and 'qualified' electronic signatures cannot be issued to legal entities under the Danish law. The Danish Government has set up an [official digital](#)

[signature scheme \(NemID\)](#), whereby all citizens are due to receiving a free software-based digital signature (OCES - Public Certificate for Electronic Services) providing sufficient security for most public and private sector transactions.

ECommerce Legislation

[Act on Information Society Services and Electronic Commerce \(2002\)](#)

Known as the 'eCommerce Act' (No. 227), this Act of 22 April 2002 implements [Directive 2000/31/EC](#) of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce in the Internal Market.

ECommunications Legislation

[Act on Electronic Communications Networks and Services \(2011\)](#)

This Act came into force on 25 May 2011 (it replaces the former Act on Competitive Conditions and Consumer Interests in the Telecommunications Market from 2000/2003). It transposes the bulk of the EU regulatory framework for electronic communications, namely: Directive [2002/21/EC](#) ('Framework' Directive); [2002/20/EC](#) ('Authorisation' Directive); [2002/19/EC](#) (Access and interconnection Directive); [2002/22/EC](#) ('Universal service and user's rights Directive'); and [2002/58/EC](#) ('ePrivacy' Directive). The EU regulatory framework for electronic communications was amended in November 2009; cf. Directive [2009/140/EC](#), Directive [2009/136/EC](#).

EProcurement Legislation

[Government order No. 712 concerning the procedures for the award public works contracts, public supply contracts and public works contracts \(2011\)](#)

The Order, published on 15 June 2011, essentially amends the Governmental order (no. 937) concerning the procedures for the award of public works contracts, public supply contracts and public service contracts, adopted on 16 September 2004. The government order incorporates in its annex the exact text of EU Directive [2004/18/EC](#) on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. This directive thus constitutes the actual related Danish legislation.

[Governmental order \(no. 936\) concerning procurement procedures of entities operating in the water, energy, transport and telecommunications sectors \(2004\)](#)

Adopted on 16 September 2004, this Government order (no. 936) incorporates in its annex EU Directive [2004/17/EC](#) coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors (the known as 'utilities directive'). Hence, the utilities' directive constitutes the actual related Danish legislation.

Note: Both procurement directives have been in practical use in Denmark since 1 January 2005. Some of their new provisions are non-compulsory for Member States, e.g. the provisions on framework agreements, centralised purchasing, electronic auctions (eAuctions) and competitive dialogue. Denmark has chosen to provide access to all new procurement procedures and instruments with only one limitation; eAuctions cannot be

used in the field of public works contracts – mainly to prevent the risk of fragmenting the building process.

Re-use of Public Sector Information (PSI)

[Act on the re-use of public sector information](#) (2014)

The Act on Public Sector Information (PSI) of 2 June 2014 implements Directive 37/2013/EU of 26 June 2013 which amends Directive 2003/98/EC on the re-use of public sector information. Denmark has notified full transposition of the PSI directive 37/2013/EU. The DA version of the Act may be viewed [here](#).

EGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

[Ministry of Finance](#)

The Ministry is the main initiator of strategies and policies related to eGovernment in Denmark. The shaping of strategies is based upon the idea that the public sector must constantly develop and improve work procedures and methods to deliver the best possible quality of services provided. Thus the Ministry of Finance develops initiatives concerning administration, public leadership and digitalisation to improve the efficiency of the public administration.

[Agency for Digitisation, Ministry of Finance](#)

A catalyst for the setting of the strategy is the [Agency for Digitisation](#), which is rooted in the Ministry. The Agency was set up in November 2011, after the merger of the National IT and Telecom Agency and the Agency for Governmental Management, to further consolidate and strengthen ICT enabled efficiency and effectiveness of the public sector. The Agency's main responsibility is to contribute to the accomplishment of the political vision, the strategy and the understanding and development of relevant technology.

[Ministry of Business and Growth](#)

The Ministry of Business and Growth is responsible for telecommunications regulation and has many tasks that are related to the use of IT. More specifically, the Ministry develops and is responsible for the [corporate IT strategy](#) in Denmark. Through this initiative, it aims at promoting further cooperation among corporations in the IT area, and reinforcing relevant services for businesses and other authorities. This takes place in coordination with the Ministry of Finance, and the Ministry of Economic Affairs and the Interior.

[Ministry of Economic Affairs and the Interior](#)

The Ministry of Economic Affairs and the Interior performs certain tasks regarding IT modernisation and digitisation-related issues, in combination with the two ministries mentioned above.

Coordination

The Steering Committee for joint Government cooperation

The steering committee (or STS) consists of top representatives from central ministries and from the municipalities and regions. The committee performs preparatory work for major political decisions, including the yearly economic negotiations between central and local government and the digital strategy.

[Agency for Digitisation, Ministry of Finance](#)

The Agency gathers strong strategic, professional and technical competences within one single organisation. This facilitates one of its main roles which are to assume the responsibility to run eGovernment strategy and policies from concept to output. Therefore the Agency coordinates efforts and relevant actors to ensure the benefits of realisation of the eGovernment strategy. The Agency is the hub of the tasks and responsibilities of the old Digital Taskforce. It coordinates the work and acts as the secretariat for the Steering

Committee for joint Government cooperation (STS). Similarly the Agency coordinates the national eGovernment Strategy and the Steering Committee for the eGovernment Strategy - the committee consists of stakeholders from all levels of government.

Government IT, Ministry of Finance

Government IT (*Statens IT*) operates since 1 January 2010 and is responsible for setting the foundations for the further digitalisation of the central government. The Agency is responsible for running efficient administrative IT services and ensuring a high and consistent IT service across central government. Therefore, the main tasks include the development and harmonisation of IT policies among public bodies. Furthermore, Government IT is responsible for all administrative tasks related to IT, IT infrastructure and a range of tasks related to the operation, maintenance and user management of professional IT for eight ministries.

Implementation

Agency for Digitisation, Ministry of Finance

The Ministry of Finance - besides its role in setting the overall eGovernment strategy - develops and implements initiatives concerning administration, public leadership and digitalisation to improve the efficiency of the public administration.

The Agency's framework on digitisation is placed within the Government's commitment to the [digitisation strategy](#). In this document, 60 initiatives in 9 general areas are to be implemented by 2015. Its largest single goal is the 'full digital communications' initiative; more precisely, 80 % of all communication between citizens and the public has to be digital by the end of 2015. The Agency is responsible for the implementation of these projects. This includes coordination and acting as secretariat for the Steering Committee for joint Government Cooperation and the Steering Committee for the eGovernment Strategy.

Government Departments and Agencies

Individual Government Departments and Agencies implement eGovernment projects falling within their respective areas of competence, as well as individual action plans decided at cross-governmental and departmental levels by domain area, in compliance with the overall national eGovernment strategy.

Support

Government IT, Ministry of Finance

Government IT has the responsibility of running an efficient IT support and ensuring high and consistent IT services across Denmark. Its main tasks include the support, development and harmonisation of IT throughout the territory.

Ministries' Project Office, Ministry of Finance

The Ministries' Project Office, which resides within the Agency for Digitisation, Ministry of Finance, offers advice and coaching to public institutions that implement large IT projects. Its task is to develop and maintain the common IT project model for the state.

Audit/Assurance

National Audit Office of Denmark

The National Audit Office of Denmark is a public institution whose primary task is to audit the State accounts and to examine whether State funds are administered in accordance with the decisions of the Parliament. The Office carries out both financial audit and performance audit in accordance with the principles of 'good public auditing practice'.

Data Protection

[Danish Data Protection Agency](#)

The Danish Data Protection Agency exercises surveillance over the processing of data to which the [Act on Processing of Personal Data](#) applies. The Agency mainly deals with specific cases on the basis of inquiries from public authorities or private individuals, or takes up cases on its own.

Regional & Local eGovernment

Policy/Strategy

The Steering Committee for joint-government cooperation (STS)

The steering committee consists of top representatives from central ministries and from the municipalities and regions; the representatives' work with the strategy for eGovernment builds on former strategies for 2002-2004, 2004-2006 and 2007-2010. The committee is serviced by the Agency for Digitisation in this area of work.

[Local Government Denmark \(LGDK\)](#)

Local Government Denmark is the National Association of Local Authorities (communes). It is represented in the Steering Committee for joint-government cooperation (STS) representing the local authorities and reporting relevant information from the central government to the local authorities.

[Danish Regions](#)

Danish Regions is the National Association of County Councils. The Danish regions are represented within the Steering Committee for joint-government cooperation (STS) alongside Local Government Denmark (LGDK).

Coordination

The Steering Committee for joint-government cooperation (STS)

Consisting of representatives from both the central and local governments, the Steering Committee for joint-government cooperation (STS) performs an important role in coordinating the digital effort across the public sector.

[Municipalities and regions, Ministry of Finance](#)

Municipalities and regions are responsible for the vast majority of community-centred service delivery and thus play a central role in the public sector. Central to the government's cooperation with municipalities and regions, amongst others through the Steering Committee for joint-government cooperation (STS), are the annual agreements between the government and Danish Regions on the economy and multiple other [tasks](#), some of which are related to eGovernment and public sector digitisation. The Ministry of Finance, with the involvement of several other ministries, is responsible for coordinating these annual negotiations between the government and, respectively, Denmark and Danish Regions and furthermore follow up on agreements concerning eGovernment and related projects.

Implementation

[Municipalities and regions](#)

Following the Local Government Reform (January 2007), the 98 new municipalities and the five regions are responsible for handling most tasks related to citizen service delivery, including: social services; child care; elderly care; health care; employment; taxation service; culture; environment and planning. Municipal and regional bodies implement the individual action plans previously articulated at cross-governmental and departmental levels and by domain area, in compliance with the overall national eGovernment strategy.

Support

Local Government Denmark (LGDK)

Local Government Denmark's mission is to safeguard the common interests of the local authorities, assist the municipalities with consultancy services and ensure that local authorities are provided with relevant up-to-date information.

Danish Regions

Like the Danish municipalities, the Danish regions are represented within the Steering Committee for joint-government cooperation (STS) by the Managing Director of the National Association of County Councils.

EGovernment Who's who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment



Bjarne Corydon
Minister of Finance

Contact details:

Ministry of Finance
Christiansborg Slotsplads 1
1218 Copenhagen K
Tel.: + 45 33 92 33 33
E-mail: fm@fm.dk
Source: <http://uk.fm.dk/>



Henrik Sass Larsen
Minister of Business and Growth

Contact details:

Ministry of Business and Growth
Slotsholmsgade 10-12
1216 Copenhagen K
Tel.: + 45 33 92 33 50
E-mail: evm@evm.dk
Source: <http://www.evm.dk/>



Morten Østergaard
Minister of Economic Affairs and the Interior

Contact details:

Ministry of Economic Affairs and the Interior
Slotsholmsgade 10-12
1216 Copenhagen K
Tel.: + 45 72 28 24 00
Contact: im@im.dk
Source: <http://www.oim.dk/>

Head of EGovernment



Lars Frelle-Petersen
Director-General of Agency for Digitisation

Contact details:

Agency for Digitisation
Landgreven 4, Postboks 2193
1017 Copenhagen K
Tel: +45 33 92 52 00
E-mail: digst@digst.dk
Source: <http://www.digst.dk/>

Government IT Executive



Michael Ørnøe
Director of Government IT

Contact details:

Government IT
Gammel Kongevej 74a
1850 Frederiksberg C.
Tel: +45 72 31 02 02
E-mail: direktionssekretariat@statens-it.dk
Source: <http://www.statens-it.dk/>

EGovernment Infrastructure

Main eGovernment infrastructure components

Portals

borger.dk: Citizen portal

First launched in January 2007, www.borger.dk is a **single Internet entry point** to the public sector's information and eServices to citizens, regardless of the origin of the public authority. The portal is jointly operated and funded by national, regional and local authorities. The portal provides general, location specific (e.g. regional or municipality specific) and personal information, data and eServices for citizens. It features a range of 'self-service' sections, thus allowing citizens to manage their communications with the public sector effectively and efficiently. The target is for all public sector bodies to integrate their digital information and services for citizens into the portal. In May 2012, a new version is launched. In the second half of 2012 a full mobile platform for citizens is introduced. The portal is a key focal point of the national and municipality digitisation strategies in 2011-2015, including the goal of rendering 80 % of all citizen-public sector communication digital by 2015.

An updated version of 'borger.dk' went live in October 2008, containing the first version of the 'My Page' section, which gives a personal overview of one's relation to the public authorities. In that version, citizens can find personal information concerning taxes, health care, housing and finance. A second and more comprehensive version of 'My Page' was launched in 2010 in cooperation with the municipalities of Copenhagen, Frederiksberg, Aarhus, Aalborg and Næstved (i.e. 5 % of municipalities representing approx. 24 % of the population) and in March 2012 more than 50 % of municipalities (representing more than 60 % of the population) have signed up for a basic start-pack of personalised service through Local Government Denmark. In addition, a **single sign-on solution** allows citizens to receive and access information and services from several agencies, without having to log on several times. The portal currently contains more than 600 self-service solutions, and accommodates more than 1.2 million user-sessions per month (in a population of 5.5 million people).

An updated version of the portal information architecture, graphic design and content management system is scheduled to be launched in May 2012. The re-launched version will allow for easier user-interphases, increased personalisation of content, and increased syndication of 'borger.dk' content and flexibility for authorities adding location specific content to the portal, or moving citizen-oriented content onto the portal thereby replacing their websites.

The Agency for Digitisation, Ministry of Finance, is responsible for the citizen portal.

Virk.dk: Business portal

This business portal is the common public **eService channel** for **businesses**, allowing them to handle their reporting obligations towards the public sector while providing relevant information on public services. The overall objective of 'Virk.dk' is to relieve Danish businesses from administrative burdens and to provide a single entrance to the public sector. 'Virk.dk' delivers a number of fully digital solutions for the benefit of businesses and the administration, regardless of the competent administrative body. The portal contains more than 200 eForms.

['Virk.dk'](#) offers a number of transverse workflows which are customised in a way that the flow automatically finds the forms that are relevant to each individual user. A noteworthy aspect is the company start up workflow: Users are automatically presented with forms and queries concerning their business interest, thus avoiding irrelevant forms.

The Danish Business Authority, Ministry of Business And Growth, is responsible for the business portal.

['Boligejer.dk'](#) real property portal

The portal contains articles, step-by-step guides, tools and documents designed to make it easier and more secure for users to **sell or buy homes**. It also provides an overview of buying and selling processes and details of the people that use them. It thus constitutes an insight into housing transaction processes designed to equip the home owner for the cooperation with professional advisers. Several tools and documents enable home owners to carry out parts of a housing transaction themselves, but also constitute a way of access to the large national databases containing data about buildings.

The Ministry of Housing, Urban and Rural Affairs is responsible for the real property portal.

['IT-formidler'](#) website

The website *'IT-formidler.dk'* has been created to support the many initiatives around the country aimed at improving Danish IT skills. This web site primarily aims at giving the opportunity to every teacher in the country to share experiences, produce educational materials and retrieve teaching modules. The site was launched in March 2009 as part of the project *"Laer mere"* (Learn more). The website and network is part of the programme designed to assist those Danes who will not be able to serve themselves online as the eGovernment Strategy 2012-2015 has rendered the digital communication mandatory.

The Agency for Digitisation, Ministry of Finance, is responsible for the website.

Network

Current status

There is currently no Government-wide data network in Denmark. However, a central Data Hub for distribution of core data, 'Basic Data' is being established as part of the [Basic Data Programme](#).

EIdentification/eAuthentication

['NemID'](#) digital signature

Since 1 July 2010, ['NemID'](#), the new digital signature, provides easy and safe access to a wide range of public and private self-service solutions on the web, including eBanking, real estate, insurance and pension funds services. With this digital signature, citizens use the same user ID and the same password for online banking, government websites and a wide range of private services online. *'NemID'* is the result of the collaboration between the state, municipalities and regions, the financial sector and a private contractor. More than 70 % of the Danish population, at the age of 15 and on, is using *'NemID'*. A special solution was also developed for the blind and partially sighted people in cooperation with the [Danish Association of the Blind](#).

The development of an efficient and secure infrastructure for digital signatures, which continuously supports the demands of a safe and leading knowledge society in Denmark, is the responsibility of the Centre for Digital Signatures. The Centre is an independent power unit liable to ensure an efficient and secure digital signature infrastructure.

['NemLog-in'](#) Sign-on solution

'NemLog-in' is a login and single sign-on solution established under the auspices of the common public user management, to make the digital Denmark safer and provide better services for citizens. By using this self-service solution, Danish citizens get automatically single-signed on, even for other solutions that they happen to be connected. Log-in takes place with either Digital Signature or 'NemID', which is a key to public self-service online, while 'NemLog-in' acts as a keyhole.

[ePassports](#)

The Danish National Police started issuing electronic passports in October 2006. These new, secure ePassports feature a polycarbonate data page containing a contact-less microprocessor chip running a highly secure operating system. The chip not only features the information identity already laser-engraved on the first page, but also contains the passport holder's digitised photograph.

EProcurement

[Procurement portal](#)

The Procurement portal offers public and private providers guidance on the knowledge and tools for the provision of tendering services. The purpose of the portal is to facilitate cooperation between enterprises and the public as a means to promote public services efficiently.

Furthermore, some regional and local authorities make use of private marketplaces. The State-owned company [National Procurement Ltd. \(SKI\)](#) has set up **simpler eTendering solutions systems** ([NetIndkøb](#) & [Netkatalog](#)).

Denmark is an active member of the 'Northern European Subset' ([NES](#)) – an initiative of a group of countries comprising Sweden, Norway, Iceland and Finland, with the collaboration of the United Kingdom – with the aim to facilitate the interoperability and establishment of a common platform for eProcurement among its members. In January 2007, the participating countries agreed on a common implementation of the **eProcurement standard UBL 2.0**.

In Denmark, electronic invoicing based on specific (open) standards is mandatory for suppliers of goods and services to any public authorities and institutions (- see 'NemHandel' below).

Knowledge Management

['Digitaliser.dk'](#) Information repository and platform for collaboration

'[Digitaliser.dk](#)' is the central repository of information on **data interchange standards** for the public and private sectors and a collaboration tool for the development of information society in Denmark. Launched by the Danish Ministry of Science, Technology and Innovation in October 2008, as a successor to the *Infostructurebase* (ISB), it is a key

strategic element in the country's eGovernment architecture. Its main purpose is to support the exchange and reuse of data related to public and private service delivery, including cooperation, business reengineering and alignment of related services. An important part of the content is the standards approved by the Danish eGovernment IT-architecture and XML committees.

'*Digitalisér.dk*' also provides an uncomplicated basis for debating common public digitisation by using intuitive web-based interaction rather than formal processes. There is only one search field for standards, IT architectural documents, services and participating organisations, since business requirements form the basis for '*Digitalisér.dk*'.

Other Infrastructure

Digital post

Digital post is a service that enables citizens to access their electronic mail from both private companies and public authorities in a single digital mailbox on *borger.dk* and *virksom.dk*. Thanks to the electronic mail service, it is easy and safe to use and allow for a two-way electronic communication between citizen, business and public authorities. In addition to sending and receiving electronic posts, the digital post acts as an electronic storage.

The digital post is a key element in the eGovernment Strategy 2011-2015. In 2011, more than 180 million letters were sending to citizens and businesses via digital post.

EPayment

'NemHandel'

In Denmark, electronic invoicing based on the 'NemHandel' (open) standards has been mandatory for suppliers of goods and services to any public authorities and institutions since 2011.

'NemHandel' is a technology that allows Danish businesses to send standardised electronic invoices directly from their PCs via the Internet, in a secure and reliable manner. 'NemHandel' consists of three elements:

- ▶ An infrastructure based on open standards (OIORASP), which makes it possible for any IT vendor or IT service provider to exchange eBusiness documents securely and reliably online.
- ▶ A new format for electronic bill (OIOUBL), which allows users to digitise the entire business process from product catalogue and order to the invoice.
- ▶ A register of users and service providers and their addresses. This register corresponds to the yellow pages of the telephone directory. Through the register, one can see who can receive and send the eBusiness documents and to which register they will be sent.

As NemHandel is based on open standards and open source components, any IT vendor or IT service provider may freely incorporate the technology into their commercial products and connect to the open infrastructure, which ensures dissemination and uptake and rapidly builds critical mass.

'NemKonto' Account

All citizens and businesses in Denmark are required to have a 'NemKonto' (Easy Account), namely a normal bank account to which all payments from public institutions are transferred via the Easy Account System (EAS). The EAS is a database with account

numbers and social security or company numbers. When a public institution makes a payment to a citizen or company, the payment is made to a social security or company number. It then goes from the institution's payment system to the EAS, which attaches an account number, and then to the institutions bank and further on to the citizen/company's bank account. This way, all public payments are made electronically to bank accounts – no checks and cash payments are needed.

It is possible to designate, change or delete an Easy Account for citizens and public institutions [online](#). Staff in public institutions can log with the correct user profile, onto the website and stop payments, or search for payments that their institution has made. Access is obtained by logging on to the website using the OCES signature.

EGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

In Denmark, a wide range of digital self-service solutions have been made mandatory. An overview of solutions can be found [here](#):

1. Income taxes: declaration, notification of assessment

Responsibility:	Central Government, Ministry of Taxation, Customs and Tax Administration
Website:	http://tastselv.skat.dk/
Description:	The filing of tax returns is almost fully automated. Most information is collected electronically from using the citizen's ID number. This tax declaration information is filled out in a draft tax return statement that is automatically sent to all citizens annually. Citizens introduce changes to the draft statement online, if needed.

2. Job search services by labour offices

- Responsibility: Central Government, Danish Employment Service
- Website: <http://www.jobnet.dk/>
- Description: 'Jobnet' is the public jobcentre Internet facility for all jobseekers and employers in Denmark. It allows users to access a job database, conduct searches by region and it furthermore provides access to a CV bank, personalised ads, information, etc.

3. Social security benefits

a. Unemployment benefits

- Responsibility: Central Government, National Directorate of Labour, accredited Unemployment Benefit Funds
- Website: <http://www.ak-samvirke.dk/>
- Description: Unemployment insurance in Denmark is a voluntary scheme administrated by the 32 accredited private unemployment insurance funds (*Arbejdsløshedskasser*). Each fund provides its own set of online services, and most of them offer their members the possibility to register, apply for compensation and manage their personal data online.

b. Child allowances

- Responsibility: Local Government
- Website: <https://www.borger.dk/Emner/familie-og-boern/boern/Sider/default.aspx>
- Description: Family support (allowance for each child under 18 years-old, regardless of the parents' income) is provided to all families in the National Register. This support is paid automatically - no application required. Other types of child support may also be available, administered and paid by the social services of the different communes, upon application only.

c. Medical costs (reimbursement or direct settlement)

- Responsibility: Regional Government
- Website: <https://www.borger.dk/Emner/sundhed-og-sygdom/patientrettigheder/Sider/klage-og-erstatning.aspx>
- Description: Any person residing in Denmark (and registered in the National Register) is entitled to public health care and receives a national health insurance card (*sygesikringskort*), without having to apply for it. This public health insurance grants free of charge or discounted access to a range of treatments and medications (direct settlement), without further reimbursement. The health service is administered by the counties, which issue the insurance cards, run by the hospitals and has concluded agreements with general practitioners, specialists and dentists about payments.

d. Student grants

- Responsibility: Central Government, State Educational Grant and Loan Scheme Agency
- Website: <http://www.su.dk/>

Description: Fully interactive service. Every Dane over the age of 18 is entitled to public support for his/her further education. Students register with the system and receive an ID and a password. They can then submit information on the desired type of studies and school/university, check their entitlement for grants and loans, file applications and check the status of their applications. Most communications with the Grant and Loan Scheme Agency are done through this interactive service.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Local Government

Website: <https://www.borger.dk/Emner/transport-og-rejser/pas/Sider/default.aspx>

Description: Information and forms to download. Passport applications are handled by the municipalities.

b. Driver's licence

Responsibility: Local Government

Website: <https://www.borger.dk/Emner/transport-og-rejser/biler-og-koerekort/koerekort/Sider/default.aspx>

Description: Information and forms to download. Driving licence applications and renewals are handled by the municipalities.

5. Car registration (new, used, imported cars)

Responsibility: Central Government, SKAT (Danish Tax Collecting Authority)

Website: <https://www.borger.dk/Emner/transport-og-rejser/biler-og-koerekort/biler/Sider/registrering-afmelding-ejerskifte.aspx>

Description: Information and forms to download. The Police are no longer responsible for car registration since 2008. The task has been transferred to the Danish [Tax Collecting Agency](#) (SKAT). [borger.dk](#) Website provides information and forms to download and the process is handled by local tax collecting offices.

6. Application for building permission

Responsibility: Local Government

Website: <https://www.borger.dk/Selvbetjening/Sider/Fakta.aspx?sbid=52881>

Description: General information and building permission application forms can be downloaded from the citizen portal '[borger.dk](#)' and from several municipalities' homepages.

7. Declaration to the police (e.g. in case of theft)

- Responsibility: Central Government, Danish Police
- Website: <https://www.politi.dk/da/hjaelppolitiet/>
- Description: The Danish police launched, in April 2005, its renewed website, 'the [Virtual Police Station](#)'. It enables citizens to report a number of crimes and offences online.

8. Public libraries (availability of catalogues, search tools)

- Responsibility: Central Government, Danish National Library Authority (*Biblioteksstyrelsen*)
- Website: <http://bibliotek.dk>
- Description: Online catalogue of all items published in Denmark and all items kept in Danish public libraries. Citizens can place requests for items at their local library (even if the library does not have the item wanted).

9. Certificates (birth, marriage): request and delivery

- Responsibility: Local Government
- Website: <https://www.borger.dk/Emner/familie-og-boern/Sider/default.aspx>
- Description: Requests for certificates are handled by individual communes, most of which provide information and forms to download on their websites. Answers to these requests are based on the Danish [Central Person Register \(CPR\)](#), the register of Danish residents.

10. Enrolment in higher education/university

- Responsibility: Central Government, Higher Education institutions
- Website: <http://www.optagelse.dk>
- Description: '[Optagelse.dk](#)' is a central service co-ordinating all applications for enrolment in higher education in Denmark. Danish students can submit their applications online. Enrolment itself is still managed by individual universities and other higher education institutions. Information on higher education in Denmark is provided at [UG.dk](#).

11. Announcement of moving (change of address)

- Responsibility: Central Government, Ministry of Welfare, Office of Civil Registration
- Website: <http://www.cpr.dk>;
<https://www.borger.dk/Emner/bolig-og-flytning/flytning/Sider/naar-du-skal-flytte.aspx>
- Description: Danish citizens can access their records in the Central Person Register, including their existing as well as previous addresses. Users must register their change of address with the National Registration Office in the municipality they live in, which they can either do online on '[borger.dk](#)', or at the municipality's website, or in person.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Welfare, Regional Government

Website: <http://www.sundhed.dk>

Description: The National Health portal aims to provide citizens and healthcare professionals with a one-stop shop to health-related information and services. It is now the entry point to a number of interactive and transactional services for citizens, including electronic booking of appointments with a general practitioner, viewing appointments with the healthcare services, receiving a reminder prior to visits, sending secure emails to healthcare authorities and renewing drug prescriptions.

EGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility: N/A

Website: N/A

Description: Services concerning social contributions for employees affected by corporations are not relevant in the case of Denmark. In the Danish labour market system, social contributions do not exist as part of the corporations' obligations towards their employees. Instead, the respective contributions are covered via the tax system.

2. Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Taxation, Customs and Tax Administration

Website: <http://www.skat.dk/SKAT.aspx?oID=199611>

Description: Fully transactional corporate tax declaration and payment system.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Taxation, Customs and Tax Administration

Website: <http://www.skat.dk/SKAT.aspx?oID=199611>

Description: Fully transactional VAT declaration and payment system.

4. Registration of a new company

- Responsibility: Central Government, Danish Commerce and Companies Agency
- Website: <http://www.eogs.dk/>; <http://www.webreg-portal.dk/home.asp>
- Description: The Danish Commerce and Companies Agency manages company registration services in Denmark and provides registration services online. Businesses' details are kept in the [Central Business Register](#) (CVR). The '[Webreg](#)' portal also makes it possible to perform the registration of new businesses and change businesses' details online.

5. Submission of data to statistical offices

- Responsibility: Central Government, Danish Central Statistical Office (Statistics Denmark)
- Website: <http://www.dst.dk>
- Description: Since 2002, Danish businesses and public authorities have had the possibility to electronically submit wage and salary information to Statistics Denmark through the new wage and salary project. This project was set up in collaboration with the Danish Commerce and Companies Agency and the Central Customs and Tax Administration.

6. Customs declarations

- Responsibility: Central Government, Ministry of Taxation, Customs and Tax Administration
- Website: <http://www.skat.dk/SKAT.aspx?oId=1649690&vId=0>
- Description: The Danish Customs Administration has implemented a web-based eCustoms system supporting 'Just-in-Time' procedures for import while increasing the level of control. Businesses and traders can access the declaration system through the Internet and the Electronic Data Interchange (EDI).

7. Environment-related permits (incl. reporting)

- Responsibility: Central Government, Ministry of the Environment, Danish Environment Agency
- Website: <http://www.mst.dk>
- Description: Information and application forms to download. Possibility to fill in forms, submit them online using a digital signature and make related payments.

8. Public procurement

- Responsibility: Central Government, Agency for Governmental Management
- Website: <http://www.udbudsportalen.dk/>
- Description: The Danish Procurement portal is an electronic marketplace trying to provide efficiency and development in the public sector. Under the right circumstances, it can ensure that the task is best solved at the lowest cost - whether in the hands of a private contractor or maintained in public.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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Contributor: Cathrine Lippert Special Adviser, Director-General's Office, International Coord. Unit, Agency for Digitisation, Ministry of Finance, Denmark

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Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

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More on the programme:

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Contact ISA:

isa@ec.europa.eu