eGovernment in Denmark

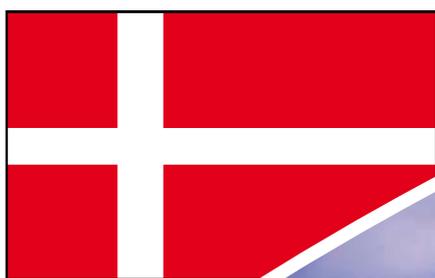**September 2006**

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European Commission
ENTERPRISE AND INDUSTRY DIRECTORATE-GENERAL

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Country Profile

Basic Data and Indicators

Basic data...

Population (1.000): 5.411,4 inhabitants (2005)

GDP at market prices: 208.206,1 million Euro (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 124,2 (2005)

GDP growth rate: 3,1% (2005)

Inflation rate: 1,7% (2005)

Unemployment rate: 4,8% (2005)

Government debt/GDP: 35,8% (2005)

Public balance (government deficit or surplus/GDP): +4,9% (2005)

Source: Numerical data provided by Eurostat

Area: 43.094 km^2

Capital city: Copenhagen

EU Official Languages: Danish

Currency: Danish Crown

Source: Europa website

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 full four-year terms are up, either because the Government is toppled in a "vote of no confidence" or because the Prime Minister calls an election to improve the ruling coalition's parliamentary position.

Executive power is held by the Government, headed by the **Prime Minister** and responsible to the Folketing. The **Monarch**, Queen Margrethe II, "chooses" the Prime Minister based on recommendations from the leaders of the political parties.

Local government in Denmark is currently made of **14 regions and 275 local authorities**. The latter include the cities of Copenhagen and Frederiksberg,

which are unitary authorities being at the same time regions and municipalities covering both tiers of local government. A "structural reform" of local government is currently being implemented, whereby tasks will be 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 275 local authorities will be replaced by 99 larger and more sustainable municipalities, which will be given responsibility to handle most tasks related to citizen service delivery. The 14 current regions will be dissolved and replaced by 5 bigger regions, which will be responsible for health care and health insurance,

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.

Current Head of State: Queen Margrethe II (since January 1972)

Current Head of Government: Prime Minister Anders Fog Rasmussen (since 27 November 2001)

Information Society indicators...

Percentage of households with Internet access: 75% (2005)

Percentage of enterprises with Internet access: 97% (2004)

Percentage of individuals using the Internet at least once a week: 73% (2005)

Percentage of households with a broadband connection: 51% (2005)

Percentage of enterprises with a broadband connection: 82% (2005)

Percentage of individuals having purchased/ordered online in the last three months: 26% (2005)

Percentage of enterprises having received orders online within the previous year: 32% (2005)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information 42,5%, downloading forms 16,4%, returning filled forms 13,9% (2004)

Percentage of enterprises using the Internet for interacting with public authorities:

obtaining information 81%, downloading forms 77%, returning filled forms 56% (2005)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: eGovernment News - Denmark

adopt and maintain a set of open standards at the latest by 1 January 2008, or as soon as technically possible, which can serve as an inspiration for the rest of the public sector. Open standards should thereafter be part of the basis for the public sector's development and procurement of IT software with the object of promoting competition. The Government should ensure that all digital information and data that the public sector exchanges with citizens, companies and institutions, is available in open standards-based formats. The B103 Parliamentary motion is the latest in a series of activities set in motion by the Minister for Science, Technology and Innovation.

July 2006..

The Danish Government has announced plans to launch a new public-sector portal, **borger.dk**, which will eventually host personal web pages for every Danish citizen. A joint initiative of the national government, regional administrations and 'Local Government Denmark', the new portal is expected to cost over €5 million per year as of 2008. The idea is that, by 2012, every Danish citizen will have his or her own personal web page containing relevant information from the public sector. The new portal is due to be launched in January 2007 and will feature a range of new 'self-service' sections allowing citizens to manage their communications with the State in a more efficient way.

June 2006..

The Danish Parliament (Folketinget) decided the following resolution (named B103): Parliament imposes on the government a duty to ensure that the public sector's use of IT, including use of software, is based on open standards. The Government should

May 2006..

The Danish eHealth portal www.sundhed.dk has been on-line for more than 13 years. One of the key determinants of its success is electronic patient files, which are now administered on-line for over 1,25m Danish citizens. More than 3.500 public healthcare organisations and institutions are connected to the system: nearly all hospitals and clinics, all pharmacies, 16 health insurance companies and more than 70% of all medical specialists and laboratories. The portal has become a key service provider, with some 73% of all prescriptions and 82% of diagnostic findings being forwarded through sundhed.dk.

April 2006..

▶ The OASIS ratified SAML 2.0 standard has since April 2005 been the officially recommended standard for federation in the Danish public sector. Microsoft's recent decision to ship a federation service, as part of its Windows 2003 server operating system without supporting the SAML 2.0 standard challenges this recommendation because

the WS-Federation specification implemented by Microsoft cannot interoperate with SAML 2.0. Denmark think Microsoft should support customer choice by implementing support for SAML 2.0 in their operating system on equal footing with the WS-Federation specification. Basing e-government on privately controlled specifications that may stifle innovation is not desirable from the Danish point of view. As a consequence the Danish IT Architecture committee has decided to stand firm on the SAML 2.0 recommendation.

▸ Denmark was one of the first countries in the world to make public services available on-line. The Danish government is now taking this one step further, making many on-line public services compulsory. Opinions are mixed. A growing number of public services in Denmark can only be accessed electronically. For the past year, for example, companies dealing with public administrations must submit their invoices electronically – at the risk of their bills remaining unpaid. Also, Danish citizens must now nominate a single bank account for all their dealings with the state, and electronic transfer is replacing cash or cheques for the payment of state benefits, pensions, etc.

▸ The City of Copenhagen has given the go-ahead for plans to set up wireless networks on all the city's plazas and squares. As from June 2006, both residents and visitors to the city will be able to sit down and log on, free of charge, in Copenhagen's 'hot spots'.

March 2006......................................

Open standards and their early adoption (OStEA)- implications for government policy. The IT Strategy Division of the **Ministry of Science, Technology and Innovation** of Denmark, has recently entered into a research co-operation with **Copenhagen Business School (CBS)** until 1 July 2006. The research work will among other things elucidate how the public authorities are to take part in the IT-standardization, how a public standardization effort affects the private market and which part the requirements for openness should play in the procurement phase. The aim of the project is to

identify issues related to government policy with regard to open standards. eGovernment implementations and development of Information and Communications Technology (ICT) solutions will be focal points of the project's research within the overall idea of a governance framework for open standards and their early adoption.

January 2006..

The Danish town of Ny Hedensted took a bold new step towards eGovernance with the decision to phase out postal communication with its residents, in favour of quicker and cheaper eCommunication. Residents in the Danish town of Ny Hedensted will soon no longer be receiving bills from the town hall in the mail. Neither will they be receiving cheques, salaries, or any other sort of communication. In order to save money, Ny Hedensted town administrators have decided to phase out postal communication with its citizens, replacing it with electronic communication. Ny Hedensted spends some €295.000 annually to send everything from tax bills to social benefit payments through the postal service. It is estimated that the change over to eCommunication could save the town €67.000 per year.

October 2005......................................

The Danish Digital Taskforce publishes the report of the **OECD Peer Review of eGovernment in Denmark**. The report praises Danish e-government achievements but also highlights some points where improvements are needed (more focus on the citizen perspective, clarification of the relationship between authorities responsible for eGovernment, better measuring and documentation of the effects of e-government).

September 2005....................................

A new eService is launched, enabling citizens to get information about their treatments in hospital. Patients can access their **medical records online** through the award-winning health portal sundhed.dk and read

about their diagnoses and treatments in hospital from as far back as 1977.

August 2005...

The Danish authorities launch a large-scale **communication campaign** to make citizens more aware of and interested in e-government services, and more likely to use them.

June 2005...

The Danish government presents an account of existing laws and regulations that still create barriers to the digitisation of public services and generate significant burden for citizens and businesses. The government has introduced a new model to identify and measure these **administrative burdens** and aims to reduce them by 25% by 2010. The government also intends to develop a digital toolbox to help lawmakers prepare e-friendly legislation.

April 2005...

The Danish Ministry of Finance published a report outlining its plans for **electronic motor registration**. The system is due to be implemented by 2007/2008.

February 2005...

eDay2: all citizens and businesses are given the **right to communicate electronically with public authorities**, and to receive electronic replies if they so request. To be able to comply with these new obligations, 95% of Danish public authorities have implemented digital signatures and have established appropriate means for the reception of secure e-mail. eDay 2 also marks the generalisation of **electronic invoicing** to the whole public sector. From that day all invoices sent to and by public sector bodies must be in digital form when the public institution receives it.

June 2004...

The **Danish National IT and Telecom Agency** introduces a **definition of 'Open Standard'** that provides the relevant parameters to evaluate the relative openness of technical standards. According to the definition, an ideal open standard should be accessible to everyone free of charge, remain accessible to everyone free of charge and be documented in all its details.

March 2004...

The Government presents a **strategy for creating a more open and transparent public sector**. The strategy includes the following five elements: agencies must identify which activities involve interaction with citizens and/or companies; agencies must set up clear targets for their services and results in regard to these activities; the targets must be published on the Internet as well as in other relevant places, e.g. in the public offices and in official letters; agencies must follow up on the individual targets; agencies must publish on the Internet how they perform in regard to the targets.

February 2004...

▸ The Danish Government launches a **new eGovernment strategy** for the period 2004-2006. The main goal of the strategy is to achieve a highly effective, customer-focused public sector capable of delivering top quality services to citizens and businesses.

▸ The Danish authorities select vendors to deliver a government-wide electronic document management system. Called **Joint Electronic Document Management System** (FESD in Danish), the project will be delivered through framework contracts signed between the Danish central government, Danish Regions, Local Government Denmark and three vendors (Software Innovation, CSC and Accenture). The objective of the FESD project is to increase gains in quality and productivity by encouraging public bodies to introduce full digital procedures.

January 2004...

Denmark becomes the first country to adopt the **Universal Business Language (UBL)** as a standard for public sector e-procurement. Following a 30-day public hearing, the Danish XML Committee decided to use UBL to enable integration of electronic procurement applications across government systems and with the government-wide eProcurement portal.

December 2003....................................

Official launch of the **National Health Portal Sundhed.dk** (Health.dk). One of Denmark's most ambitious Internet projects, the portal aims to provide citizens and healthcare professionals with a one-stop shop to health-related information and services. The services to be offered include: personal registration with digital signature, creation of personalised health pages, access to laboratory test results and to the central reimbursement register (CTR), electronic booking of appointments, access to own medical records, SMS reminders prior to visits to the doctor, electronic communication between doctors, etc.

October 2003....................................

▶ The Government publishes **guidance on improving efficiency and effectiveness in national government**. The guidance seeks to better integrate and coordinate a number of management tools, including: ministerial strategies for efficiency and effectiveness; performance management; outsourcing policies; procurement policies. As of March 2004, all ministries will be mandated to publish efficiency and effectiveness strategies, covering ministries as well as their agencies. The following four elements must be included in ministerial strategies: performance management policy, outsourcing policy, procurement policy, and clear targets for service delivery to citizens.

▶ The Danish Government publishes the first draft version of its eGovernment Interoperability Framework. Called the **'Reference Profile'**, the Framework lists technical policies and specifications

formally recognised by the government and guides IT decision-makers in their choices of IT systems. The Reference Profile is aimed at harmonising the use of technologies trough out the Danish administration.

September 2003....................................

eDay: all public administrations are given 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). This initiative aims at promoting the use of e-mail and other forms of electronic communication in the public sector.

June 2003..

▶ Launch of the **White Paper on Enterprise Architecture**. The White Paper makes proposals for broader, more qualified work on enterprise architecture in the public sector in Denmark. The aim is to achieve a general improvement in the quality of the process through which public sector IT systems are developed in collaboration with the IT sector.

▶ The Danish Government adopts a **'Software Strategy'** that aims to increase competition in the software market and to raise the quality and coherence of software products deployed in the public sector.

March 2003...

Launch of the **InfostructureBase**, a central repository of information about data interchange standards for the public and private sector.

February 2003....................................

The Danish Government appoints telecoms company TDC to deliver the basic technology for **digital signatures** to government organisations and the public. Through the scheme, all Danish citizens will

receive a free software-based digital signature (OCES - Public Certificate for Electronic Services) providing sufficient security for most public sector and private sector transactions.

October 2002......................................

The Danish Board of Technology publishes a report on **Open Source Software in eGovernment**. The report shows that there are potential for major savings for the public administration in the use of open source software.

May 2002...

Publication of **'Citizens at the Wheel'**, the Danish government's public sector modernisation programme.

January 2002...

Publication of the Danish Government's **eGovernment strategy**: Towards eGovernment: Vision and Strategy for the Public Sector in Denmark. It sets out the vision to systematically use digital technologies to introduce new ways of thinking and transform organisations and work processes to improve the quality of service and efficiency. It also identifies a number of targets and priorities.

October 2001......................................

Launch of the **Danish XML Project** and establishment of an XML committee. The objective of the XML project is to define standards for the description of all relevant data in the public sector, so as to support easy and cheap access to and reuse of public data, and to enable data exchange and information systems interoperability across the public sector. The XML project comprises two parallel streams: a standardising work to define standards for exchange of data between government and the public, and the establishment of an 'InfostructureBase' providing technical information on standards and interoperability.

June 2001..

The central government and the regional and municipal authorities launch a **joint eGovernment Project** and to establish a Joint Board for the digitisation of the public sector. The board will be served by both an ad-hoc public digitisation unit (the **Digital Task Force**) and by the Ministry of Science, Technology and Innovation. The Digital Task Force assists the Joint Board in carrying out the adopted projects, and prepares the basis of decision-making on the background of cooperation with the involved parties. The Digital Task Force brings together interested parties and works as a catalyst in solving problems of coordination and cooperation in the digitisation process across the entire public sector.

May 2001...

The Finance Ministry publishes a **white paper on eGovernment**, stressing the need for a cross-level effort and coordination.

2000 and before....................................

▸ Establishment of a **committee on electronic government** under the authority of the Ministry of Finance. The work of this committee will result in two major initiatives: one to ensure the implementation of XML as the communication standard in the public sector, and another to develop the use of digital signatures.

▸ In 1999 the Digital Denmark committee publishes its report: **'Digital Denmark - Conversion to the Network Society'**, which describes targets for the development of a network society and outlines a number of recommendations for concrete initiatives in this area. The objective is to make Denmark a leading IT nation while preserving the values of its welfare society.

▸ In 1998 the Minister of Research and Information Technology sets up a **Digital Denmark Committee** to produce a draft for the Danish Government's future IT policy strategy.

▶ In 1996 the state-owned IT services provider **Datacentralen** is privatised and sold to the US-based company CSC, Computer Sciences Corporation. Its name is changed to **CSC Denmark**.

▶ Publication of **Information Society 2000** takes place in 1994, a report prepared by the Committee on the Information Society by the Year 2000. This report will result in the subsequent establishment of the Ministry of Science, Technology and Innovation, and of the National IT and Telecom Agency.

▶ In 1983 the Danish government introduces a "**modernisation programme**", an important element of which is the introduction of IT-based office systems in all government organisations.

▶ In 1972 the Danish Municipalities establish their own IT-service provider, **KommuneData** – **KMD** – in order to share IT services supporting most of their activities.

▶ In 1970 a **Central Income Tax System** is introduced as part of a major tax reform. The system organises collection of income tax directly from the employer. Over the years the collection and exchange of information will be further developed automated.

▶ In 1968 a nationwide **Civil Registration System** is established, based on individual and unique ID numbers allocated to each citizen. The personal ID number is used as identifier in all public sector systems in Denmark.

▶ In 1959 the Danish Government establishes **Datacentralen**, a state-owned IT services company. Its objective is to provide central government with expertise to design, develop, implement, operate and maintain data processing and information systems for government departments and agencies.

eGovernment Strategy

Main strategic objectives and principles

The current **Danish eGovernment Strategy**, covering the period 2004-2006, was published in February 2004. It is an extension of the previous strategy, which covered the period 2001-2003, but the fundamental division of responsibility remain intact, and the prerequisites for success and coherent development are clear: Project eGovernment creates a joint framework and supports cross-cutting co-operation, but the responsibility for realising specific gains requires and obliges the individual public authorities to work for the aims of the strategy – across the boundaries of sectors and levels of authority, and throughout the public sector.

Vision...

The challenges that the public sector faces in the coming years will require the introduction of digital solutions that will help to modernise working practices and services. The Government and the municipal bodies seek to create an efficient and coherent public sector with a high quality of service, which focuses on the needs of citizens and businesses. Digitalisation should be actively applied to realise the following vision:

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

There is an expectation of increased costs for the public sector because of the higher proportion of elderly people in the population, fewer people in the work force, and thus fewer people to recruit for public sector tasks. In addition, there are increasing demands from citizens and businesses that the public sector keep up with the technological development and provide up-to-date and high-quality service. For businesses, in particular, the increasing level of internationalisation will require interaction with the public sector.

The network society is already well developed: In November 2004, Denmark was for example appointed the global leader in information society by IDC. The establishment of the fundamental infrastructure that will enable the provision of cross-government solutions is also well advanced in Denmark. On the other hand, the public sector does not yet meet the needs of citizens and businesses, and consequently, has not yet achieved the major benefits that eGovernment is expected to bring. Unless steps are taken to improve this situation, there is a risk that in a few years' time, there will be a well-developed infrastructure that has no real effect. Conversely, Denmark is well placed to harvest significant gains through a focused effort in the coming years. In this regard a possible upcoming structural reform could act as a catalyst for change, thereby providing an opportunity for the public sector to further consolidate e-Government.

In order to facilitate work on this vision and monitor the progress of its realisation, the following five signposts have been drawn up. The first two signposts express the aims of the vision, while the latter three are concerned with the measures that will be necessary in order to realise it.

Signposts...

In order to materialise this vision and monitor the progress of its realisation, the Danish strategy creates five 'Signposts'. Attached to each signpost are a number of specific priority objectives to be reached:

▸ **Signpost 1: The public sector must provide coherent services with citizens and businesses in the centre.** By the end of 2006, at least 60% of citizens and 95% of businesses should use e-government services, and the level of user satisfaction with such services must have increased.

▸ **Signpost 2: E-government must result in improved service quality and the release of**

resources. By the end of 2006, at least 75% of all digitalisation projects should release resources, at least 25% should do so on a large scale and the overall case processing times should be reduced in the most common administrative matters.

▶ **Signpost 3: The public sector must work and communicate digitally.** By the end of 2006, at least 80% of all public authorities should receive at least a quarter of all documents sent by other public authorities in digital form, at least 60% of all public authorities should be able to communicate securely in digital form with other public authorities, citizens and businesses and at least 40% of all public authorities should undertake purchasing in digital form with digital invoicing.

▶ **Signpost 4: E-government must be based on a coherent and flexible infrastructure.** By the end of 2006, no more than 15% of all public authorities should state that the absence of common public sector solutions and standards is a significant obstacle, at least 90% of all public authorities possess an up-to-date IT policy, covering service provision, management-approved security policy, infrastructure, etc. and at least 1.1 million digital signature certificates should have been issued to citizens, businesses and civil servants.

▶ **Signpost 5: Public sector managers must lead the way and ensure that their own organisations are capable of realising the vision.** By the end of 2006, no more than 20% of public authorities should state that lack of allocation of resources for work with digitalisation is a significant obstacle and at least 75% of all digitalisation projects lead to a simplification of working practices, and at least 25% do so, on a large scale.

Priority Areas..

In order to support the fulfilment of its strategic objectives, the Danish government has identified a number of 'Focus Areas', i.e. areas that need to be improved in order to facilitate the successful delivery of e-government projects. Until 2004, the focus has been on the provision of infrastructure items such as standards, solutions and portals. In the period 2004-2006, however, the focus will be on harvesting the gains generated by these investments. The identified focus areas are:

▶ **Secure realisation and measure results:** eGovernment must produce added value for users, public authorities and civil servants and that value must be measurable in terms of service improvements (shorter response times, fewer errors), cost reductions (less hours required) and increased user and staff satisfaction (uniformity, transparency, control/ownership of own data).

▶ **Strengthen management and skills:** public sector management and staff must possess the necessary skills and incentives thereby creating added value in relation to service and ongoing skills enhancement.

▶ **Renew organisation and corporate culture:** IT must not merely support current tasks and services, as processes must be simplified and automated with a view to providing the greatest possible user satisfaction for the smallest possible use of resources.

▶ **Improve communication and knowledge sharing:** across the boundaries of public bodies and towards citizens and businesses.

▶ **Develop incentives and financing:** because investments in e-government cannot necessarily be paid back during the same budget year (and the original investors are not necessarily those who will reap the benefits), it is important to examine the entire business case and provide a number of simple financing models that address these problems.

▶ **Enhance the infrastructure:** Although Denmark is well on its way to constructing a coherent technical and legal infrastructure for e-government, there are still areas to be improved such as legislative issues surrounding data sharing and, from a technical point of view, the need in a number of areas for a common language, which will require that the data formats used by the

individual authorities conform to a common, open,
national standard.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation........................

There is currently no specific e-government legislation in Denmark.

Freedom of Information legislation......

Act on Access to Public Administration Files (19 December 1985)

Like other Nordic countries, Denmark has a long history on access to information. As far back as 1865, an act allowed losing parties in a court case to see administrative files. The first general (but limited) act on access to information was adopted in 1964 and the 1970 Act on Access of the Public to Documents in Administrative Files created a comprehensive freedom of information scheme. Access to government records is now governed by the 1985 Access to Public Administration Files Act, which replaced the 1970 law. The Act allows "any person" to demand documents in an administrative file. Authorities must respond as soon as possible to requests and, if it takes longer than ten days must inform the requestor of why the response is delayed and when an answer is expected. The Act does not apply to the Courts or legislators: documents relating to criminal justice or the drafting of bills before they are introduced in Parliament are exempt. Nondisclosure is also allowed for documents containing essential information relating to the security of the state and defence of the realm, protection of foreign policy, law enforcement, taxation and public financial interests. An exemption for EU documents was removed in 1991. The law was also amended in 2000 to limit access to some data about government employees. In case of nondisclosure, complaints can be filed with the Parliamentary Ombudsman, who can review decisions and issue non-binding opinions recommending that documents be released or that the authority justify its decisions better. The Government has set up a committee to review the Act and prepare changes to the law. It will consider the effects of new technologies, the role of other laws, the effect of government departments restructuring, and the need for an independent oversight agency.

Data Protection/Privacy legislation......

Act on Processing of Personal Data (31 May 2000)

The Act, which entered into force on 1 July 2000, implements 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. The Act also allows individuals to access their records held by public and private bodies. It is enforced by the Datatilsynet (Data Protection Agency).

eCommerce legislation........................

Act No. 227 on Information Society Services and Electronic Commerce (22 April 2002)

This Act 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 (Directive on electronic commerce, OJ 2000 L 178 of 17.07.2000, pp. 1-16).

eCommunications legislation...............

Act on Competitive Conditions and Consumer Interests in the Telecommunications Market (10 July 2003)

This Act, which came into force on 25 July 2003, transposes the bulk of the new EU regulatory framework for electronic communications.

eSignatures legislation ....

Act on Electronic Signature (31 May 2000)

This Act, which entered into force in October 2000, implements the European Directive on Electronic Signatures. The Danish Government has set up an official digital signature scheme, whereby all citizens are due to receive a free software-based digital signature (OCES - Public Certificate for Electronic Services) providing sufficient security for most public sector and private sector transactions.

eProcurement legislation....................

In Denmark the EU public procurement Directives are directly applicable since they are incorporated as such by government orders. The Directives are printed as an annex to the respective government orders, thus the text of the Directives constitutes the actual legislation in the field of public procurement in Denmark. The current government orders, passed on 30 July 2002, implement the public procurement Directives adopted prior to that date, and therefore do not contain any provision related to the use of electronic means in public procurement. The Government is currently preparing orders implementing the new EU public procurement directives (Directive 2004/17/EC of 31 March 2004 coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors, and Directive 2004/18/EC of 31 March 2004 on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts). Implementation is expected by the end of 2005. With the new EU Directives, the Danish government will provide that contracting authorities may use electronic auctions and dynamic purchasing systems. However, a restriction on electronic auctions is foreseen on works contracts.

Re-use of Public Sector Information (PSI)

Act on Public Sector Information (24 June 2005)

The Act on Public Sector Information (PSI) of 24 June 2005 implements the EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information.

Status of transposition of PSI-directive:

Has notified full transposition.

Existing legislation:

Lov om offentlighed i forvaltingen, Lov nr. 572, 19.12.1985

The Danish Access to Public Administration Act, nr. 572, 19.12.1985

Forvaltningsloven, Lov nr. 571, 19.12.1985

The Danish Public Administration Act, nr. 571, 19.12.1985

New legislative instruments:

Lov om videreanvendelse af den offentlige sektors informationer, Lov nr. 596, 24.06.2005.

Act on the re-use of public sector information, nr. 596, 24.06.2005

eGovernment Actors

Main roles and responsibilities

National eGovernment...........................

Policy/Strategy

Joint Board of the eGovernment Project

The Joint Board of the eGovernment Project is the central decision-making body for e-government in Denmark. It is made up of the permanent secretaries from five ministries, the managing directors of the associations of County Councils and of Municipalities, and of a representative from the two largest municipalities (Copenhagen and Frederiksberg). Chaired by the Ministry of Finance, it assumes joint responsibility for the country's eGovernment strategy/policy. The role of the Board includes formulating an overall e-government vision and strategy, identifying and seeking to remove central technical, legal, and organisational barriers, taking the necessary strategic decisions concerning joint solutions and conditions, driving progress in the digitisation of the public sector, among other things by making sure information and guidelines are worked out, and surveying the development and speed of the transition towards eGovernment.

Coordination

The Digital Task Force

The Digital Task Force is a special task force that has been set up to act as a catalyst for co-ordination and co-operation in the digitisation process across all levels of the public sector. It assists the steering committee of the Joint Board of the eGovernment Project, prepares the basis for the decision-making on the background of cooperation with the involved parties, and drives the implementation of the adopted projects. The Digital Task Force is organically linked to the Ministry of Finance and has a staff of 10. The employees are stationed from the Ministry of Finance and the local and regional government organisations (Local Government Denmark and the Association of County Councils in Denmark). The work process is project oriented in small groups across home organisations and competences.

Implementation

1. **Ministry of Science, Technology and Innovation**

The Digital Task Force initiates a number of cross-sector projects, but it remains focused on the business side of initiatives - identifying opportunities where business process re-engineering and redeployment of resources can lead to a better and more efficient public service, value creation or cost reduction. Meanwhile, the Ministry of Science, Technology and Innovation leads the development of IT policy and infrastructure. It does so through its IT-Policy Centre and through the National IT and Telecom Agency, which has responsibility for the implementation of specific elements of the e-government environment such as the government's public key infrastructure (PKI).

2. **Government departments and agencies** for departmental projects

Support

1. **The Digital Task Force**
2. **Ministry of Science, Technology and Innovation**
3. **National IT and Telecom Agency**

The National IT and Telecom Agency plays a central role in supporting the Danish State's efforts to enhance the efficiency of public administration through the establishment of digital self-service systems. In this context, the Agency functions as a centre of best practice, gathering and disseminating knowledge and sharing experience in digital administration. In addition, it provides benchmarking for and assesses the quality of public websites. The IT and Telecom Agency also manages development work on protocols, interfaces and communications standards.

4. **Agency for Governmental Management**

Part of the Ministry of Finance, the Agency for Governmental Management aims to contribute ensuring efficient management in central government. Its objective is to develop into a cost-efficient, reliable and creative organ of the Government, supplier of IT systems and adviser to central government agencies in the areas of accounting, financial control, payment management and digitisation of administrative processes. In the field of eGovernment, the Agency for Governmental Management notably co-ordinates state interests in the public eProcurement platform DOIP.

Audit/Assurance

1. **National Audit Office of Denmark**

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

2. **Danish Parliament's** Public Accounts Committee

Data Protection

Danish Data Protection Agency

The Danish Data Protection Agency exercises surveillance over processing of data to which the Act on Processing of Personal Data (Act No. 429 of 31 May 2000) applies. The Agency mainly deals with specific cases on the basis of inquiries from public authorities or private individuals, or cases taken up by the Agency on its own initiative.

Regional & Local eGovernment............

Strategy

Joint Board of the e-Government Project

Composed of representatives of central, regional and local government, the Joint Board of the e-Government Project aims to promote a consistent development and implementation of eGovernment across all layers of government. The Joint strategy therefore applies to regional and local government as well as to central government.

Coordination

The Digital Task Force

Implementation

Individual regions and communes

Support

1. **The Digital Task Force**
2. **Ministry of Science, Technology and Innovation**
3. **National IT and Telecom Agency**
4. **Local Government Denmark**

Local Government Denmark is the National Association of Local Authorities (communes).

5. **Danish Regions**

Danish Regions is the National Association of County Councils.

6. **KMD - Kommunedata**

KMD is a company formed in 1972 through the merger of a number of municipal IT departments. It is owned by Danish local and regional authorities, through Local Government Denmark and Danish Regions, and supplies them with IT expertise, systems and services.

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment...

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Picture:

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Other eGovernment executives

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eGovernment Infrastructure

Main eGovernment infrastructure components

e-Identification and e-Authentication infrastructure...

Official digital signatures

The Danish Government has launched an ambitious programme to issue "free digital signatures" as a means for user authentication to all citizens, with a view to accelerate the take-up of eGovernment services. Through the scheme, Danish citizens are issued a free software-based digital signature (OCES - Public Certificate for Electronic Services) providing sufficient security for most public sector and private sector transactions. Launched in early 2003, the scheme aims at distributing 1.3 million digital signatures after four years and ultimately at providing all Danes with digital signatures. The Danish Government does not have plans to introduce card-based electronic identities. Moreover, since the 1st of February 2005 which was the second eDay for Denmark, all public administrations are able to use digital signatures and secure email, allowing all citizens to communicate electronically and in a secure way with government bodies.

eProcurement infrastructure..............

The Public Procurement Portal - DOIP

The Danish Public Procurement Portal is an electronic marketplace to which both private and public purchasers and their suppliers have access and whose functionality, interface, security and transaction costs are regulated by the public sector. Launched on 3 January 2002, it was among the first public procurement portals in Europe. It is the result of a close collaboration between the public and private sectors: the public sector hasn't invested anything in the system but solely pays for using it. The public procurement portal is a web-based system based on Oracle exchange software. The current version supports: eAuctions, eCatalogues and integration with back-office systems. It is operated by "gatetrade.net",

Portal..

Danmark.dk

The national portal Danmark.dk is at the same time an institutional site and an e-government portal providing easy access to public information and services. A specific version in English (Denmark.dk) has been developed for foreigners. A portal for e-services to businesses, Virk.dk, has also been established.

Network..

There is currently no government-wide data network in Denmark.

which is established and owned by Maersk Data, Danske Bank, Post Denmark and telecoms company TDC. The Agency for Governmental Management co-ordinates state interests in the public procurement portal. Use of the portal is recommended for all public bodies, but is not mandatory. Some regional and local authorities make use of private marketplaces, and the state-owned company National Procurement Ltd. (SKI) has also set up simpler eTendering solutions systems (ETHICS, Netindkøb and Netkatalog). On 1 February 2005, Denmark became the first country to generalise e-invoicing. Since that date, Danish public authorities only issue invoices in electronic format and accept digital invoices from their suppliers.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Denmark.

e-Document infrastructure.....................

Joint Electronic Document Management System (FESD)

In early 2004 the Danish authorities appointed vendors to deliver a government-wide electronic document management system, called Joint Electronic Document

Management System (FESD). The project will be delivered through framework contracts signed between the Danish central government, Danish Regions, Local Government Denmark and three vendors (Software Innovation, CSC and Accenture). The objective of the FESD project is to increase gains in quality and productivity by encouraging public bodies to introduce full digital procedures. Effective project management and change of work processes with a clear aim to obtain efficiency are therefore some of the pillars carrying the FESD project. In other words, the overall aim of the FESD project is that more public organisations will become digital and as a result profit both in terms of higher efficiency and better quality. On one hand to get easier, simpler and more efficient work routines, and a better cooperation between employees, work processes and IT-systems internally. On the other hand there is an external aim to establish an administrative digital foundation in the cooperation with citizens, businesses and other authorities. This external aim involves a strong focus on standardisation on communication and exchange of information, cases and documents.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: *eGovernment indicators for benchmarking eEurope*).

The 12 services for citizens are as follows:

1. Income Tax Declaration

2. Job Searches by labour Offices

3. Social Security Contributions

4. Personal Documents

5. Car Registration

6. Application for Building Permission

7. Declaration to the Police

8. Public Libraries

9. Certificates (birth, marriage) Request and Delivery

10. Enrolment in Higher Education

11. Announcement of moving (change of address)

12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

▶ Stage 1 - Information: online information about public services

▶ Stage 2 - Interaction: downloading of forms

▶ Stage 3 - Two-way interaction: processing of forms, including authentication

▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

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

Website: http://www.toldskat.dk/

Sophistication stage: 4/4

Description: Filing of tax returns is almost 100% automated in Denmark. Most information is collected electronically from the relevant sources (e.g. employers, banks, mortgage companies, etc.) using the citizen ID number. This information is filled in a draft tax return statement that is automatically sent to all citizens in April of each year. Citizens who want to introduce changes to the draft statement can do so online using the official digital signature or another PIN code-based identification system. Otherwise they can accept the draft statement by doing nothing.

2. Job search services by labour offices

Responsibility: Central Government, Danish Employment Service

Website: http://www.jobnet.dk/

Sophistication stage: 3/3

Description: Allows users to access a job database and conduct searches by region. Also provides access to a CV bank, job profiles, personalized ads, information and advice about job searching, 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/

Sophistication stage: 3/4

Description: Unemployment insurance in Denmark is a voluntary scheme administrated by private unemployment insurance funds (*Arbejdsløshedskasser*). There are 32 accredited funds in the country. Each fund provides its own set of online information and services, and most of them offer their members the possibility to register, apply for compensation and manage their personal data via the Internet.

b. Family allowances

Responsibility:	Local Government
Website:	N/A
Sophistication stage:	N/A
Description:	Family support (allowance for each child under 18 years of age, independent of the parents income) is provided to all families registered at the national register. This support is paid automatically and does not need to be applied for. Other types of child support (support for children of single parents, twins, triplets, children of retired persons) may also be available, administered and paid the social services of the different Communes and only upon application.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	Regional Government
Website:	N/A
Sophistication stage:	N/A
Description:	Any person resident in Denmark (and registered at the National Register) is entitled to public health care and receives a national health insurance card (*sygesikringskort*), without the need for an application. 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 the hospitals and enter into 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/
Sophistication stage:	4/4
Description:	Fully interactive service. 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. The back-office system collects the necessary verification data, and if all information is correct transfers the grants/loans to the student bank account electronically. Most communication to the Grant and Loan Scheme Agency is done through this interactive service. A specific website (www.studielaan.dk) has been set up by the Student Grant Office of the Agency for Governmental Management for people paying back their student loans. The site enables users to check how much they has received, how much they have to pay back and when. There is also a possibility to pay back student loans via Internet.

4. Personal documents (passport and driving licence)

a. Passport

Responsibility:	Central Government, Danish Police
Website:	http://www.politi.dk/da/borgerservice/pas/
Sophistication stage:	2/3
Description:	Information and forms to download. Passport applications are handled by local police branches.

b. Driving license

Responsibility:	Central Government, Danish Police
Website:	http://www.politi.dk/da/borgerservice/korekort/
Sophistication stage:	2/3
Description:	Information and forms to download. Driving license applications and renewals are handled by local police branches.

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

Responsibility:	Central Government, Danish Police
Website:	http://www.politi.dk/da/borgerservice/nummerpladerogregistrering/
Sophistication stage:	2/4
Description:	Information only. Car registration applications are handled by local police branches. The Danish Government has outlined plans for setting up an electronic motor registration system, which is due to be implemented by 2007/2008.

6. Application for building/planning permission

Responsibility:	Local Government
Website:	N/A
Sophistication stage:	2/4
Description:	General information and building permission application forms can be downloaded from the national portal Danmark.dk and from some municipalities' homepages.

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

Responsibility:	Central Government, Danish Police
Website:	http://www.politi.dk/
Sophistication stage:	2/3
Description:	The Danish police launched in April 2005 its renewed website, dubbed 'The Virtual Police Station'. The new website makes it possible for citizens to report a number of crimes and offences online.

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

Responsibility:	Central Government, Danish National Library Authority (*Biblioteksstyrelsen*)
Website:	http://bibliotek.dk/
Sophistication stage:	3/3
Description:	Online catalogue of all items published in Denmark as well as 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:	N/A
Sophistication stage:	2/3
Description:	Requests of 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 all Danish residents.

10. Enrolment in higher education/university

Responsibility:	Central Government, Higher Education institutions
Website:	http://www.optagelse.dk/
Sophistication stage:	4/4
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

using their digital signature. Students without digital signature can download the application form, print it, fill it on paper and send it with copies of relevant documents. Enrolment itself remains managed by individual universities and other higher education institutions. Information about higher education in Denmark is provided at the website UG.dk.

11. Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior and Health, Office of Civil Registration

Website: http://www.cpr.dk/

Sophistication stage: 3/3

Description: Danish citizens and residents can access and amend their records in the Central Population Register, including their address. Users must register with the National Registration Office of the municipality they live in.

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

Responsibility: Central Government, Ministry of the Interior and Health, & Regional Government

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

Sophistication stage: 1/4

Description: The **National Health Portal** aims to provide citizens and healthcare professionals with a one-stop shop to health-related information and services. At the moment the portal is mostly informational, but it is due to become the entry point to a number of interactive and transactional services including: creation access to laboratory test results, electronic booking of appointments, access to medical records, SMS reminders prior to visits, electronic communication between doctors, etc. The site already enables users to register and create their own page using a digital signature. The personal data accessible includes medicines used, and, since September 2005, diagnoses and treatments in hospital since 1977.

Source: The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: *eGovernment indicators for benchmarking eEurope*).

The 8 services for businesses are as follows:

1. Social security contributions for employees

2. Corporation Tax: declaration, notification

3. VAT: declaration, notification

4. Registration of a new company

5. Submission of data to statistical offices

6. Customs declaration

7. Environment-related permits

8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

▶ Stage 1 - Information: online information about public services

▶ Stage 2 - Interaction: downloading of forms

▶ Stage 3 - Two-way interaction: processing of forms, including authentication

▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: N/A

Website: N/A

Sophistication stage: N/A

Description: There are no social contributions for employees in Denmark, where the social security system is entirely financed through taxes.

2. Corporation tax: declaration, notification

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

Website: http://www.toldskat.dk/

Sophistication stage: 4/4

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.toldskat.dk/

Sophistication stage: 4/4

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/
Sophistication stage:	4/4
Description:	The Danish Commerce and Companies Agency manages company registration services in Denmark, and provides registration services online. Companies' details are kept in the Central Business Register (CVR), a new central register containing primary data on all businesses in Denmark.

5.	Submission of data to statistical offices

Responsibility:	Central Government, Danish Central Statistical Office (Statistics Denmark)
Website:	http://www.dst.dk/
Sophistication stage:	3/3
Description:	Since 2002 Danish companies and public authorities have the possibility to submit wage and salary information electronically to Statistics Denmark through the new wage and salary project, which was set up in collaboration with, among others, 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.toldskat.dk/
Sophistication stage:	4/4
Description:	The Danish Customs Administration implemented a web based e-customs system, supporting "Just-in-Time" procedures for Import and at the same time increasing the level of control. Companies and traders can access the declaration system both through the Internet and through Electronic Data Interchange (EDI).

7. Environment-related permits (incl. reporting)	
Responsibility:	Central Government, Ministry of the Environment, Danish Environment Agency
Websites:	http://www.mst.dk/
Sophistication stage:	4/4
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.doip.dk/
Sophistication stage:	4/4
Description:	Launched in January 2002 the Danish Public Procurement Portal is an electronic marketplace resulting from a close collaboration between the public and private sectors. Its functionality, interface, security and transaction costs are regulated by the public sector, but the system is operated by the private company "gatetrade.net", which is owned by large Danish companies. The public sector hasn't invested anything in the system but solely pays for using it. This way, it benefits from a state-of-the-art marketplace supporting: e-tendering, e-auctions, e-catalogues and integration with back-office systems. Use of the portal is recommended for public bodies, but not mandatory.

Source: The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission

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