



An Open Government in Denmark: empowerment through ICTs

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THE NATIONAL AGENCY FOR DIGITISATION

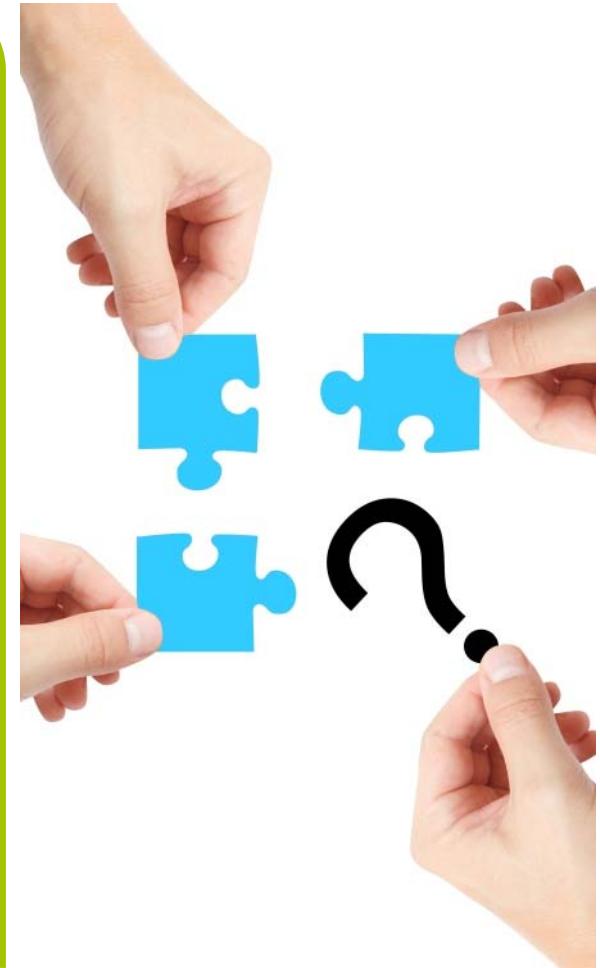
Paths towards Empowerment

- Local democracy under the burden of austerity measures – is there a deficit?
 - Review of democracy and engagement at the local level.
- Digital-by-default – a contradiction to empowerment?
 - Helping the citizens to help themselves.
- Embracing an open connected government for all?
 - Social media platforms, new collaborative concepts, personalised service deliveries...



“The Danish democracy needs to be renewed. The government will present a programme for good governance as a concrete initiative to ensure better legislative quality and to improve the possibilities to control the governance of the government.”

Government Programme 2011



THE NATIONAL AGENCY FOR DIGITISATION

The Danish ICT Context

- Population: 5,6 Million
- 92 pct. of the population has Internet access at home.
- 81 pct. of the population uses Internet every day or almost every day.
- 83 pct. of the population has interacted with public authorities within the last 12 months.
- 93 pct. of companies in Denmark have interacted online with public authorities.*

Source: Eurostat 2013. () Digital Agenda for Europe Scoreboard, 2012 data. European Commission.*

Towards mandatory digital service provision

	2012	2013	2014	2015
Areas in focus	Tax services Citizen services (9 services)	Municipal services (Proposal of 29 services; 23 incl. in new law proposal)	Employment Housing Construction Environment	Employment Social services
Examples of services	Moving Student grants Health card EU health card	Moving abroad Different social benefits Name and address protection Choosing a GP Naming and name change Passport	Town planning and roads Income support Construction Vehicle registration	Benefits pre-validation for senior citizens and disabled persons Maternity/paternity benefits State pension

And the Danes who are not ready...

- 166,000 senior citizens online since 2010
- About 350,000 who need help
- An assistance plan – mainly seniors and youngsters
 - Help when showing-up in person + calling on the phone
 - Special needs services
 - Competency development
 - Better solutions
- 13 September 2012 – Seniorsurf...
- Positive support from the disabled
- Important co-operation with organisations representing the elderly population



Important Challenges

- Rehearse the story about the digital transition: create trust!
- Preparing the citizens/customers:
 - Transformation from a physical to a digital reality
 - ICT competencies and social challenges
 - Understanding language and concepts (e.g. the youth pop.)
- Consolidating and giving citizens one entry:
 - The Danish citizens portal *borger.dk* and standardisation of self-service solutions (recognisability)
 - The use of common public sector e-government components
 - Campaigns/Collaboration
 - Consolidation of registers/key data etc.

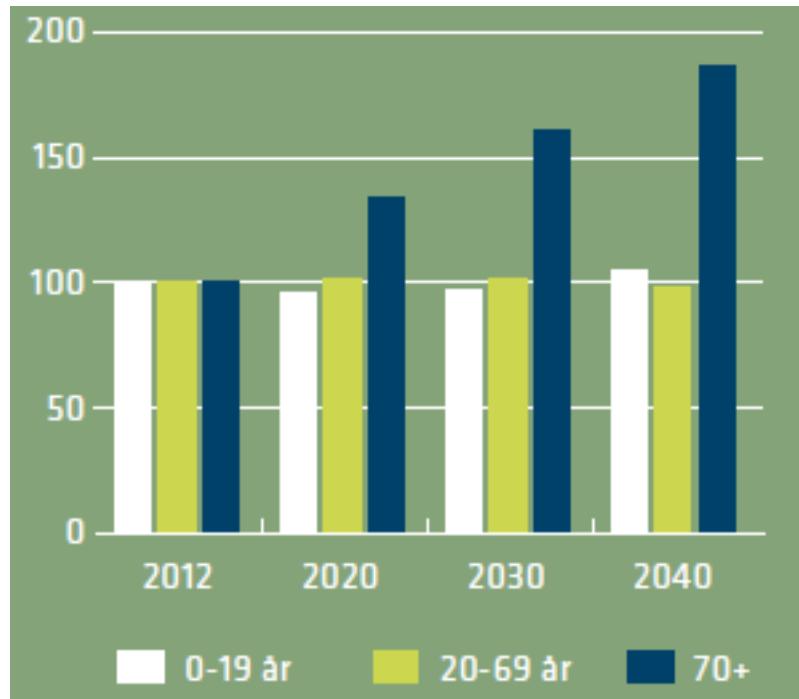


Why Digital Welfare?

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

Population projection 2012-2040

- 84 percent more elderly (+70 years)



Different Starting Points for 3 areas...

Health Sector

Very digitised. Need to strengthen collaboration within and across sectors



Social Services (elderly, disabled)

Digitised, but sparse implementation of welfare technology; little knowledge sharing



Education

Mature on administrative ICT solutions but very diverse use of ICT as a didactic tool



Purpose of the Strategy

- Maintain and develop quality in the public sector
- Modernising public service delivery and providing it more cost-efficiently

2 objectives:

More efficient and cohesive welfare

- Increased productivity
- More collaboration (within and across sectors)
- More sharing of knowledge and information

Citizens as more active partners

- Included in the 'production of service' – increased responsibility
- Flexibility, empowerment, quality of life



The Foot Ulcer Care Project

- **Now:**

Patients with leg and foot ulcers due to diabetes, obesity and cardiac problems are treated by a specialized doctor in a hospital (region). Daily care is provided by home nurse (municipality) in patients' own home. Patients travel to see doctor in hospital.

- **After national implementation – in 2017:**

The nurse photographs the ulcer with her cell phone and mails the image to the doctor, who prescribes new treatment or new medication.

Communication between nurse and doctor is based on a *shared web based patient record*.

The patients will travel to the hospital less frequently.



Danish OGP Commitments

- Supporting the promotion of open government practices
- Involvement of civil society and new approaches to public service
- Open Data and Open Source
- Self-service and reporting solutions
- Strengthening the businesses' social responsibilities
- Legislation and data
- Use of new technology
- Good governance - transparency and better public ICT projects
- Local and regional large-scale initiatives

Denmark's OGP Action Plan 2012

