AGENCY FOR DIGITISATION
MINISTRY OF FINANCE

This is how we gave priority to electronic services Case: Denmark

Mr. Jens Krieger Røyen
Head of Department, Danish Agency for Digitisation
April 2019

The Danish Approach
Joint Public Digitisation

Planning – Financing – Developing – Implementing

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What Have We Built?

2001-2004
Digital Collaboration

Digital Signature

Citizens can send emails to authorities

Authorities communicate digitally

2004-2006
Efficient Payment, Internal Digitisation

”Easy Account” and e-invoicing

Business self-sevice portal and health portal

Secure email between authorities

2007-2010
Common Infrastructure

EasyID, EasyLogin and e-Income

Digital Post, EasySMS and Citizen Portal

Authorities are obliged to use the common ICT infrastructure

2011-2015
Digital Communication

Mandatory Digital Post

Mandatory online self-service

Digital Welfare solutions

Basic Data Programme

2016-2020
Better use and sharing of data

Better digital service

New generations of eID and Digital Post

Sharing public sector data

Higher information security

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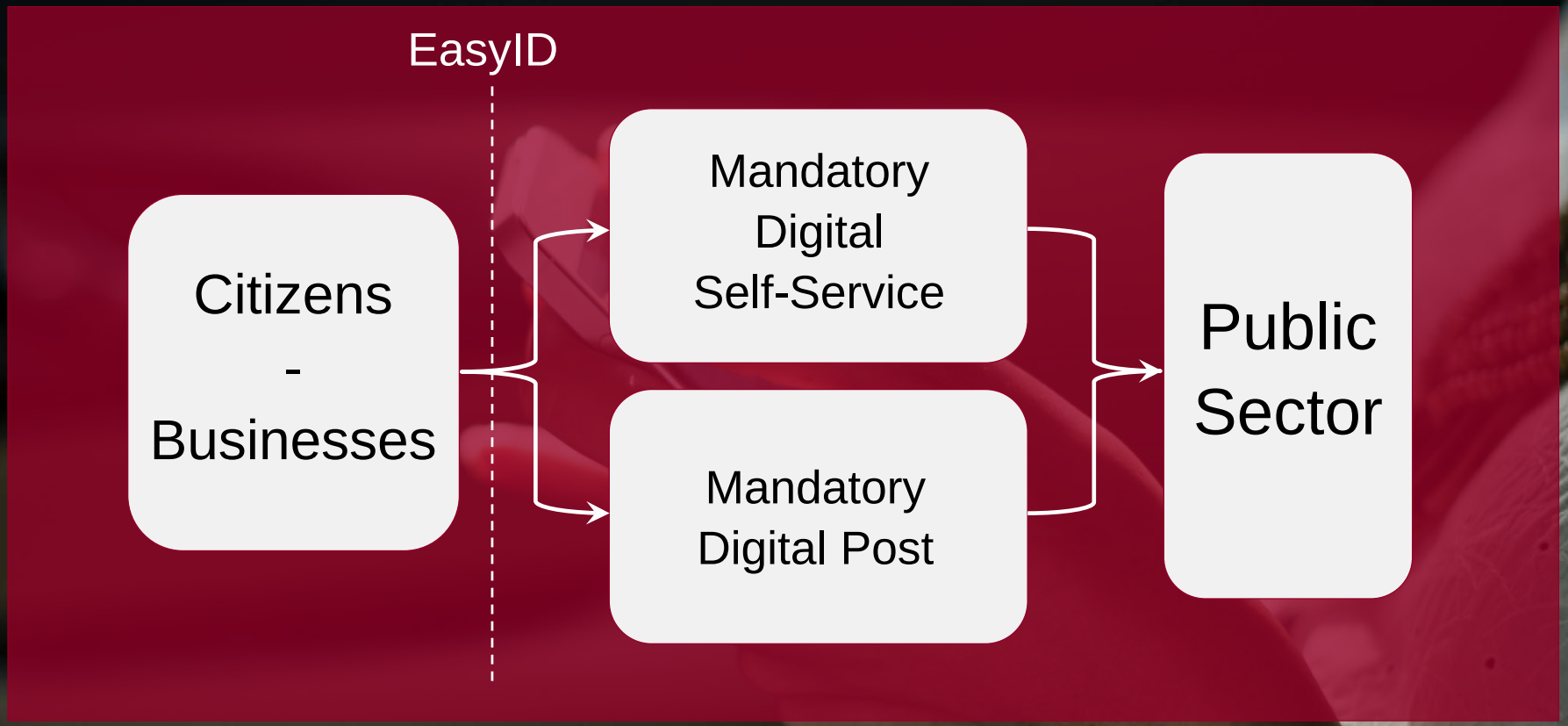
Making Digital Communication Mandatory



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Making Digital Communication Mandatory

Digital Post

91.1 percent use Digital Post

141.3 million messages in 2018

Use is broadening

Online Self-Service

One joint-public platform for self-service

39 million visits in 2018

By 2015, 80 percent of communication was digital

Up to € 268 million saved each year

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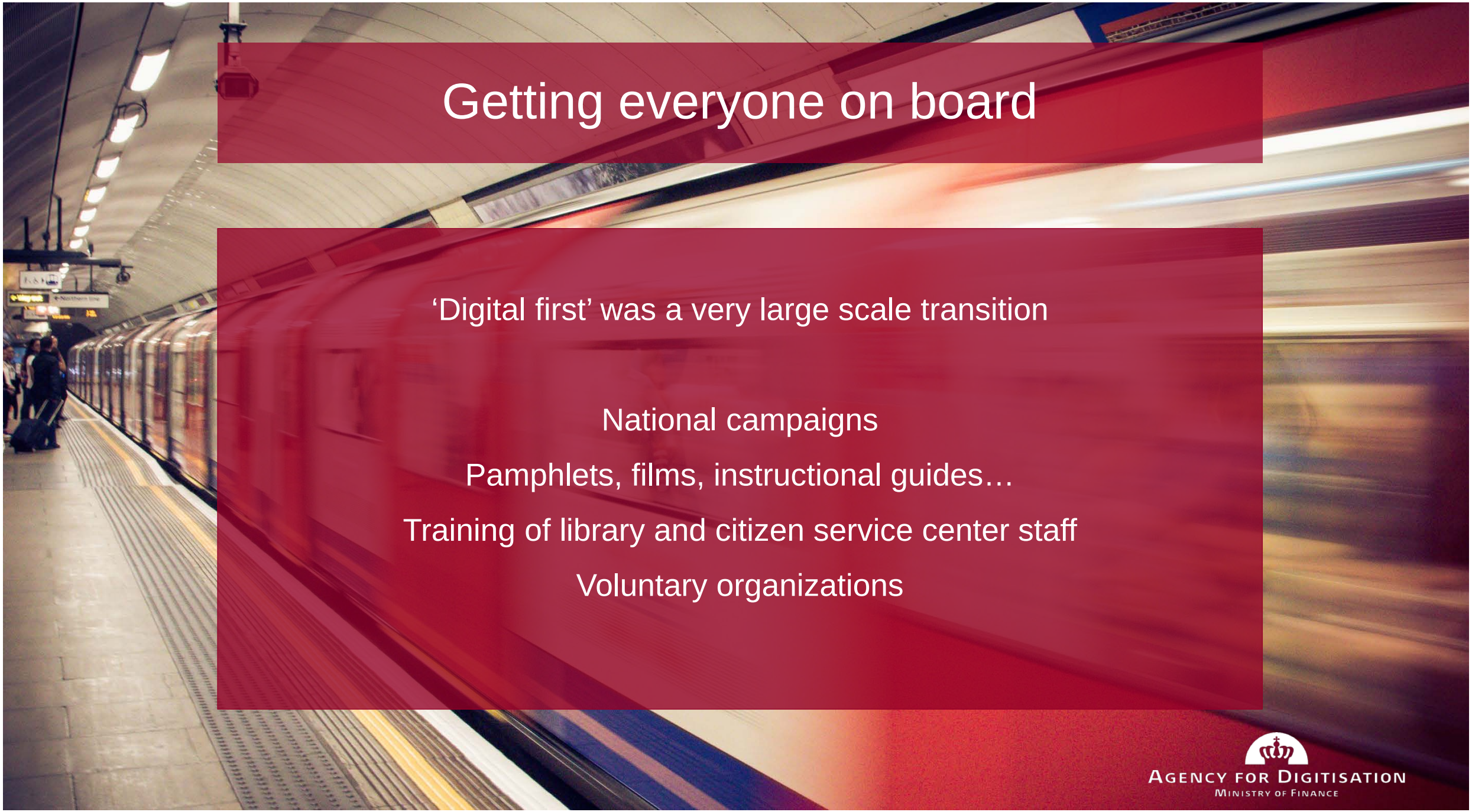

Getting everyone on board

‘Digital first’ was a very large scale transition

National campaigns

Pamphlets, films, instructional guides…

Training of library and citizen service center staff

Voluntary organizations

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IT Challenged Citizens

- We must not forget the non-digital citizens
- Strategic effort since 2011
- Collaboration with relevant citizen organizations
- Organizations provide both knowledge and access

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Thank you

Please feel free to contact me

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