



OPERAČNÍ PROGRAM
LIDSKÉ ZDROJE
A ZAMĚSTNANOST

Frontier eGovernment

Experiences from a
Scandinavian perspective



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Devoteam Consulting Denmark

- Devoteam Consulting Denmark has 135 consultants
- 70 consultants has experience from eGovernment projects
- Devoteam Consulting is a key advisor on eGovernment in Denmark in both central government, regions and municipalities



■ Devoteam Consulting Denmark has a leading role in major eGovernment initiatives:

- Tax administration
- Digitalization of the Danish Courts of Justice
- Digitalization of Registration of title to land and property
- National electronic Patient record
- Digitalization of the police and prisons
- Digitalization of ministry of social services
- And other specific projects in the Ministry of Finance, Ministry of Interior, Ministry of Foreign Affairs, Ministry of Education, Ministry of Employment, Ministry of Food & Agriculture, Ministry of Defense, Ministry of Science, Technology and Innovation...

Agenda

- Frontier thoughts & Figures
- eGovernment Strategy
- Key Registers
- Service Communities
- Next Practise
- Case: Customs & Tax Administration



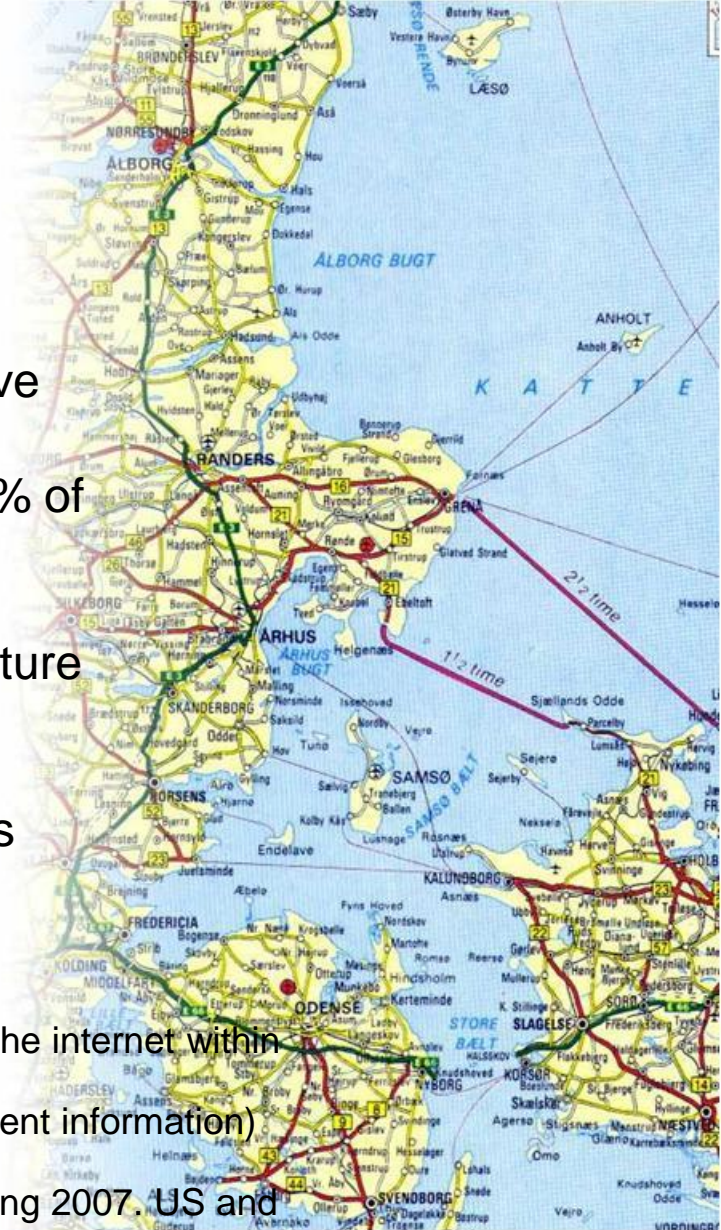
Key Figures (DK)

- 5.415.000 inhabitants
- Households' access to internet: 85%
 - 92% of the entire Workforce & Students have home access
 - Employer paid home access to internet: 16% of all families
- 2,9 mill. Citizens will have the new Digital signature (common solution between private netbanks og public sector use)
- 87% of all enterprises use public digital services
- 95% of the population has a mobile phone

10% of all citizens had contact with the public sector through the internet within the last month

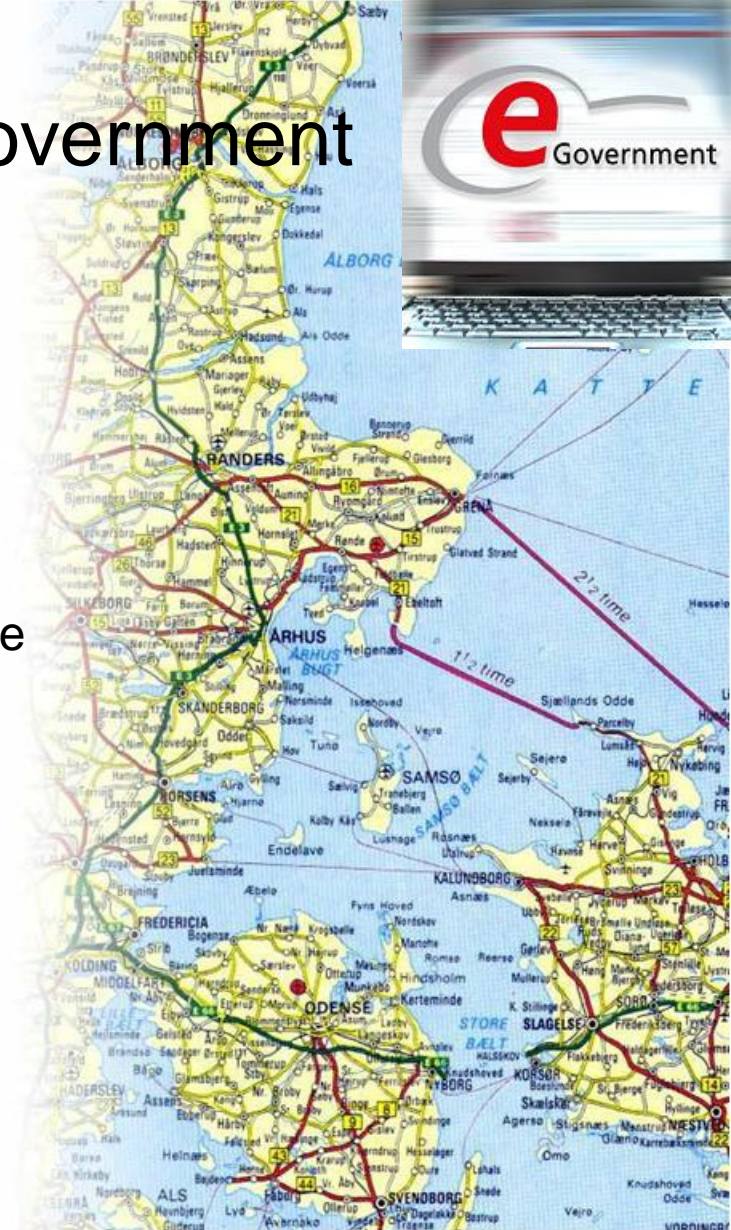
(8% found information, 5% downloaded forms and 5% sent information)

Denmark ranks as no. 1 in The Economist's e-readiness ranking 2007. US and Sweden are no. 2, UK no. 7 and France no. 22.



Denmark as spearhead in eGovernment

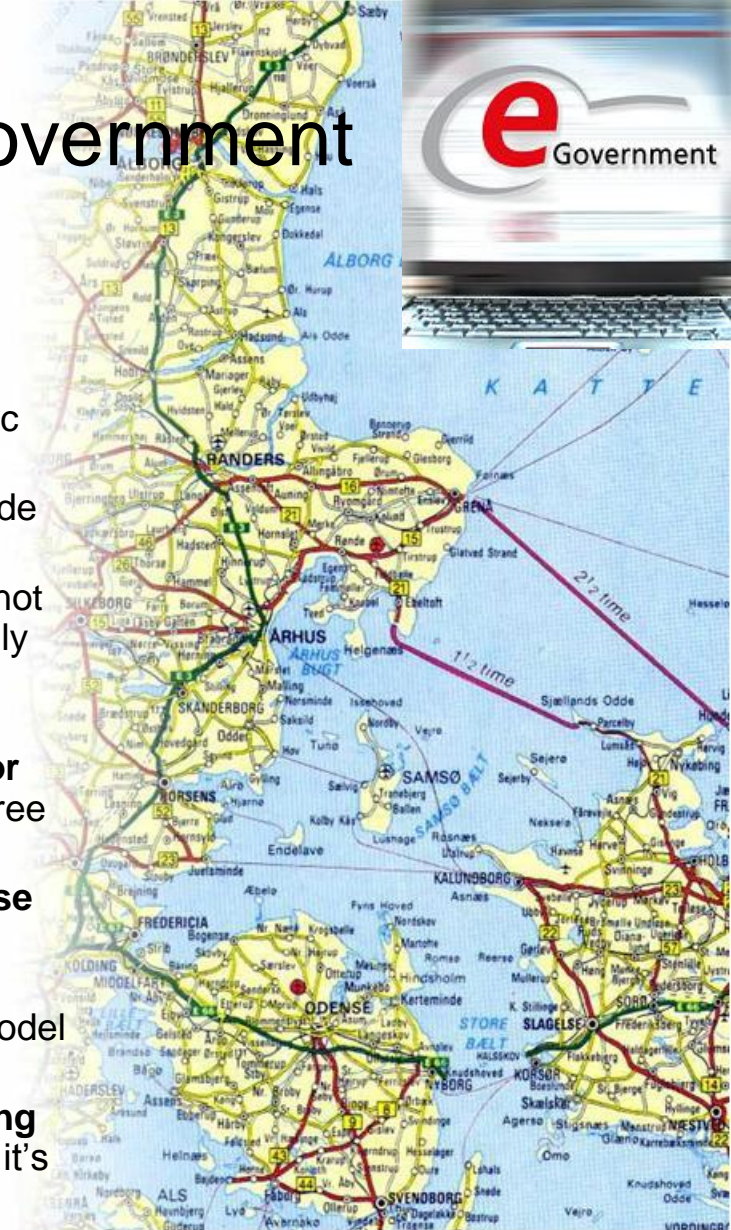
- Most important services are delivered digitally. Within the next 5 years all important services will be fully digitized and delivered in accordance to the concept of Service Communities
- National registers (Persons Register, Enterprises Register, Real Estate Register) are used by all public authorities
- Many online services
- Paper archives are totally abolished within the next 5 years. Electronic case and document handling in central government:
 - Electronic Registration of records: 91%
 - Electronic Document Handling: 74%
 - Electronic Case Handling and Archive : 50%



Denmark as spearhead in eGovernment



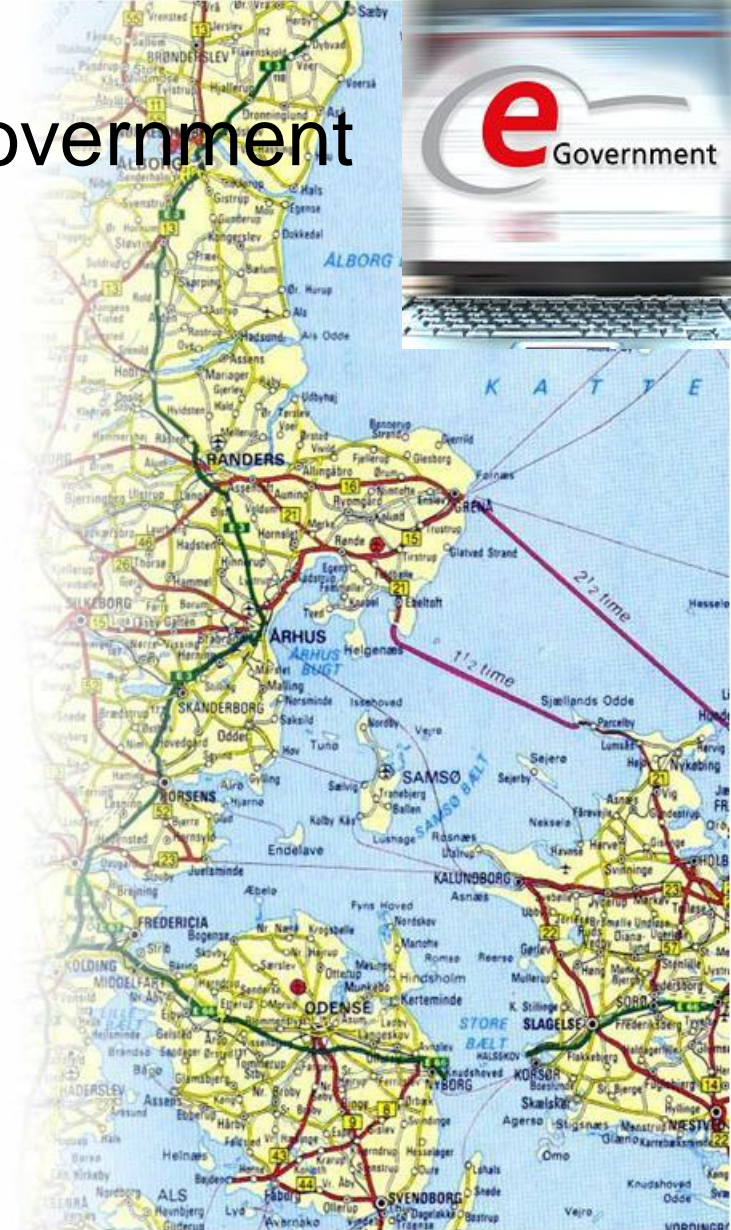
- Key infrastructure initiatives:
 - **eDay**: Electronic exchange of documents between public authorities (agreement)
 - **eInvoice**: All invoicing to the public sector has to be made digitally (forced by law)
 - **ePayment**: All payments to and from the public sector, not only enterprises but also citizens should be made digitally via a bank account.
 - **Common public tender and framework agreement for electronic case and document handling systems** (three different vendors)
 - **Common framework for implementing electronic case and document handling**
 - **Common Interoperability Framework**: Common Framework for data and service exchange (reference Model based on XML-standard)
 - **Development of common components and supporting integration of applications** (under construction) – still, it's probably the most developed of it's kind in the world.



Denmark as spearhead in eGovernment

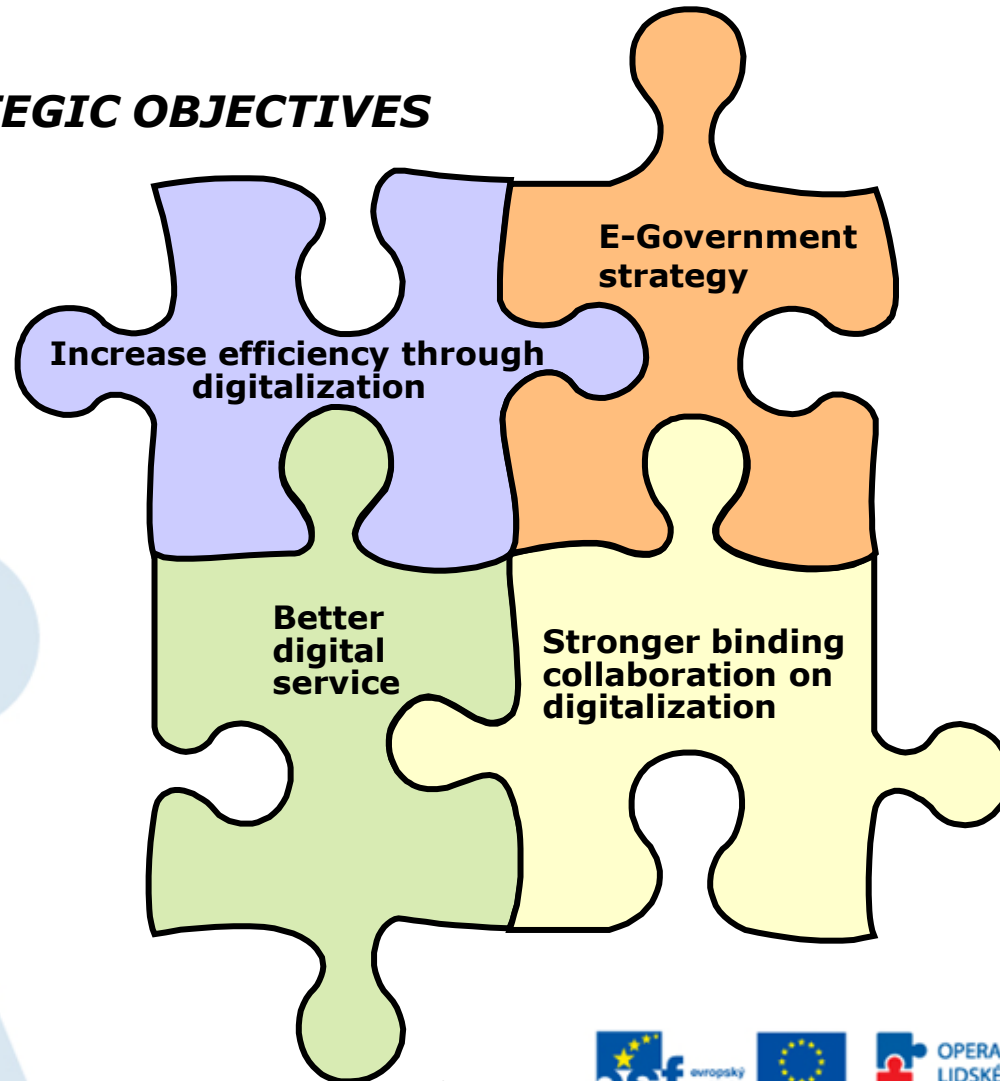


- Penetration of IT in society in general
 - Entreprises' comprehensive use
 - Comprehensive educational use
 - Comprehensive home access
- The size of the country - and thus the public sector
- A tradition for pragmatic transformation and reform
- Holistic view on the public sector
 - Demand from politicians and citizens for public services, where the public sector acts as one unit
 - Recent structural reform in Denmark as a transformation driver
 - Strong national co-operation between central government, national Association of Local authorities and the National Association of Regions.



E-Government strategy 2007-2012

THREE STRATEGIC OBJECTIVES



E-Government strategies

- The first e-government strategy for **2001-2004** started up a joint digitalization cooperation between municipalities, regional and state level administration. (still the basic concept of the approach of Danish eGovernment).
- The second strategy **2004-2006** added raised the level of ambition and set new standards for citizens services and cohesion across public sector.
- The new strategy (**2007 – 2012**) entails better and more binding cooperation and emphasizes that implementation of specific digitalization measures will continue to encourage the public authorities.



Key Registers

- **Persons: The Central Persons Register (CPR)**
 - Entity: Danish Citizens and other residents in Denmark
 - Identifier: The CPR-number
 - Content: Date and place of birth, addresses (including historical), relations to parents, partners and children
- **Enterprises: The Central Business Register (CVR)**
 - Entity: Private companies of any kind and Limited Companies
 - Identifier: The CVR-number
 - Content: Owner(s), classification of business, addresses and annual reports for Limited Companies
- **Building and Property: The Central Buildings Register (BBR)**
 - Entities: Property (land), Buildings and separate entities as apartments, offices etc.
 - Identifier: Property- and buildingnumber, address
 - Content: Classification of entity, area and technical installations



Other major Base Registers: an overview (1)

- Property and Land
 - The National Cadastre (Matriklen)
 - Registration of rights in real property (eTinglysning)
 - Common Basemap for Public Authorities (FOTdanmark)
- Agriculture and Farming
 - The National Register of Farming and Agriculture (GLR)
 - The National Register of Households and Cattles (GHR)
- Environment
 - The National Register of physical plans (Plansystem.dk)
- Health Care
 - National Patient Register (Landspatientregisteret – LPR)
 - National Medicine Register: 'The Medicine Card' (prescribed and delivered medicine)
 - Register of Authorized Health Care Persons (doctors, nurses etc.)
 - Register of Organizational Units in Health Care (SOR)



Other major Base Registers: an overview (2)

- Tax and Administration (CASE)
 - Personal income (eIndkomst)
 - Register of Vehicles (Motorregistret)
- Justice
 - The Criminal Register (Kriminalregistret)
 - The Register of Passports
 - The Register of Drivers Licence
- Education
 - Registers of Pupils and Students
 - Registers of Certificates and Diplomas
- Labour Market
 - Register of People Seeking Employment (AF Match)



'Mechanisms' supporting Base registers

- The base registers have developed 'organically' through more than 40 years
- All public authorities are by regulations obliged to use the base registers as master registers
- Close to realize the principle of total datasharing
- The consequent use of keys/identifiers is linking registers and the efficient use of data from base registers
- A huge number of data on persons and income are reported digitally from banks and enterprises/employers
- Potential citizens fear of 'Big Brother' has been prevented by 'Big Brother Inverse'-rules: Any citizen has the right to see what is registered on him/her – and in some cases, who has seen/used the data





Service Communities

One-stop-shop with data sharing



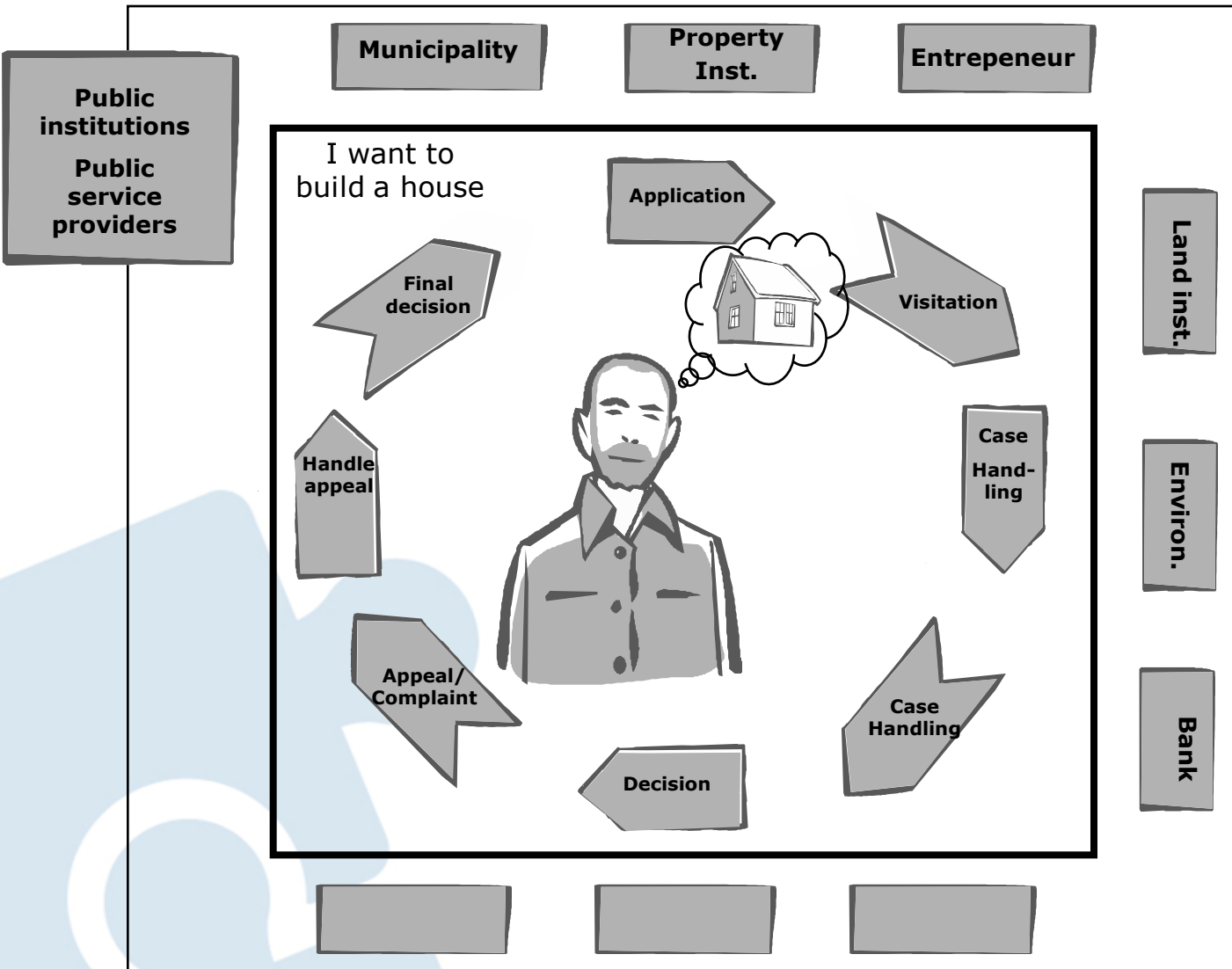
Service Communities

- A citizen-centered public sector
 - One service – one point of contact
- Improve the quality of the public service delivered
 - Avoid errors
- Improve performance by re-using data across public sector institutions
 - Avoid double work burden and cost of data maintenance

Definition of the service community

“Coordination between public authorities, where processes are coordinated and optimized across all parties in order to solve citizen-related issues, taking it’s starting point in the demanded service”

Service Communities /2



- One value chain per citizen service**
- Better service to citizens**
- Cross-agencies performance improvement**
- Complete sharing of data between public authorities**

Service: User centric content and delivery

- Web sites are focused on the problems and situations of the end user – not the institutions delivering the services – *DK: In front*
- Covering *all* level of Government: Central government, regions and municipalities
- **All relevant data known by any public authority are shown to the end user, who shall control and supplement the data, instead of reporting the data – DK in front**
- Where relevant data are picked up digitally from banks and enterprises – *DK in front*
- Local citizens service centers covering all levels of government
- Privacy: '**Big Brother Inverse**' – As a counterbalance to the fact that the public authorities know and show all relevant data, the user can see which public authorities/persons, who has used or seen the data – *DK in front*
- **Personal ID: Universal digital signature used by all public authorities and all banks**
- *DK in front*

eGovernment

International Next Practise

5/12/2010

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Case

Full process digitalization of the Tax & Customs Administration

5/12/2010

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The Danish Tax & Customs Administration

- The value chain upside down
 - The citizen doesn't initiate the public service
 - The tax authority gets all information from other public authorities, employers and banks
 - The citizen only has to act, if the registered numbers are not correct



Simplification –

When the Internet is only the second best solution for citizens!

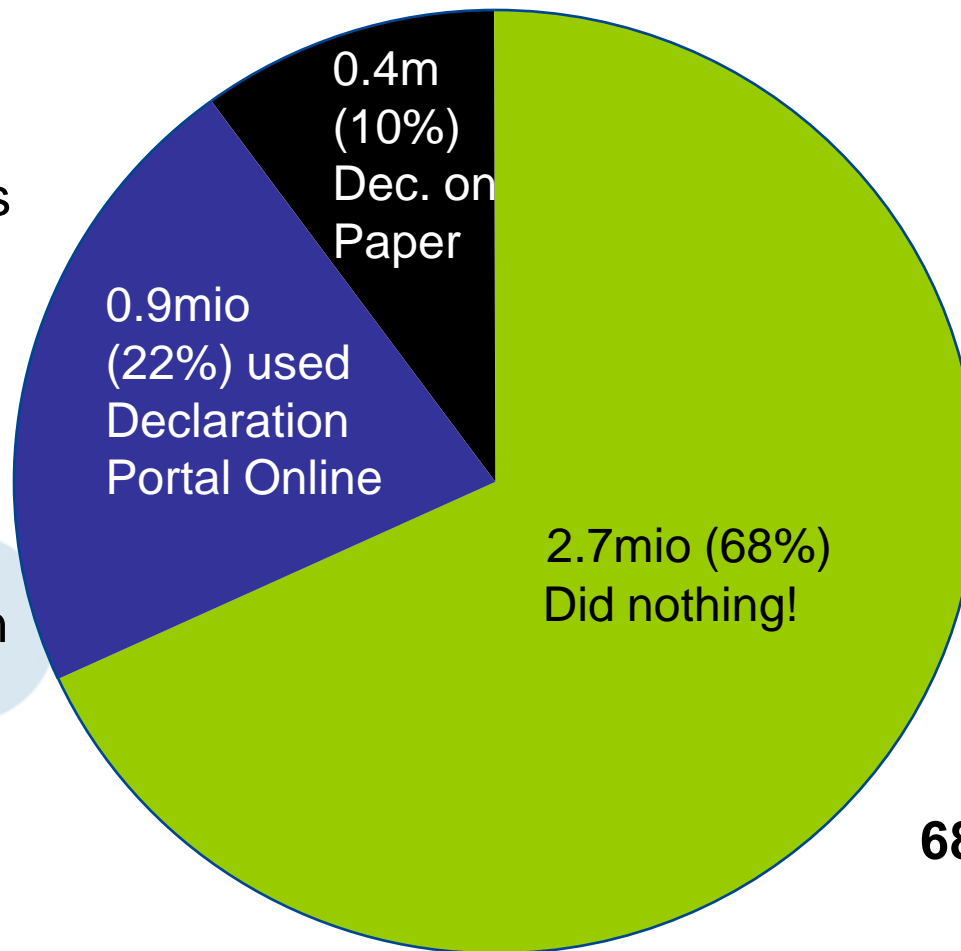
Total: 4mio
Declarations
(2008)

22%

Digital Self
Declaration

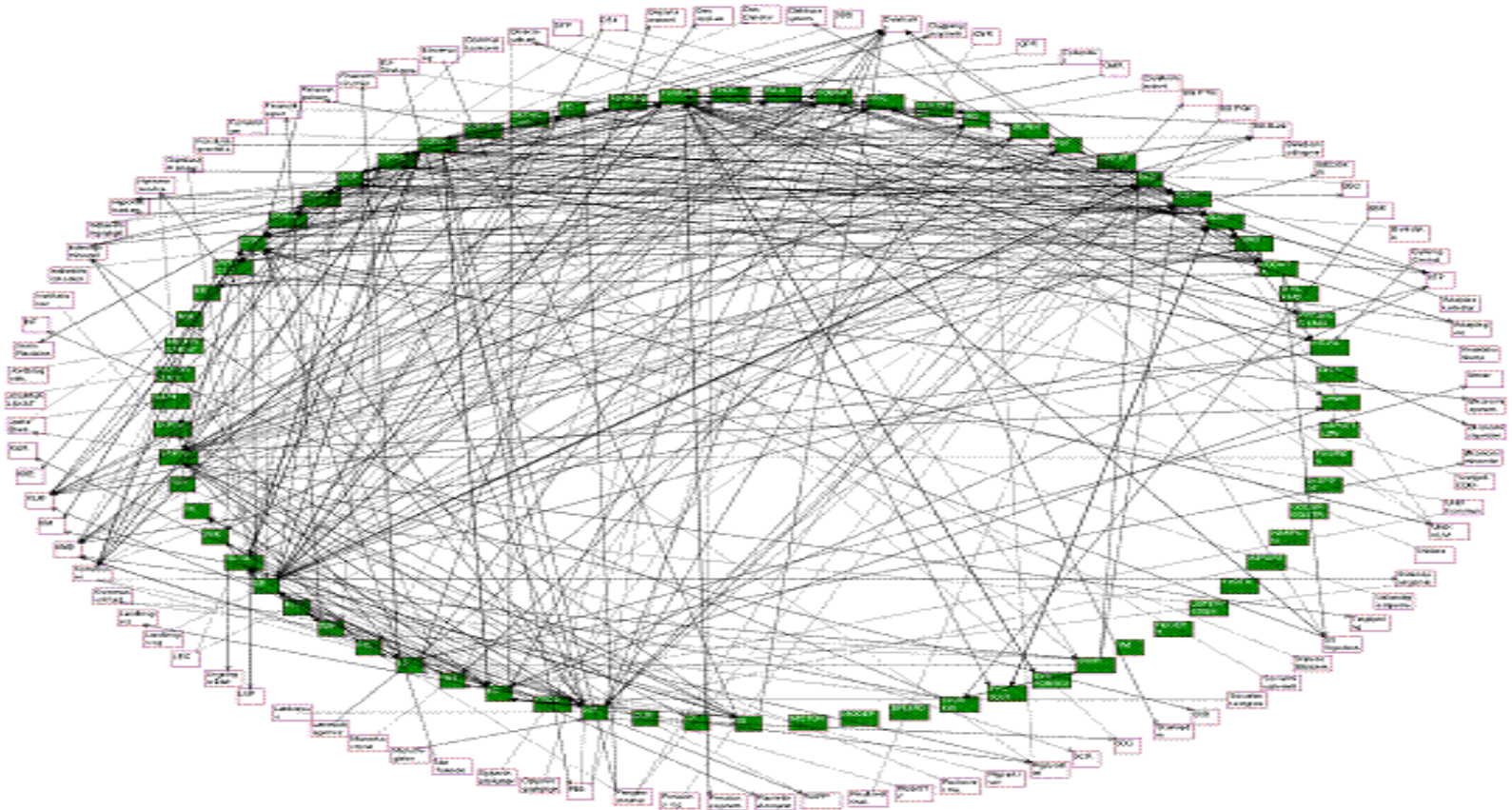
90%

Paperless

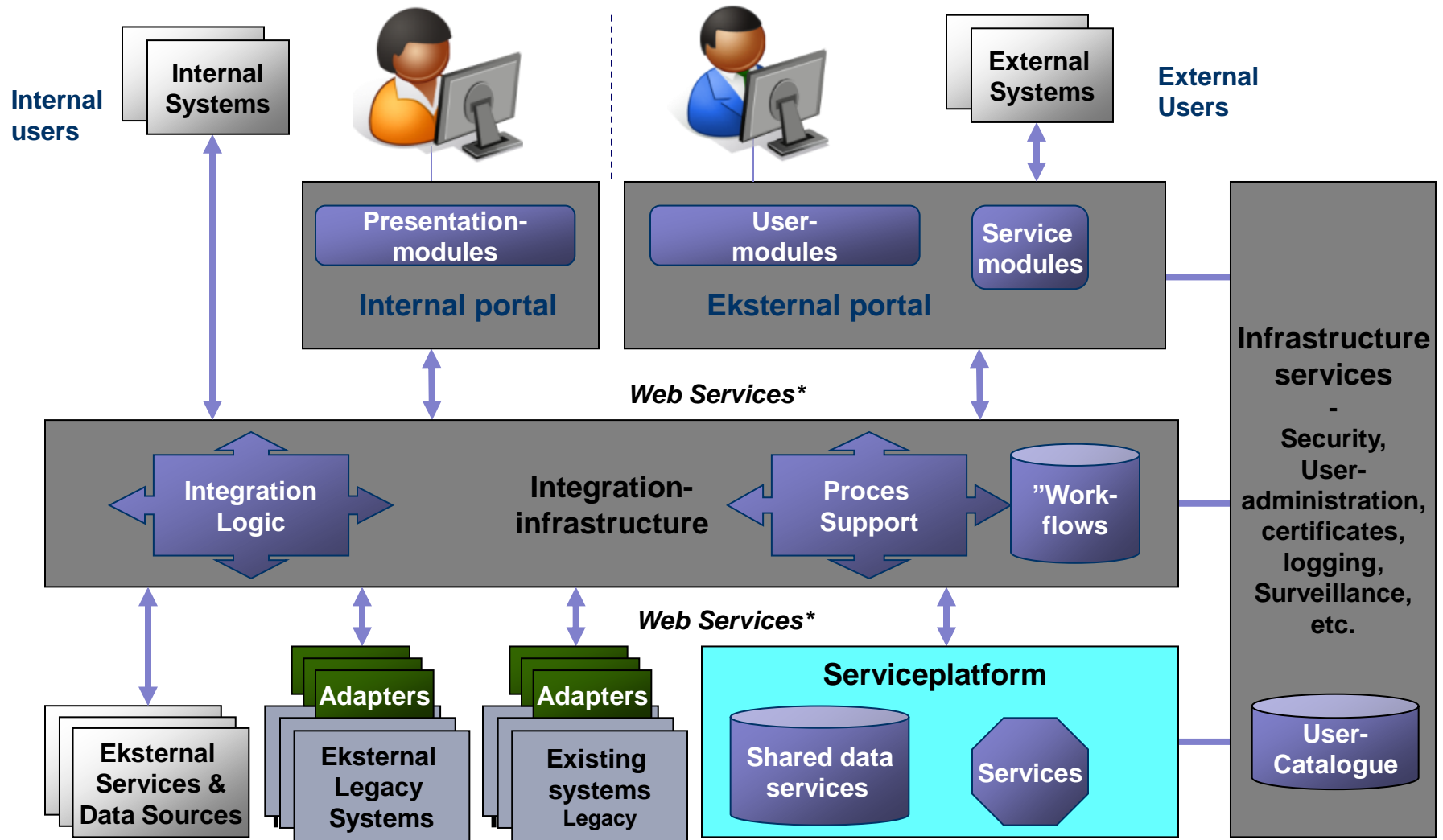


68% “no touch”

Systems paradigm – a historic heritage



The Tax Administrations' Systems modernisation



Contact information

Algeria
Austria
Belgium
Czech Republic
Denmark
France
Germany
Italy
Jordan
Luxembourg
Morocco
Netherlands
Norway

Poland
Russia
Saudi Arabia
Spain
Sweden
Switzerland
Tunisia
Turkey
United Arab Emirates
United Kingdom



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Date:

May 14.th., Prague.

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