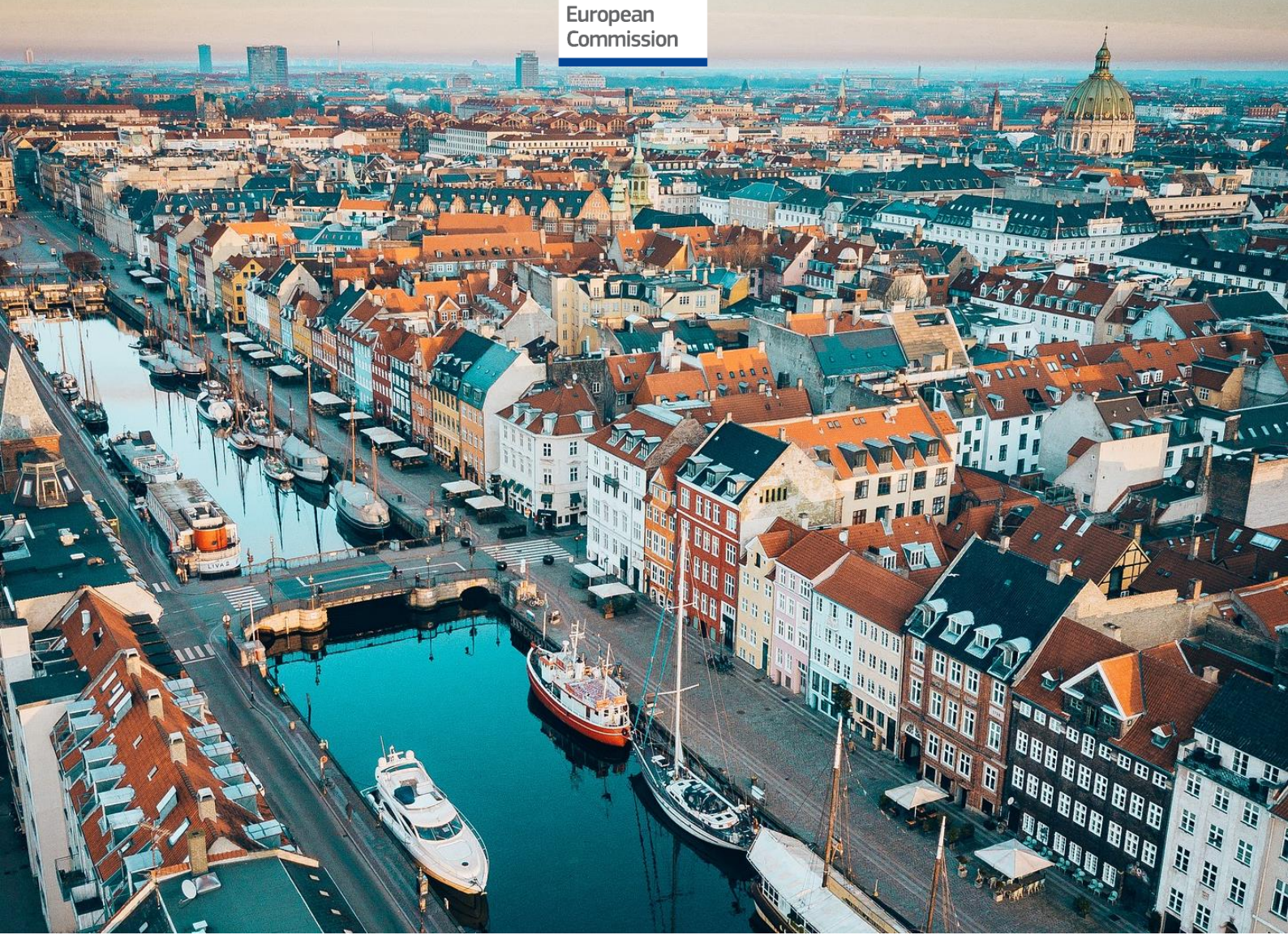




European
Commission



Digital Government Factsheet 2019

Denmark



Table of Contents

- Country Profile 3
- Digital Government Highlights 6
- Digital Government Political Communications 8
- Digital Government Legislation13
- Digital Government Governance17
- Digital Government Infrastructure24
- Digital Government Services for Citizens31
- Digital Government Services for Businesses39





Country Profile

Basic data

Population: 5 806 081 (2019)

GDP at market prices: 298 276.50 million EUR (2018)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 126 (2018)

GDP growth rate: 1.5% (2018)

Inflation rate: 0.7% (2018)

Unemployment rate: 5.0% (2018)

General government gross debt (Percentage of GDP): 34.1% (2018)

General government deficit/surplus (Percentage of GDP): 0.5% (2018)

Area: 42 924 km²

Capital city: Copenhagen

Official EU language: Danish

Currency: DKK

Source: Eurostat (Last update 27 September 2019)

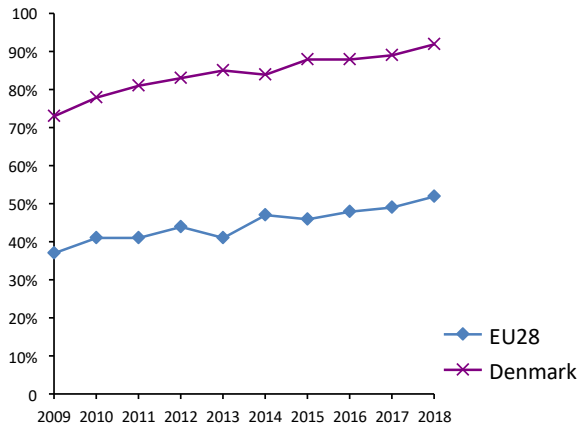




Digital Government Indicators

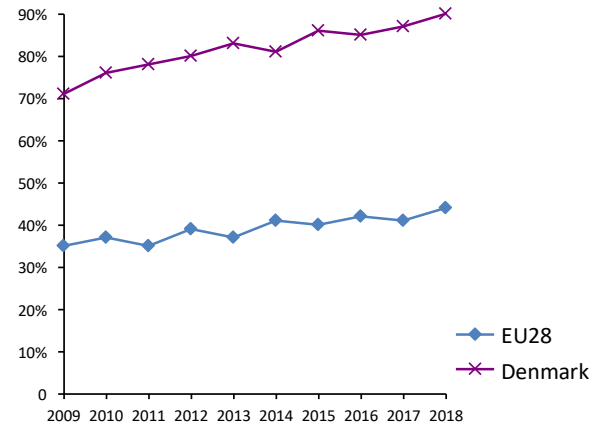
The following graphs present data for the latest eGovernment Indicators for Denmark compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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



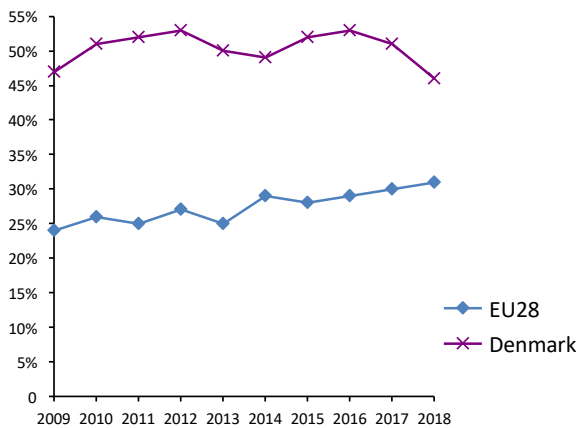
Source: Eurostat Information Society Indicators

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



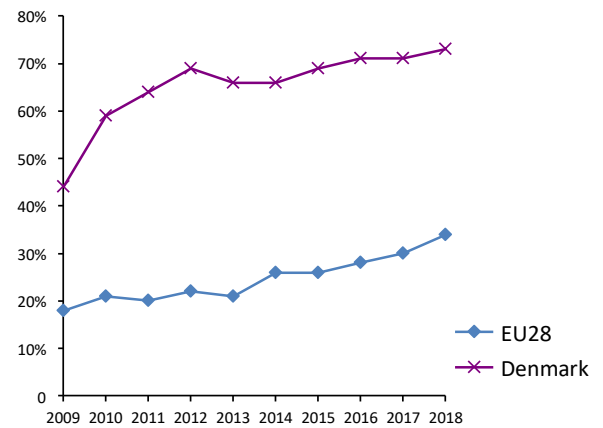
Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators

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



Source: Eurostat Information Society Indicators



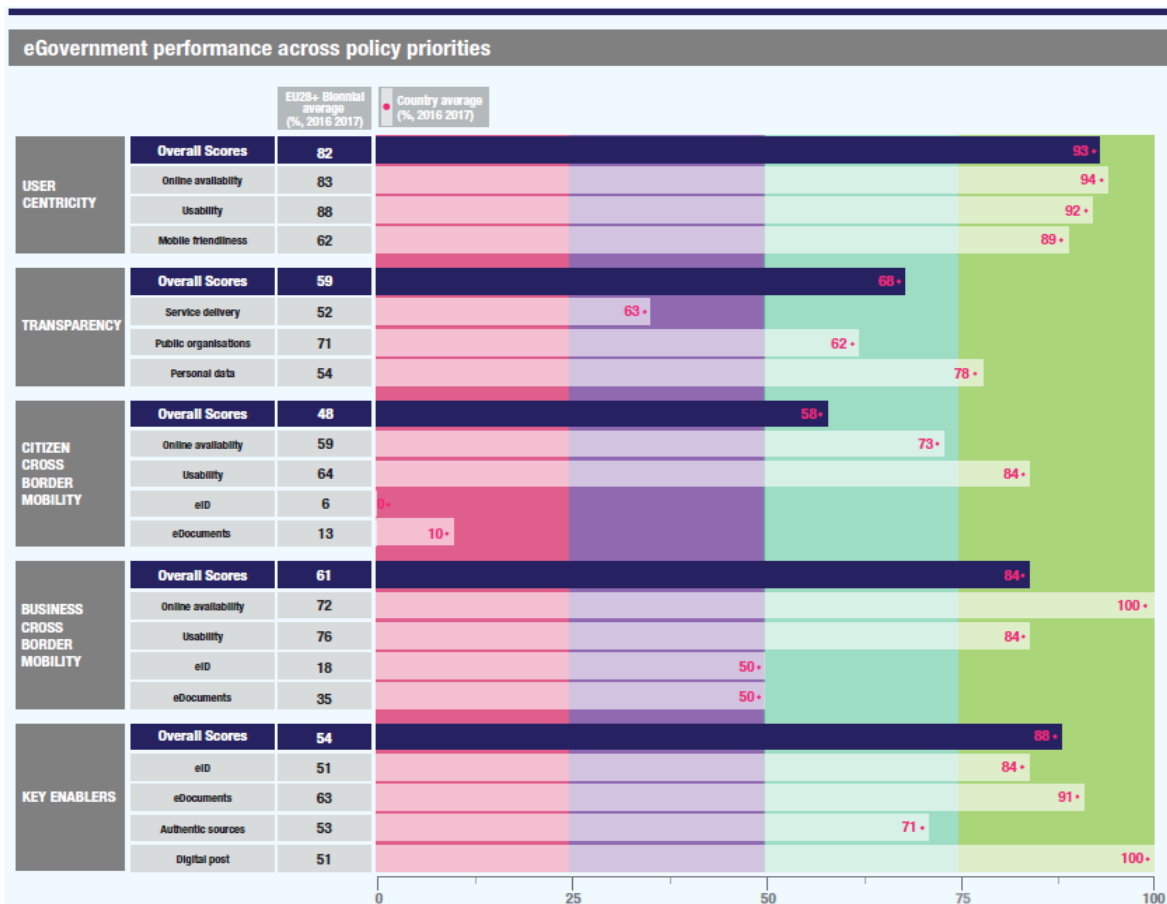


Digital Government State of Play

The graph below is the result of the latest eGovernment Benchmark report, 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;
- **Transparency** – indicates to what extent government 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 and businesses can use online services in another country;
- **Key Enablers** – indicates the extent to which five technical pre-conditions are available online. There are: Identification (eID), electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. Eight life events are included in the overall eGovernment performance score. Four of these life events were measured in 2013, 2015 and 2017 and the other four were measured in 2012, 2014, 2016, and again in 2018. The life events measured in 2017 were Regular business operations, Moving, Owning and driving a car and Starting a small claims procedure. The life events measured in 2018 are Business start-up, Losing and finding a job, Family life and Studying.



Source: eGovernment Benchmark Report 2018 Country Factsheet





Digital Government Highlights

Digital Government Political Communications

- The review of the ongoing [Danish eGovernment Strategy](#) for the period 2016-2020 shows that all 33 initiatives in the strategy are advancing as planned.
- In June 2018, the government launched the [Danish Cyber and Information Security Strategy](#) with 25 initiatives aimed to strengthen government security, improve the competences of the population, and ensure more coordinated efforts in the information security space. Furthermore, in early 2019 the government launched strategies to improve cyber and information security in critical sectors, i.e. the telecommunications, financial, energy, healthcare, transport, and maritime.
- In March 2019, the government launched a [National Strategy for Artificial Intelligence](#) in line with the recommendation from the EU. The strategy puts emphasis on an ethical approach to artificial intelligence. Hence, Denmark should have a common ethical and human-centred basis for artificial intelligence. The strategy includes an effort to develop a common Danish language resource to support and accelerate the development of language-technology solutions in Danish.
- Denmark has a tradition of joint public sector strategic work on digitisation. Accordingly, the Danish government entered into a [Digitisation Pact](#) with the [Local Government Denmark](#) and Danish Regions in the spring of 2019 in order to strengthen cohesion in the public digital service and adopt new technology in the public sector.

Digital Government Legislation

The Danish government implemented the [General Data Protections Regulation \(GDPR\)](#) in May 2018. The [Danish Data Protection Authority](#) oversees the regulation with both planned and ad hoc reviews of data controllers and data processors.

Digital Government Infrastructure

- The government signed off on a new digital identity solution (eID), [MitID](#), which will replace the [NemID](#)-solution in 2021. The development of the system will take place in a partnership between the state and Finance Denmark, the Danish Bankers Association.
- The [Basic Data Programme](#), a programme aimed at strengthening re-use of core information registered by public authorities, completed all sub-programs, and data on properties, addresses, persons, companies and geography are now accessible for users. In addition, the government is currently developing a catalogue of open data sets that will provide an overview of open data in the public sector.
- The initiative to have all new [Legislation be 'Digital-Ready'](#), enacted in 2018, is well under way. Last year the [Danish Agency for Digitisation](#) screened the full Danish legislative programme for 2018/19 for digital implementation impacts. The agency gave more than 100 consultation responses to ministries in order to make the legislation better suited for digital implementation.
- In May 2017 the Danish local, regional and central governments agreed on a common [Framework for Federal Digital Architecture \(FDA\)](#) including a number of reference architectures that focuses on data sharing, cross-organisational processes and a coherent IT-infrastructure. In spring 2019 guidelines on architecture description including common rules for concept and data modelling v.2.0 were established. The framework is supported by skill-development, architecture guidance and project reviews.





Digital Government Services for Citizens and Businesses

- The current Danish digital identity solution (eID), **NemID**, is a two-factor solution. In 2018, the government launched an app as an alternative to cardboard code cards held by the citizens. The app had more than 2 million downloads.
- The government launched the **My Overview Programme** that provides citizens with a considerably better overview of their current cases and benefits, as well as easy access to the information the authorities have about them, thus strengthening transparency in the public sector. There is an equivalent programme to create an overview for business. Currently the Danish Business Authority will finish the pilot for the programme in December 2019. The Business Overview is expected to be launched in 2020.
- In 2018, the **Agency for Digitisation** and the Danish Business Authority developed **several user journeys** in order to make it easier for citizens and businesses to engage with the public sector. Currently user journeys concerning moving, getting divorced, and creating and closing companies are being implemented.
- Developed several user journeys in order to make it easier for citizens to engage with the public sector. Currently user journeys concerning moving, getting divorced, and creating and closing companies are being implemented.
- Denmark is developing a **Driving License app** as a supplement to the physical driver's license. The app will enable citizens to access their driving license via their mobile phone by entering a code or by using their fingerprint.





Digital Government Political Communications

Specific political communications on digital government

Strategy for Denmark's Digital Growth

Strategy for Denmark's Digital Growth contains clear goals and initiatives for the digital transformation of Danish commerce, including:

- Digital hub for stronger digital growth;
- Digital enhancement of SMEs;
- Digital skills for all;
- Data as a driver of growth in trade and industry;
- Agile regulation of trade and industry;
- Strengthened cyber security in companies.

Guidelines on how to make legislation ready for digitisation

A broad political agreement was reached in January 2018 that required all legislation proposed after 1 July 2018 to comply with seven principles for [digital-ready legislation](#). The Guidelines on how to make legislation digital ready include the following principles:

- Simple and distinct rules: Legislation should be simple and distinct, thus contributing to a more uniform and digital administration;
- Digital communication: Legislation should underpin digital communication with citizens and corporations;
- Enable automated digital case processing: Legislation should underpin fully or partly automated digital case processing while still taking into account the legal rights for citizens and companies;
- Consistency across Authorities - uniform concepts and re-use of data: Data and definitions of concepts are re-used across authorities;
- Safe and secure data management: Data security should be prioritised;
- Using public IT-infrastructure: Public IT-solutions and standards should be applied;
- Legislation should prevent fraud and errors: Legislation must be designed to support the use of IT for purposes of control.

Additionally, all proposed legislation must be assessed for potential implementation impacts covering subjects such as project risk, organisational changes, data protection and impacts on citizens. The findings must be documented in the legislative proposal and mitigating measures should be described.

A secretariat was established within the Ministry of Finance to drive the process and facilitate sharing of best practices among departments. The secretariat screens a draft form of the government's legislative programme to help identify legislation that needs further work to become digital-ready. In further support of this work it is mandatory for departments to consult the secretariat at an early stage of the preparatory legislative work concerning legislative proposals that are expected to have implementation impacts. The secretariat wrote consultation responses for more than one hundred legislative proposals during the parliamentary session of 2018 – 19. As part of the facilitation of best practices, the secretariat identified a number of legislative proposals that demonstrated exemplary compliance with the principles of digital-ready legislation. Summary case descriptions were produced for these legislative proposals to help illustrate how the principles worked in practice. A foundation course in digital-ready legislation was trialled by the secretariat in December 2018 with the involvement of 50 legislative drafters representing 12 different government departments. This effort is expected to result in an online course in digital legislation and policy being offered in 2020. Political agreements and proposals for government decisions are also to some extent required to abide by the requirements for digital legislation and it was expected





that in 2019 a renewed focus on awareness of digital concerns in the policy formulation process would enable subsequent legislation to further utilise digital potentials. The principles for digital-ready legislation have achieved a high degree of visibility in political discourse and already there are several examples of the principles informing political discourse. Furthermore, several major interest groups have been inspired by the principles, when submitting responses on new legislation during public consultations.

Public Sector Digitisation strategy: A Stronger and More Secure Digital Denmark (2016 – 2020)

The new common public sector Digital Strategy was agreed upon by the Danish government, Local Government Denmark and Danish Regions and entered into force on 12 May 2016. The goal of the strategy was to help shape the digital Denmark of the future and to ensure that the public sector was prepared to seize the technological opportunities of tomorrow to create added value, growth and improve its efficiency. The strategy covered numerous themes related to digitisation of the public sector, such as automation of public administrative procedures, better user experience for citizens and business, digital welfare, data sharing, and others.

The Digital Strategy 2016-2020 contains 33 specific initiatives, which lay the foundation for the digitisation of the public sector until 2020. The strategy also consists of three main goals:

- To create more cohesive and efficient public services with digital, high-quality welfare solutions;
- To make it easier and more attractive to start and run a business in Denmark;
- To ensure that all developments related to the Strategy take into account data security of the citizens and business to make sure that Danes continue having high confidence and trust in digital solutions.

As part of the Digital Strategy 2016-2020, the government published a common public sector [White Paper on Architecture for Digitisation](#) in June 2017. The architecture must ensure cross-organisational processes and efficient sharing of data across the public sector and between the public and private sectors. The goal was that citizens and businesses experience services would be efficient, coherent, transparent and targeted at the individuals' needs, and also provide good conditions for innovation, growth and development in society.

Common Municipal Digitisation Strategy: Local and Digital – a Coherent Denmark (2016 – 2020)

The [Common Municipal Digitisation Strategy](#) replaced and built on the now-completed common public Digital Strategy. The new strategy builds on a vision that a successfully decentralised public sector can be achieved through joint municipal efforts of coherent digitisation. The strategy covers a total of 61 topics, which set a direction for municipalities' joint work on public sector digitalisation until 2020.

Together with the Strategy, an Action Plan was launched, which set the direction for inter-municipal collaboration in the sphere of digitisation. The Action Plan consists of seven focus areas, with each area containing specific initiatives, which will help to achieve the common vision of the strategy. The Action Plan also has a strong focus on supporting the goals of local communes. Hence, it includes initiatives on better waste management and increased use of welfare technology among others. The Action Plan contains a total of 29 initiatives.

Strategy for ICT management in central government

A [strategy for ICT management](#) was launched 21 November 2017. The aim of the strategy is to improve operational management of ICT systems. 13 concrete initiatives form the framework for better management of ICT systems address issues such as





mandatory compliance to central government's ICT system management model and periodic reviews by the National ICT Council of each ministry's ICT system management.

Key enablers

Access to public information

Open Government Partnership Action Plan (2017 – 2019)

As part of participating in the international collaboration Open Government Partnership, the Danish government drafted a third national action plan for the period 2017-2019. The action plan was based on input from public consultation involving a broad range of stakeholders, where citizens, businesses, NGOs and public authorities had an opportunity to put forward their proposals for initiatives and activities.

Basic Data Programme

Established in 2012, the Basic Data Programme is a driver for growth and efficiency. The initial goal of the programme was to open and create easy-to-access high-quality basic data, through the following vision: "The Basic Data programme ensures correctness of the basic data, which is distributed from one place and used by all efficiently and safely distributed to authorities and companies. The Basic Data programme thereby contributes to efficiency, modernisation and better governance in the public sector as well as increased growth and productivity in the private sector".

eID and Trust Services

NOBID project

Denmark is a member of the Nordic-Baltic cooperation of countries (NOBID) on supporting the implementation and utilisation of the national eID infrastructure. The stated goals of the NOBID project are to secure borderless access for citizens and businesses using their own national eIDs to digital services throughout the Nordic-Baltic region. The ambition has been to identify both technical and legal barriers and set the requirements for enabling interoperability both nationally and in a Nordic and Baltic context.

Danish Trust Service providers

Currently, there is one trust service listed on the Danish trusted list. An initiative aimed at increasing this number is in the planning phase: The government has decided to establish an accreditation scheme allowing Danish companies to gain accreditation as compliance assessment bodies. This initiative will lower the barriers for Danish trust service providers aiming at qualifying for appearance on the national trusted list

Security aspects related to digital government

New National Strategy for Cyber and Information Security

The Danish government has presented a new national strategy for cyber and information security. With its 25 concrete initiatives, the strategy will strengthen government security, improve the competencies of the population, and ensure far more coordinated efforts and initiatives across authorities.

Interconnection of base registries

No political communication was adopted in this field to date.





eProcurement

eProcurement initiatives

Expanding upon the conclusions and recommendations from the Danish eProcurement analysis project in 2017, several initiatives related to digitising procurement procedures in the public sector are undergoing implementation. The focus of these initiatives is the standardisation of electronic procurement documents related to particularly eCatalogues and eOrders and mandating their use in public eProcurement by 2021.

Domain-specific political communications

A Coherent and Trustworthy Health Network for All - Digital Health Strategy 2018-2022

The aim of this strategy is to allow patients in Denmark to experience the health system as a coherent and trustworthy health network for all, that is both inherently digital and inherently personal.

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 the 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.

The Strategy is now an integrated part of the common public sector Digital Strategy for the period 2016-2020.

Technology Pact

In April 2018, the Danish government launched the [Technology Pact](#) with more than 80 partners from companies, educational and research institutions, businesses, private companies, non-profit organisations and private foundations. With the Pact, the Danish government committed to a joint mission that more Danes obtain technical and digital skills, as Danish companies have an increasing demand for employees with precisely those skills.

Interoperability

Common Framework for Public-Sector Digital Architecture (Danish NIF)

Citizens and businesses should experience services that are efficient, coherent, transparent and targeted to their needs. To achieve this, the Danish local, regional and central governments have agreed on a [common framework for public sector digital architecture](#) and a coherent ICT-infrastructure that focuses on data sharing and cross-organisational processes. It includes reference architectures on common issues such as sharing of data and documents, coherent user journeys in relation to digital self-services and user and rights management as well as supporting specifications and guidelines.





Common Rules for Concept and Data Modelling

It is important that authorities and companies are able to retrieve, understand and use data originating from other authorities. Therefore, the Common public-sector digital architecture advises the use of the common Rules for Concept and Data modelling to document data. The **model rules** ensure that concepts and data are described and documented thoroughly, correctly and consistently and are based on national and international methods, standards and experience.

Emerging technologies

National Strategy for Artificial Intelligence

Denmark's recent efforts in the emerging technology space focuses on artificial intelligence. The Danish government launched its **National Strategy for Artificial Intelligence** on 14 March 2019. The strategy aims to promote the responsible use of artificial intelligence within both the public and private sector as well as strengthening research and development of AI solutions. The strategy aims to reach these goals through 20 initiatives covering four focus areas:

- A responsible foundation for artificial intelligence;
- More and better data;
- Strong competences and new knowledge;
- Increased investment in artificial intelligence.

Noteworthy initiatives are the presentation of six ethical principles for the use of artificial intelligence, better access to public data as well as the development of a common Danish language resource to support and accelerate the development of language-technology solutions in Danish.

With the strategy, the government will also launch a number of signature projects within health care, the social and employment areas, and cross-sector case processing. Furthermore, the strategy aims to strengthen the use of artificial intelligence within **four priority areas**, healthcare, energy and utilities, agriculture and transport.

The government will review the strategy and if needed adjust it on an annual basis.





Digital Government Legislation

Specific legislation on digital government

Standing committee for legal framework on eGovernment

As part of the [Digital Strategy 2016-2020](#), presented by the former government, a standing committee was set up, in order to create a clear legal framework for eGovernment. The work is ongoing and divided into different sections.

Key enablers

Access to public information

[Access to Public Administration Documents Act](#)

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

Non-disclosure, 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.

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

The Act of 2 June 2014 implemented [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 act was reviewed as part of the upcoming implementation of [Directive 2019/1024](#) on open data and the re-use of public sector information which amends [Directive 37/2013/EU](#).

eID and Trust Services

[Electronic identification and trust services for electronic transactions](#)

Denmark complied with the [eIDAS Regulation \(EU\) No 910/2014](#) on electronic identification and trust services for electronic transactions in the internal market and has implemented supporting legislation with the purpose of setting down mandates and obligations, which came into effect on 1 July 2016.

In order to provide guidelines for citizens and authorities in regard to issuance, revocation and suspension, both the [Act on Issuance of NemID with Public Digital Signature for Physical Persons and Employees in Legal Entities](#) and the [Danish Executive Order on Issuance and Suspension of NemID with Public Digital Signature](#) were enforced in 2018.





The Danish act no. 617 of 8 June 2016 defined the Agency for Digitisation under the Ministry of Finance as the Danish Supervisory Body and set out the rules for Danish trust service providers with reference to existing national legislation.

Denmark started the process of notification of the Danish eID, **NemID**, in August 2019, according to Article 9 of the eIDAS Regulation.

Security aspects related to digital government

Act on Processing of Personal Data

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, was 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 determined which data should be available to the public and which data should be kept confidential.

Regulation on General Data Protection

Denmark currently has ongoing national preparations in connection with the entry into force for the **General Data Protection Regulation**, with the publication of a number of national guidelines and accessibility to guidelines from the Article 29 group.

Data Protection Act

The main legal framework for public data protection in Denmark is the **Data Protection Act**, enforced by the Data Protection Agency (DPA), which is responsible for the supervision of all processing operations covered by the Act on processing of personal data. If the DPA becomes aware that a data controller is in breach of the Act, the DPA can state their legal opinion and impose fines accordingly. A person who violates the Act is liable to a prison sentence of up to four months. In addition, compensation can be imposed for any damage caused by the processing of personal data in violation of the Act.

Interconnection of base registries

Act on the Central Business Register

This act states that the **Central Business Registry** (i) is the body which is responsible for the maintenance and development of the base registry, (ii) cooperates with Customs, Tax and Statistics organisations for the registration and maintenance of certain basic data and activities and (iii) is obliged to record:

- Basic data on legal entities (e.g. a natural person in its capacity as employer or self-employed, a legal entity or a branch of a foreign legal person, an administrative entity, a region, a municipality, a municipal association);
- A unique numbering for legal entities;
- Basic data available to public authorities and institutions, as well as private ones.

Act on building and dwelling registration

The law establishing this registry states (i) a responsible authority, (ii) how the maintenance and operational costs are allocated and (iii) the aim of the registry, which is to:

- Record basic data on construction and housing as well as plant and equipment;





- Record a unique registration of all buildings, residential and commercial units as well as recorded technical equipment.

Act on subdivision

The act contains legislation about registration of real properties (parcels, condominiums and building on leased ground) in the Cadastre and about cadastral work.

Spatial Information Act

The act contains legislation about infrastructure for spatial information. The infrastructure also includes registers contributing to the combination of data across authorities, thereby increasing the usefulness of data. Among the registers in the act are the register of owners of real property and the Address Location Register.

eProcurement

Government order concerning the procedures for the awarding of public works contracts and public supply contracts

In Denmark Article 22 of Directive 2014/24/EU was implemented in the Executive Order on the use of electronic communication in tenders and on public procurement under the thresholds with clear cross-border interest (no. 1572 of 30/11/2016), under the authority of Section 194 of The Public Procurement Act (no. 1564 of 15/12/2015). All communication exchanges in connection with a public procurement procedure, within the scope of Title II and III of The Public Procurement Act, and the Executive Order on the procedures for contracts within water- and energy supply, transport and postal services (no. 1624 of 15/12/2015), must be made using electronic means of communication, cf. Section 2 of the Executive Order (no. 1572), with the exception of the specific situations mentioned in Article 22(1)(a)-(d) of the Directive 2014/24/EU.

eInvoicing legislation

Denmark is in the process of transposing Directive 2014/55/EU on electronic invoicing. Nevertheless, electronic invoicing based on the NemHandel (open) standards has been mandatory for suppliers of goods and services to any public authorities and institutions since February 2005.

Domain-specific legislation

Legislation on Business Promotion

Article §11 in the legislation specifies that the Danish Business Authority will lead a digital platform for business promotion and development. The purpose of the platform is to provide information and services to start-ups and businesses in Denmark. Other authorities are obliged to deliver relevant content to the platform. The platform Virksomhedsguiden was launched on 28 June 2019.

Act on Information Society Services and Electronic Commerce

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.

Mandatory Digital Self-Service and Mandatory Digital Post

The Danish government wants at least 80% of all written communication between citizens/businesses and the public sector to be done through the digital channel only.





As part of the implementation of the joint eGovernment Strategy 2011 - 2015 (by the central government, regional government and local government), the Danish Parliament passed in June 2012 the first piece of legislation on 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 became mandatory in December 2015, resulting in a total of more than 100 different service areas mandatory to be used online only. The Danish Parliament has also passed legislation on digital post. As part of the implementation of the joint eGovernment Strategy 2011-2015 (central government, regional government and local government), the Danish Parliament adopted [the Act on Public Digital Post](#) in June 2012.

The Act stated 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 stated that digital messages transmitted through the Digital Post solution have equal status and effect as paper-based letters, messages, documents, etc. The act covered all citizens over the age of 15 years and all businesses. The act came into force for citizens on 1 November 2014, while for businesses it was put into effect on 1 November 2013.

Emerging technologies

No legislation was adopted in this field to date.





Digital Government Governance

National

Policy

Ministry of Finance

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



Nicolai Wammen
Minister for Finance

Contact details:

Ministry of Finance
Christiansborg Slotsplads 1,
DK-1218 Copenhagen K.
Tel.: +45 3392 3333 (switchboard)
E-mail: minister@fm.dk
Source: <http://uk.fm.dk/>

Agency for Digitisation, Ministry of Finance

The Agency for Digitisation is a catalyst for digital development in Denmark. The Agency is part of the Ministry of Finance. The Agency was set up in November 2011, after the abolishment of the former National IT and Telecom Agency and the transfer of responsibilities regarding public sector digitisation from the former Agency for Governmental Management. With the creation of the Agency for Digitisation, the government further consolidated and strengthened ICT enabled efficiency and effectiveness of the public sector. The Agency's main responsibility is to implement the government's political vision in the digital era, develop strategies concerning digitisation as well as develop and manage the Danish digital infrastructure.



Rikke Hougaard Zeberg
Director-General of the Danish Agency for Digitisation

Contact details:

Agency for Digitisation
Ministry of Finance
Landgreven 4, P.O.Box 2193
DK-1017 Copenhagen K
Tel.: +45 3392 5200
E-mail: digst@digst.dk
Source: <https://en.digst.dk/>

Ministry of Industry, Business, and Financial Affairs

The Ministry of Industry, Business, and Financial Affairs is responsible for digital aspects of a number of policy areas which are important for the general business environment,





including business regulation, intellectual property rights, competition and consumer policy, the financial sector and shipping. The Ministry works to promote digitisation within the business environment and in relation to public services for businesses. The [Danish Business Authority](#), an agency under the Ministry, is responsible for the Danish business portal. Public sector digitisation towards businesses takes place in coordination with the Ministry of Finance.



Simon Kollerup
Minister for Industry, Business, and Financial Affairs

Contact details:

Ministry of Industry, Business, and Financial Affairs

Slotsholmsgade 10-12,

DK-1216 Copenhagen K.

Tel.: + 45 9133 7000

E-mail: evm@evm.dk

Source: <http://em.dk/english>

Ministry of Climate, Energy and Utilities

The [Ministry of Climate, Energy and Utilities](#) is also responsible for the telecommunication policy, including roaming, competition regulation, and mobile and broadband penetration.

Coordination

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 is 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 coordinates the national eGovernment Strategy and the Steering Committee for the eGovernment Strategy - the committee consists of stakeholders from all levels of government.

Agency for Governmental IT Services, Ministry of Finance

The [Agency for Governmental IT Services](#) (*Statens IT*) was established on 1 January 2010 as a shared service centre for central government providing basic ICT services by merging eight ministries' operational ICT organisations. In the period 2010-2014 a number of projects harmonised and standardised different ICT platforms into one common operational platform with the aim of achieving higher quality and lower costs through economy of scale. Its focus is to provide accessibility, stability, effectiveness, and information security with a sharp focus on delivering: (i) the central government ICT workplace as a common central government basic platform for ICT usage; (ii) an operational ICT infrastructure which can be adapted to different tasks; (iii) standardisation of generic administrative systems through the creation of common platforms; and (iv) effective outsourcing of operational contracts through standard framework procurements.





Michael Ørnø
Director-General of the Agency for Governmental IT Services

Contact details:

Agency for Governmental IT Services

Ministry of Finance

Gammel Kongevej 74a,

DK-1850 Frederiksberg C.

Tel: +45 7231 0202

E-mail: direktionssekretariat@statens-it.dk

Source: <http://www.statens-it.dk/>

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 common public sector digitisation strategy. The Agency is responsible for the implementation of the 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

Agency for Governmental IT Services, 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.

Division for Central Government Digital Projects, Ministry of Finance

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

Data Ethical Council

The government created a Data Ethical Council in early 2019 to facilitate a public debate about i.e. the use of technology, data and AI in both the public and private sector. The council includes members from universities and think tanks as well as the public and private sector.

Base registry coordination

Basic Data Programme

The Basic Data Programme is a cross-government effort that involves the active participation of agencies from five different ministries, the associations of the 98 municipalities and five regions as well as one public authority administered by the ATP





Group – a pension scheme provider. The programme board is responsible for The Basic Data Programme where the authorities responsible for the registers as well as the most important users of data are represented on executive level.

Ministry of Social Affairs and the Interior

In Denmark, each person has a personal registration number, which is called a CPR number. They are stored in the [Civil Registry for Personal Data](#). The CPR number is essential in order to have any contact with the Danish authorities, and especially in relation to tax and social security issues.

Ministry of Industry, Business and Financial Affairs

The [Danish Business Authority](#) sets to create the best conditions for growth in Europe, and to make it easy and attractive to run a business in Denmark.

The [Patent and Trademark Office](#) sets to be the centre for strategic information, and to protect the rights of both techniques and business marks.

The Danish Agency for Data Supply and Efficiency

Denmark's [Address Registry](#) is the official register of road names and addresses in Denmark. Overall, there are around 3.5 million addresses registered in Denmark's Address Registry. All the addresses are registered with a geographical coordinate, a unique address description and a unique key that make them easy to use across public and private IT systems.

The [Danish Administrative Geographical Division Dataset \(DAGI\)](#). DAGI contains the official administrative divisions in Denmark. Currently within the DAGI register, there are boundaries for Denmark's parishes, municipalities, regions, jurisdictions, police districts, constituencies, polling districts, postcodes and boundaries at sea, like territorial waters.

The [Place Names Register](#) is the official register of place names in Denmark. The register comprises the geographical names of everything from the tree, *Kongeegen*, the city *Centrum*, to the peninsula of Jutland. That amounts to a total of 130 000 place names, all registered with a geographical location. It might be a point, a line, or an area that describes the geographical extent of the name.

The association [GeoDenmark](#) is responsible for updating and maintaining a base map data set covering Denmark – the geodata registry. The members of the association are all 98 municipalities in Denmark and The Danish Agency for Data Supply and Efficiency. The geodata registry includes orthophotos and about 70 different topographical features. The registry is updated in a yearly cycle and through case management (e.g. building case management in the municipality).

The [Agency for Data Supply and Efficiency](#) also coordinate a number of other geographical and topographical data sets and maps.

Danish Geodata Agency

The [Danish Geodata Agency](#) is responsible for three base registers: The Cadastre, the Register of Owners of Real Property and the Address Location Register of real property. The [Cadastre](#) is the basis for all land registration (parcels, condominiums and building on leased ground) in Denmark. Consisting of a country-wide cadastral map, an official register and a cadastral archive.

The Register of Owners of Real Property contains information on owners, administrators and other persons to be contacted in matters of the real property.

The Address Location Register of real property contains addresses chosen in Denmark's Address Register (DAR) representing the real properties registered in the Cadastre.





Tax Ministry of Denmark

The **Danish Tax and Customs Administration** is responsible for administering and enforcing tax laws. A foreign company or an individual can get guidance from the Agency on subjects such as direct and indirect taxes, customs and registration tax of vehicles.

The Tax Ministry also deals with the **registration of vehicles**. In fact, if a car is registered in a country outside of Denmark, it must be registered within 14 days of arrival or within 14 days of obtaining a CPR number.

Ministry of Industry, Business and Financial Affairs

The **Patent and Trademark Office** aims to secure that all businesses can use IP rights to create a competitive advantage. The Office hereby supports the vision of having the best framework to develop and run a business. The Office issues Patent and Design Rights and register Trademarks.

Catalogue of Base registries

In Denmark, the Data Distributor acts as a basic data hub, which contains basic data from different sources. The authorities, which provide data to the Data Distributor, are the Agency for Data Supply and Efficiency, the **Danish Geodata Agency**, the **Business Authority**, the **Social Security Office** and Tax.

Audit

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.





Subnational (federal, regional and local)

Policy

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) on behalf of the local authorities in order to report 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

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 are the annual budget agreements between central government and the organisations representing subnational government: Local Government Denmark and Danish Regions. The annual budget agreements cover the yearly 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

The 98 municipalities are responsible for handling most tasks related to citizen service delivery, including: social services; childcare; elderly care; health care; employment; culture; environment and planning. The five regions are mainly responsible for the health sector e.g. hospitals. 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, Danish Regions represents the five regions at negotiations with central government and ensure that regional authorities are provided with relevant up-to-date information.





Base registry coordination

No responsible organisations were reported to date.

Audit

No responsible organisations were reported to date.

Data Protection

No responsible organisations were reported to date.





Digital Government Infrastructure

Portals

Basic Data Registers are Available on the Data Distributor Platform

The [Data Distribution Platform](#) is the distribution channel that makes basic data from several authorities accessible in the same place.

The Data Distribution Platform replaces a series of public distribution solutions and ensures that authorities and companies are provided with easy and safe access to basic data in one collective system, rather than having many different systems and interfaces. By now the Data Distribution Platform samples a unique variety of basic data, e.g. civil registration numbers, data registered on land, parcel and buildings, data registered on companies, data registered on addresses, administrative divisions and place names, geographical base maps, geodata etc.

A modern, stable and easily accessible distribution of registered basic data is essential if the Basic Data Programme is to realise its vision of improving, modernising and increasing the efficiency of management in the Danish public sector. Better data and better distribution also create better conditions for innovation and growth in private companies. More data will be made available at the Data Distribution Platform on an ongoing basis.

Digital guides will support coherent digital user journeys for citizens and businesses

Guides to support coherent user journeys in relation to the 11 most common life events are being developed. The guides provide citizens with an overview of what they need to know and understand regarding their life event and give them a collection of relevant links to i.e. public services and self-service solutions. The guides can and will be found on the citizen portal [borger.dk](#). The features of the guides will be further developed as new user needs are being identified, and so will the architecture support the guides.

A Reference architecture for implementation of online-services to citizens and businesses published in December 2018 helps public authorities develop better self-service solutions and support the progress of developing more coherent user journeys that consists of multiple online-services. The Reference architecture for implementation of online-services to citizens and businesses is part of the common public sector [White Paper on Architecture for Digitisation](#) published in June 2017.

Borger.dk - Citizen portal

First launched in January 2007, the [Citizen portal](#) (or the [English language citizens portal for foreigners living in Denmark](#)) 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 including access to Digital Post for citizens. It features a range of 'self-service' sections, thus allowing citizens to manage their communications with the public sector effectively and efficiently.

[My Page](#) is the citizens' personal page on the portal. Here, citizens can log in using their NemID (eID solution) and have access to some of the information on them held by the public authorities. For example, information on tax, pensions, health, student grants or housing can be found. Currently, efforts are made to create an additional page, 'My Overview'.

In addition, a single sign-in 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 2 000 self-service solutions and accommodates more than 4.9 million visits per month (in a population of 5.5 million people).

The portal was updated in 2012 and since then it allows for easier user-interphases, personalisation of content, and syndication of borger.dk content and flexibility for authorities adding location-specific content to the portal. User surveys shows that 92 % of the users are satisfied or very satisfied with the Citizen portal. 93 % of the users feel confident using it.

Business portal

The business portal [Virk.dk](#) is the common public eService channel for businesses, allowing them to handle their reporting obligations towards the public sector. 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 1 000 eForms. In 2018 there was a total of 27 million user sessions at Virk.dk.

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.

Virk.dk also has a personalised dashboard for businesses to provide them with an overview of current deadlines, tasks and obligations towards the public authorities. The dashboard contains basic information on the business, a calendar, access to Digital Post, access to the user administration interface and a few services with information from specific public authorities. The dashboard is continuously expanded with new services. In addition to Virk.dk a new Business Promotion Portal called [Virksomhedsguiden](#) ('The Business Guide') was launched on 28 June 2019. The purpose of the platform is to provide information and services to start ups and business in Denmark on how to start, run and develop a business.

The platform gathers guidance on the most relevant business regulation from more than 16 different authorities as well as guidance on starting, running and developing a business. At the launch of the platform there were more than 150 digital articles and tools on the platform spanning from regulation on how to hire your first employee and how pay VAT to how to improve your sales technique and how to write a business plan. [Virksomhedsguiden](#) also offers an overview of all available business promotion services to start ups and business that are offered across Denmark. There are approximately 700 services available on the platform ranging from access to finance, 1:1 meetings, events, innovation programmes, networks etc.

The Danish Business Authority, Ministry of Industry, Business and Financial Affairs, is responsible for the business portals [Virk.dk](#) and [Virksomhedsguiden](#).

Moreover, the Danish Business Authority hosts the Danish government's point of single contact, [Business in Denmark](#), for foreign service providers from other EU/EEA countries with business activities in Denmark. Here, service providers can obtain information about procedures and formalities relating to access to a service activity, and complete registrations related hereto.

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 homeowner for the cooperation with professional advisers. Several tools and documents enable homeowners 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 was 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 are 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.

Live operational status

The Agency for Digitisation has launched a service in October 2017, from where it will be possible for the public to see the operational status 'live' on all common public sector digital services. The operational status service covers the following public key services: the Single-Sign-In solution [NemLogin](#); the eID/digital signature solution [NemID](#); national citizen portal [borger.dk](#); the eCommerce register solution [NemHandel](#); the bank account register for public sector transfers [NemKonto](#); and [Digital Post](#) - the mandatory digital letter box for communicating with public authorities.

Networks

Basic Data Programme

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

Data Exchange

Publication of Reference architecture for sharing of Data and Documents

Denmark published specific reference architecture information to facilitate the sharing of data and documents electronically.

Revision of guidelines and rules for data modelling, and REST-based webservices and API's

Denmark's guidelines and rules for data modelling ensure that concepts and data are thoroughly and correctly described and documented.

Guidelines on REST-based webservices and API's describe best practices for designing, specifying and documenting web services in public sector IT solutions.

Study and POC for possible implementation of eDelivery in public sector and healthcare domain

A POC study is currently being implemented for the possible implementation of eDelivery in the public sector and healthcare domain.





eID and Trust Services

eIDAS eID-gateway node

The Danish eIDAS-infrastructure, called the **eID-gateway**, went into production on 28 August 2019. Denmark was one of the first countries to recognise the German eID. The eID-gateway consists of the DK eIDAS Connector and DK eIDAS Service. There are currently 55 eServices connected to the DK eIDAS Connector and work is progressing on integrating notified eIDs. The eID-gateway is connected to existing eServices and utilises the existing national SAML protocol. By the end of 2019, citizens from seven different EU Member States were able to access Danish eServices. Work continued on handling identity matching and supporting businesses and their employees in accessing connected eServices.

NemID digital signature

Since 1 July 2010, **NemID**, the new digital signature, has provided 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. It can now be used by business-owners in more than half a million companies as a way to log in to digital self-service solutions (for example **Virk** and **Digital Post**) on behalf of the business entity. This makes reporting to the public sector easier, especially for SMEs. Before, a Business NemID was the only electronic key to digital self-service solutions.

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-in solution

NemLog-in is a login and single sign-in solution which gives access to the public authority self-service solutions both in the municipalities, regions and the government. With NemLog-in you only need to log on once to identify yourself to all the various public authority self-service solutions. With your NemLog-in, users have access to many different service providers and public services.

Users using solutions from public websites such as **borger.dk** will be re-directed to a common log-on page. After the log on, they will be automatically returned to the homepage they came from.

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

Increased adoption of the use of eCatalogues and eOrders

A pre-study analysis of the implementation project for increased adoption of the use of eCatalogues and eOrders was completed with positive recommendations. The implementation project was initiated in January 2019 and is scheduled to conclude in 2021, with mandating the use of eCatalogues and eOrders in public procurement for central and sub-central purchasing bodies.

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).

eInvoicing

Implementation of the eInvoicing Directive 2014/55/EU

The adoption of the European standard for eInvoicing was implemented in Danish legislation in 2019. The legislation has been in effect for central purchasing bodies since 18 April 2019, and will be in effect for sub-central contracting authorities by 18 April 2020 in accordance with the [eInvoicing directive](#) in public procurement.

NemHandel

[NemHandel](#) allows Danish businesses and public entities to send standardised electronic invoices directly from their PCs via the Internet, in a secure and reliable manner. [NemHandel](#) consists of three elements:

- A new format for electronic bill (OIOUBL), which allows users to digitise the entire business process from product catalogue and order to the invoice.
- 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 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.

As of 2019, [NemHandel](#) was increasingly being integrated with PEPPOL eDelivery. The [NemHandel](#) register functions as a PEPPOL register, and PEPPOL eInvoicing (BIS Billing





3.0) is currently mandatory for central authorities and will be mandated for all other public entities as well by 18 April 2020.

ePayment

No particular infrastructure in this field was reported to date.

Knowledge Management

Information repository and platform for collaboration

Digitalisér.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.

Danish Dataset Catalogue

A Dataset Catalogue was established by the Agency for Digitisation. The purpose of the Danish Dataset catalogue was to make it easy for authorities to describe their data sets in a consistent manner while also providing an overview of public sector data sets. The catalogue only provides an overview of a part of public datasets according to a road map - it does not distribute the datasets themselves. The catalogue provides contact information so that data users can contact Data Custodians for additional information if required.

Cross-border platforms

Implementation of Government Cloud Services and CEF eDelivery services

Work is currently being undertaken to improve the public sector's access to cloud offerings by e.g. clarifying how the public sector may take advantage of public cloud services given national and European regulation. As part of the Digital Service Reform of October 2018, this work also includes investigating the possibilities of establishing cloud offerings for government bodies serviced by the Agency for Governmental IT Services.

Base registries

Base registries supporting digital public services

Specific ePublic services are also provided directly by base registries in Denmark (registration is required), namely: Civil Registry portal; Business Registry portal, Cadastre/Land Registry portal, Tax Registry portal and Vehicle Registry portal.





Base registry data available on the Data Distributor

Data from the following base registries have been made available via the Data Distributor: Denmark's Address Register (DAR), the Central Business Register (CVR), Danish Place Names (*Danske Stednavne*) and the Danish Administrative Geographical Division (DAGI), Civil Registration System (CPR) and the Cadastre, the register of owners of real property and the Address Location Register.





Digital Government Services for Citizens

The information in this section presents an overview of the basic public services provided to the citizens. These were identified taking inspiration from [Your Europe](#), a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services, but also on national services.

The groups of services for citizens are as follows:

- Travel
- Work and retirement
- Vehicles
- Residence formalities
- Education and youth
- Health
- Family
- Consumers

Travel

Documents you need for travel in Europe

Passport

Responsibility: Local Government

Website: <https://www.borger.dk/transport-trafik-rejser/Pas/Ansoeg-om-eller-forny-dansk-pas>

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

Passenger rights

Air Passenger rights

Responsibility: The Danish Transport, Construction and Housing Authority, Ministry of Transport and Housing

Website: <https://www.borger.dk/>

Description: After complaining to the company operating the flight, it is possible to forward the complaint to the Danish Transport, Construction and Housing Authority.

Work and retirement

Working abroad, finding a job abroad, retiring

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.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: Ministry of Higher Education and Science

Website: ufm.dk

Description: The Ministry of Higher Education and Science operates a list of the professions/occupations that are regulated in Denmark and are covered by the EU Professional Recognition Directive.

Unemployment & Benefits

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 23-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.

Taxes

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.

Vehicles

Cars

Vehicle registration

Responsibility: *Motorstyrelsen* (The Danish Motor Vehicle Agency)

Website: <https://www.borger.dk/transport-trafik-rejser>

Description: Information and forms to download.



Driving Licence

Driver's licence

- Responsibility: Local Government
- Website: <https://www.borger.dk/transport-trafik-rejser>
- Description: Information and forms to download. Driving licence applications and renewals are handled by the municipalities.

Insurance

Car insurance

- Responsibility: The Danish Transport, Construction and Housing Authority, Ministry of Transport and Housing
- Website: <https://www.borger.dk/transport-trafik-rejser/Biler-og-koerekort/Biler/Bilforsikringer>
- Description: Information

Registration

Car registration (new, used, imported cars)

- Responsibility: *Motorstyrelsen* (The Danish Motor Vehicle Agency)
- Website: <https://www.borger.dk/transport-trafik-rejser/Biler-og-koerekort/Biler/Registrering-afmelding-ejerskifte>
- 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). The [borger.dk](https://www.borger.dk) website provides information and forms to download and the process is handled by local tax collecting offices.

Residence formalities

Residence rights

Announcement of moving (change of address)

- Responsibility: Local Government
- Website: https://www.borger.dk/bolig-og-flytning/flytning_oversigt
- Description: 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](https://www.borger.dk), at the municipality's website, or in person.





Family residence rights

Residence as a family member to an EU citizen

Responsibility: The Danish Immigration Service and The Danish Agency for International Recruitment and Integration

Website: <https://www.nyidanmark.dk/en-GB/You-want-to-apply/Residence-as-a-Nordic-citizen-or-EU-or-EEA-citizen>

Description: Applying for EU residence as a family member to an EU citizen.

Document and formalities

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

Responsibility: Central Government, Danish Police

Website: <https://www.politi.dk/da/servicemenu/forside/>
<https://www.politi.dk/>

Description: The Danish police website enables citizens to report a number of crimes and offences online.

Housing (building and housing, environment)

Responsibility: Local Government, Central Government

Website: <https://www.borger.dk/bolig-og-flytning>

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

Elections

Voting when abroad

Responsibility: The Ministry of Social Affairs and the Interior

Website: <https://valg.sim.dk/vaelgere/udlandsdanskernes-valgret.aspx>

Description: Information on how Danish citizens who are staying temporarily abroad can participate in national elections.

Education and youth

School & University

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.





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).

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 a username 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.

Research funding support

Responsibility: Danish Agency for Science, Technology, and Innovation

Website: <http://ufm.dk/en>

Description: The Danish Agency for Science, Technology, and Innovation ([Ministry of Higher Education and Science](#)) serves and oversees a wide range of independent counsels, commissions and committees which fund, support and advise on research and innovation. The information on the Danish Advisory and Funding System can be found on the website of this agency. The key funding programmes are under the [Danish Council for Independent Research](#) and [Innovation Fund Denmark](#). Further information and calls for proposals are enlisted on the dedicated websites.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Denmark

Website: <http://euraxess.dk/>

Description: EURAXESS Denmark provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.





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).

Health

Healthcare

eHealth Portal Sundhed

Responsibility: Association of County Councils in Denmark; the Ministry of Interior and Health

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

Description: Sundhed.dk is the official portal for the public Danish Healthcare Services and enables patients and healthcare professionals to find information and communicate.

Medical treatment abroad

eHealth Portal Sundhed

Responsibility: Association of County Councils in Denmark; the Ministry of Interior and Health

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

Description: Sundhed.dk is the official portal for the public Danish Healthcare Services and enables patients and healthcare professionals to find information and communicate.

Getting prescription medicine abroad

Medicine abroad

Responsibility: Association of County Councils in Denmark; the Ministry of Interior and Health

Website: <https://www.borger.dk/sundhed-og-sygdom/medicin/medicin-paa-rejser>

Description: Information on medicine when travelling abroad. Digital procedure for applying for a medicine passport.





When living abroad

EU Health Insurance Card

Responsibility: Udbetaling Danmark

Website: <https://www.borger.dk/sundhed-og-sygdom/sygesikring-og-laegevalg/eu-sygesikringskortet-det-blaa-kort>

Description: Information about and online procedure for applying for the EU Health Insurance Card.

Family

Children and Couples

Child Allowances

Responsibility: Local Government

Website: <https://www.borger.dk/familie-og-boern/Familieydelse-oversigt/boernetilskud>

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.

Certificates (birth, marriage): request and delivery

Responsibility: Local Government

Website: <https://www.borger.dk/>

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.

Inheritance

Inheritance rules and charges

Responsibility: Danish Tax Agency

Website: <https://www.borger.dk/oekonomi-skat-su/oekonomi-i-familien/gaver-og-arv/arveregler-og-afgifter>

Description: Information on inheritance.





Consumers

Energy supply

Energy supply

Responsibility: Danish Ministry for Climate, Energy and Utilities

Website: <https://www.borger.dk/miljoe-og-energi>

Description: Information on energy supply.

Consumer dispute resolution

Filing a complaint

Responsibility: Danish Competition and Consumer Authority

Website: <https://www.borger.dk/samfund-og-rettigheder/Klagemuligheder/Forskellige-typer-klager>

Description: Information on possibilities for filing a complaint.





Digital Government Services for Businesses

The information in this section presents an overview of the basic public services provided to the Businesses. These were identified taking inspiration from [Your Europe](#), a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services, but also on national services.

The groups of services for businesses are as follows:

- Running a business
- Taxation
- Selling in the EU
- Human Resources
- Product requirements
- Financing and Funding
- Dealing with Customers

Running a business

Intellectual property

Patents, Trademarks and Designs

Responsibility: Danish Patent and Trademark Office

Website: <http://www.dkpto.org/>

Description: The Danish Patent and Trademark Office offers a wide range of self-service products to make it easier for the customers. Amongst the most popular and frequently used services are the databases with free access to Danish Patent, Trademark and Design Rights, and an online application for Danish Patent, Trademark and Design. If a business wishes to proceed to file for a patent or register trademark or design, it is able to use the online application. Other services are available on the [portal](#).

Start-Ups, Developing a business

Registration of a new company

Responsibility: Danish Ministry of Industry, Business and Financial Affairs

Website: <https://indberet.virk.dk>

Description: Several electronic services, support services and procedures are available on this portal, such as submission of the financial statement or submission of an invoice or credit note to a public institution. Any new business needs to register with [virk.dk](#), whether it is as a sole trader, partnership or limited company. [Virk.dk](#) is the One-stop portal to businesses in Denmark.

Registration of beneficial owners

Responsibility: Central Government

Website: <https://datacvr.virk.dk/data/>





Description: All companies are required to register information about the beneficial owner(s) and information of beneficial interest held. The register of beneficial owners is the result of an act that implements parts of the EU [Directive 2015/849](#). In the act, a beneficial owner is defined as a natural person who ultimately owns or controls a company through direct or indirect ownership of a sufficient percentage of the shares or voting rights, or through control via other means. Companies must therefore obtain information about persons that ultimately owns or controls the company and the nature and extent of the beneficial interest held. On this basis, companies must make a concrete assessment of who are the beneficial owners of the company.

Taxation

Excise duties, VAT and business tax

VAT refunds and excise duties

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

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

Description: Fully transactional corporate tax declaration and payment system.

VAT: declaration, notification

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

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

Description: Fully transactional VAT declaration and payment system.

Selling in the EU

Public contracts

Rules and procedures, tools and databases, reporting irregularities

Responsibility: Central Government, Agency for Governmental Management

Website: <http://www.udbudportalen.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.

Human Resources

Social security and health

Web portal of Danish Working Environment Authority

Responsibility: Ministry of Employment (Danish Working Environment Authority)





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

Description: *Arbejdstilsynet* is the Danish Working Environment Authority (WEA). The basis for WEA's tasks is the working environment act and related regulations. The mission statement for the WEA is to contribute to a safe, healthy and stimulating working environment through effective inspection, targeted regulation and information.

Product requirements

Chemicals (REACH)

Product Registry for REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006)

Responsibility: Ministry of Employment (Danish Working Environment Authority)

Website: <http://engelsk.arbejdstilsynet.dk/en/>

Description: *Arbejdstilsynet* is the Danish Working Environment Authority (WEA). The basis for WEA's tasks is the working environment act and related regulations. The mission statement for the WEA is to contribute to a safe, healthy and stimulating working environment through effective inspection, targeted regulation and information. Product Registry is a dedicated part of the website of the Danish Working Environment Authority that provides information about REACH, information about the process of registration of substances and online notification forms and registries.

Energy labels, Eco-design requirements, EU Ecolabel

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.

Finance and funding

Accounting

Reporting for small businesses

Responsibility: Danish Business Authority

Website: <https://erhvervsstyrelsen.dk/standardkontoplan>

Description: The Danish Business Authority has developed a better reporting solution for small businesses. The solution is fitting the user along the way through the reporting flow, and the financial statements in the report can be reported with an upload containing the accounting data based on a standard account plan.



The Digital Government Factsheets

The factsheets present an overview of the state and progress of Digital Government European countries. There are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Katrine Holten Winther, Division for International Coordination - Agency for Digitisation, Ministry of Finance

 *The Digital Government Factsheets are prepared for the European Commission by Wavestone*

An action supported by ISA²

ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

ISA² solutions can be used free of charge and are open source when related to IT.

Contact ISA²

isa2@ec.europa.eu

Follow us



@EU_ISA2
@Joinup_eu



isa² programme

