

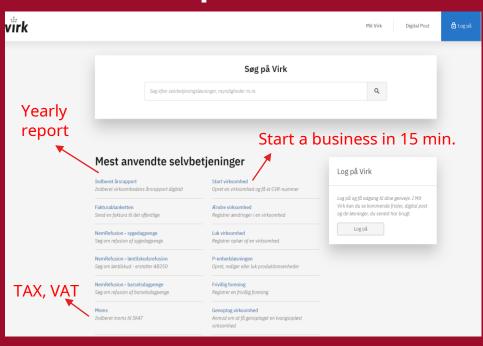
HOW DENMARK IS MAKING GOOD USE OF ICT/DIGITAL TOWARDS THE SUSTAINABLE CITY AND COMMUNITY DEVELOPMENT, AND WHAT IS THE BENEFITS FROM CITIZENS PERSPECTIVE

1. ONE STOP PORTAL

Citizen's portal: borger.dk

lifein **Digital Post** Life in Denmark Before moving When arriving Before leaving Denmark, there are a efore moving to what you need to do All topics Family and children Working Moving Tax → Holiday allowance → Child allowance → Recognition of foreign → If you wish to get married in qualifications Denmark → Taxation on purchase and sale → More... of real property → More... → More... → More... School and education Travel and transport Pension Helthcare → Purchase and sale of a motor → ATP Livslang Pension → How to obtain a driving license in Denmark in Denmark → More .. → More Rights Leisure and networking Digital services → Elections in Denmark → Facts about Denmark → NemID → Fourteen-day cooling-off → Top 25 Dictionary of official → Digital Post → More.

Business portal: Virk.dk

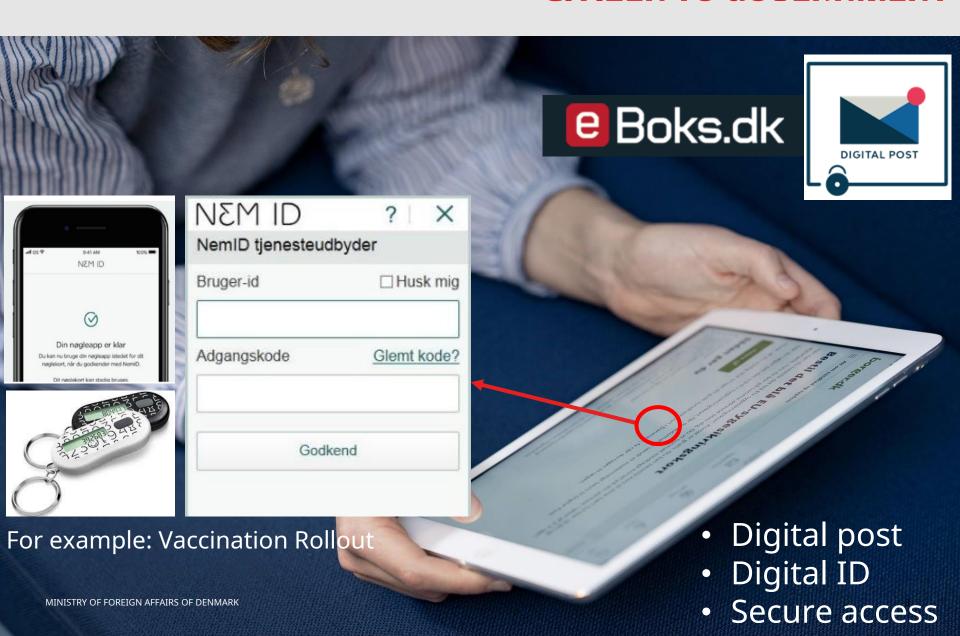


- One entry point to access to each service
- Single sign-on
- Connect to bank account

2. DIRECT COMMUNICATION



→ GOVERNMENT TO CITIZEN CITIZEN TO GOVERNMENT



3. PRODUCTIVITY AND EFFICIENCY







Citizen's labor productivity
Public officer's labor productivity



Easy Living
+
High Efficiency
(work life balance)

- Citizen owns the data.
- Anonymized data allows public sector to develop evidence-based policy (EBPM).

MINISTRY OF FOREIGN AFFAIRS OF DENMARK

4

COURT OF LAND REGISTRY AS AN EXAMPLE



The court registers belongings of private citizens, most commonly property.



The repetitive and systematic tasks are suitable for digitalized and decentralized administration.

Before 2009

- All court decisions required elements of physical presence from relevant parties
- The court had to be centrally located for ease of access
- Administrative case work was substantial

2009

- Full digitisation of tasks suitable for automisation
- The court moved outside the big cities and created rural jobs.
- The registration process went from an average of five working days to a few seconds overnight
- The new system would cut expenses by an estimated 100 million DKK

Today

- Full NemID integration
- 110 jobs outside the big cities
- 80% of casework is automated through digital solutions
- Citizens can forward requests to the court 24/7



Thank you for your attention!

