

ICA COUNTRY REPORT

Denmark

The ongoing effort to make public sector more cost-effective using IT has resulted in the accomplishment of several key goals in public administration in Denmark:

- **The eDay Initiative – September 1st, 2003:** All public authorities are allowed to demand that all written non-sensitive communication from other public authorities should be sent electronically.
- **A Common Public Sector IT Architecture Policy adopted by Government:** A new common public sector IT architecture policy has been adopted by the Government giving a common frame of reference for enhanced interoperability of public sector IT usage.
- **A Common State Sector Policy and Strategy for IT Usage adopted by Government:** A common state sector policy and strategy for IT usage has been adopted by the Government giving a common frame of reference for prioritising IT investment and IT usage.
- **Providing Denmark with Digital Signatures:** All Danish Citizens have since March 2003 had the opportunity of ordering a personal digital signature free of charge to be used in public and private electronic services.
- **IT Security - A New National Policy Area:** In close collaboration with the National IT Security Council a new Government policy and strategy on IT security is under development to be finalised by the end of 2003.
- **The National XML Project on Track.**
- **The FESD Project – Electronic Document Handling in the Public Sector.**

The eDay Initiative – September 1st, 2003

Since September 1st, 2003, all public authorities in central and local government are allowed to demand from each other that all written communication should be sent electronically. All non-sensitive written communication is covered by eDay. It is expected that the public sector will save €25 million each year.

According to new goals set by the Danish Government in August 2003 all Danish citizens and businesses should have the right to demand that public authorities should be able to receive digital signatures as part of the electronic communication with public authorities. It is expected that the Government will launch an eDay II in 2004 covering electronic communications with the public sector using digital signatures as a more secure identification of citizens and businesses on the Internet.

A Common Public Sector IT Architecture

In September 2002 a Green Paper on public IT-architecture launched a consensus-building process leading to widespread agreement with respect to the creation of a common framework for IT architecture. A White Paper published in June 2003 recommended that:

- The public sector - at institution level and at large - should take a more active responsibility for its own enterprise architecture
- Government should create a joint enterprise architecture framework for the planning of government IT systems with an emphasis on securing interoperability
- A pronounced effort to raise awareness, spread knowledge and develop competencies with regard to enterprise architecture, especially around joint government initiatives should be conducted.

IT-architecture is now the cornerstone in the Government's IT policy. The four key elements are:

- Joint coordination, including the establishing of a National Enterprise Architecture Committee with reference to the Coordinating Information Committee.
- Common methodologies in terms of processes, concepts and description standards for enterprise architecture.
- Common choices regarding standards and infrastructure, including usage of a common reference profile (e-GIF) and common architectural principles.
- Common tools, e.g. by using shared databases and libraries of contract models, process descriptions, data definitions, software components and infrastructure patterns.

A Common State Sector Policy and Strategy for IT Usage

How the public sector uses IT resources is in Denmark a decentralized responsibility. The overall policy of the Government is that IT shall facilitate the co-operation across the traditional boundaries of public sector bodies putting the need of citizens and business' at the centre. The government's IT policy shall ensure that government investments in IT gives maximum added value in creating an open, efficient and interoperable administration. The efficient use of IT by government shall be ensured by:

- Applying common standards and guidelines where appropriate
- Using common IT systems where appropriate
- Re-use of existing solutions and re-use of collected data
- Drawing on IT competences across administrations
- Encouraging focus on cost efficiency by creating transparency in IT costs

Getting an interoperable and efficient public sector implies strengthening the public co-operation and coordination of how to use IT. The new common Government IT policy is one important element in achieving this goal. A common understanding on how to solve problems and applying common methods and tools is maturing and mechanisms and bodies for co-operation have been established across the public sector.

Providing Denmark with Digital Signatures

The Danish Government completed a public tender for the delivery of digital signatures to all citizens in Denmark in February 2003. The first delivery of the common public sector digital signature to citizens in Denmark by the winner of the public tender began in March 2003. By September 5, 2003, 40,583 citizens have ordered a digital signature, and 24,292 digital signatures have been installed and activated. Since July 2003 it has been possible for public institutions and private businesses to order business certificates and employee certificates. Until now 1,280 business certificates have been ordered, 99 business certificates have been issued and activated, and 2,147 employee certificates have been issued and activated.

Several public and private sector electronic services digital signature enabled are going to be launched in the coming months.

Today, it is possible to access electronic services using a digital signature at the Danish Tax Authority (both citizens and private businesses), several municipalities and some electronic services at private company sites.

IT Security - A New National Policy Area

In order to meet the different threats to the electronic infrastructure and to the IT usage in the Danish society the Danish Government is working on adopting a national IT security policy and strategy. A national IT security policy and strategy should form a common framework for prioritising activities enhancing IT security in society. In close collaboration with the National IT Security Council which began its work in January 2003 the Danish Government is working on implementing the "OECD Guidelines for the Security of Information Systems and Networks: Towards a Culture of Security" with strong focus on awareness activities.

The National XML Project on Track

The national eGovernment XML project was launched in 2001 and is progressing successfully. Important tools such as design guidelines for XML schemas and a common website (the so-called InfoStructureBase <http://isb.oio.dk>) with a XML repository is in place, and a number of pilot projects have been carried out. The project has reached a new phase with more focus on production and implementation with a much broader involvement. The XML project is now an important cornerstone both in the Government's IT policy and in the common public sector IT architecture framework. The Danish Government recommends that public institutions should follow the guidelines, and all the major eGovernment projects in public sector are today incorporating this.

A New Public Software Strategy – Open Source Software in the Public Sector

The Danish Government adopted on 13/06/2003 a "Software Strategy" that aims to increase competition in the software market and to raise the quality and coherence of software products deployed in the public sector. To this end, the strategy addresses a number of issues and sets a series of principles:

Value for Money

The governing principle of choice, procurement and use of software in the public administration must be the search for "maximum value for money", based on a cost/benefits approach, irrespectively of whether this implies using proprietary software solutions or open source.

Competition, independence and freedom of choice

An effective competition is a prerequisite for an effective and diversified software market. Software vendors must be able to compete on equal terms and barriers to a level playing field must be removed.

Interoperability and flexibility

Priority must be given to software products that are constructed in modules and that are able to interlink with other types of programmes and systems. This will ensure that the modules in the software system can be changed or modified independently, therefore increasing flexibility and enabling re-use.

Development and innovation

The public sector must be open to new methods of procurement and software development. In particular, there is a need for testing new methods like the open source development method in order to assess its advantages and disadvantages in relation to full-scale use by public administrations.

To support the aims of the Software Strategy, the following activities will be initiated:

- Development of a public digital signature solution based on open source
- Development of a Total Cost of Ownership (TCO) model
- Pilots projects in central, regional and local government
- Monitoring the use of open standards and work for an open document format
- Enlarging the software market for the public sector
- Fostering information gathering and dissemination

The FESD Project – Electronic Document Management in the Public Sector

Denmark wishes to encourage the usage of electronic document management (EDM) systems in the public sector. Following this, a mutual, cross public initiative has been launched – the so-called [FESD-project](http://www.e.gov.dk/fesd) (www.e.gov.dk/fesd). The initiative encompasses a common tender for one or more electronic document management systems, and is issued in cooperation between the central and local government. The initiative also includes implementation support in eleven selected public sector pilot organisations. Besides acquiring an EDM system and the necessary management consultancy, the project's goal is to ensure the implementation and use of mutual metadata and data modelling standards to secure interoperability and communication between authorities. Three vendors have as of August 2003 been selected to give an offer on delivering an EDM system as well as organisational consultancy. It is expected that one or more contracts will be signed by the end of 2003. It is expected that the implementation projects in the pilot organisations shall start in Q2 2004 and continue into Q1 2005. Other public institutions will later in 2004 be given the possibility to purchase the system and the organisational consultancy under advantageous conditions, hereunder the possibility to draw on the implementation experiences from the pilot organisations.

Further information on the FESD-project can be obtained from the Project Manager Lars Frelle-Petersen (e-mail: lfp@kl.dk, phone +45 33 95 19 74).