

Ich, der Referent Signe Caspersen, bestätige bei der Erstellung meiner Präsentation die rechtlichen/urheberrechtlichen Vorgaben für die Nutzung von Werken Dritter beachtet zu haben. Ich versichere, dass für den Fall der Nutzung fremder Werke in meiner Präsentation die erforderlichen Lizenzen / Genehmigungen eingeholt wurden. Ich bin Urheber der Präsentation und zu erreichen unter:

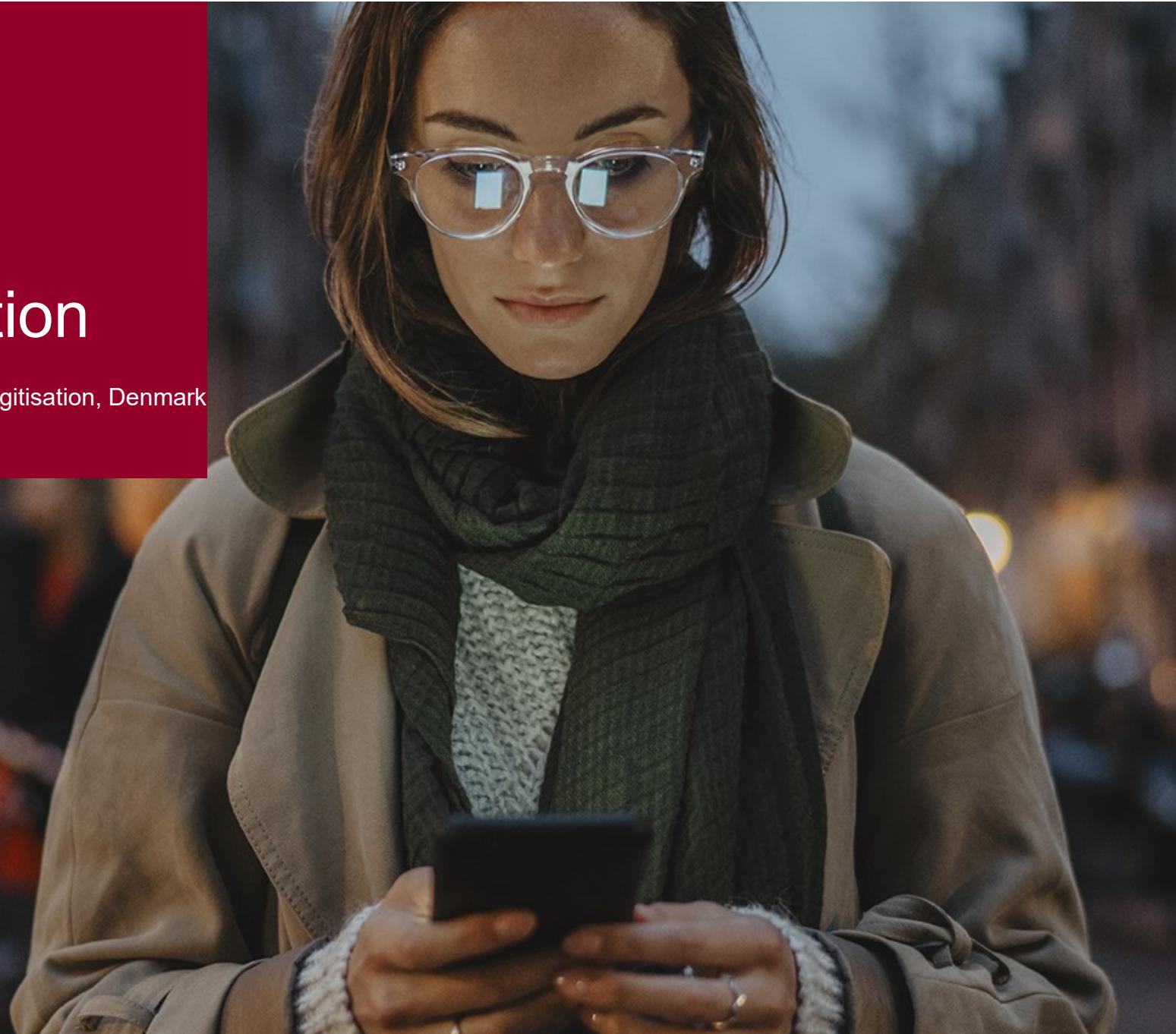
Signe Caspersen, Landgreven 4, 1301 Copenhagen K, Denmark



DIGITALISERINGSSTYRELSEN

Denmark and digitisation

Signe Caspersen, Deputy Director-General, Agency for Digitisation, Denmark
December 2020



In Denmark we have high user satisfaction with public digital solutions

#1 eGovernment

Denmark tops UN eGovernment Ranking
for the second time in a row

- **97 pct.** (15-89 years) has internet access at home (2020)
- **91 pct.** of the users (15-89 years) are primarily satisfied with how easy it is to use the services on public authorities' websites (2020)
- **92 pct.** of the recipients (15-89 years) of Digital Post are confident in using Digital Post to communicate with public authorities (2020)
- **90 pct.** of users are satisfied with NemID (our eID solution) (2019)

Agenda

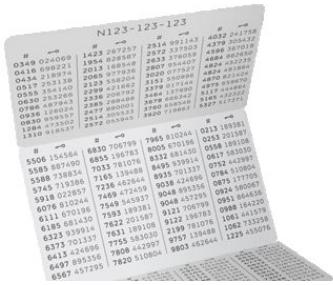
1. Denmark's digital solutions
2. The Danish context and key enablers
3. Challenges ahead
4. Q&A



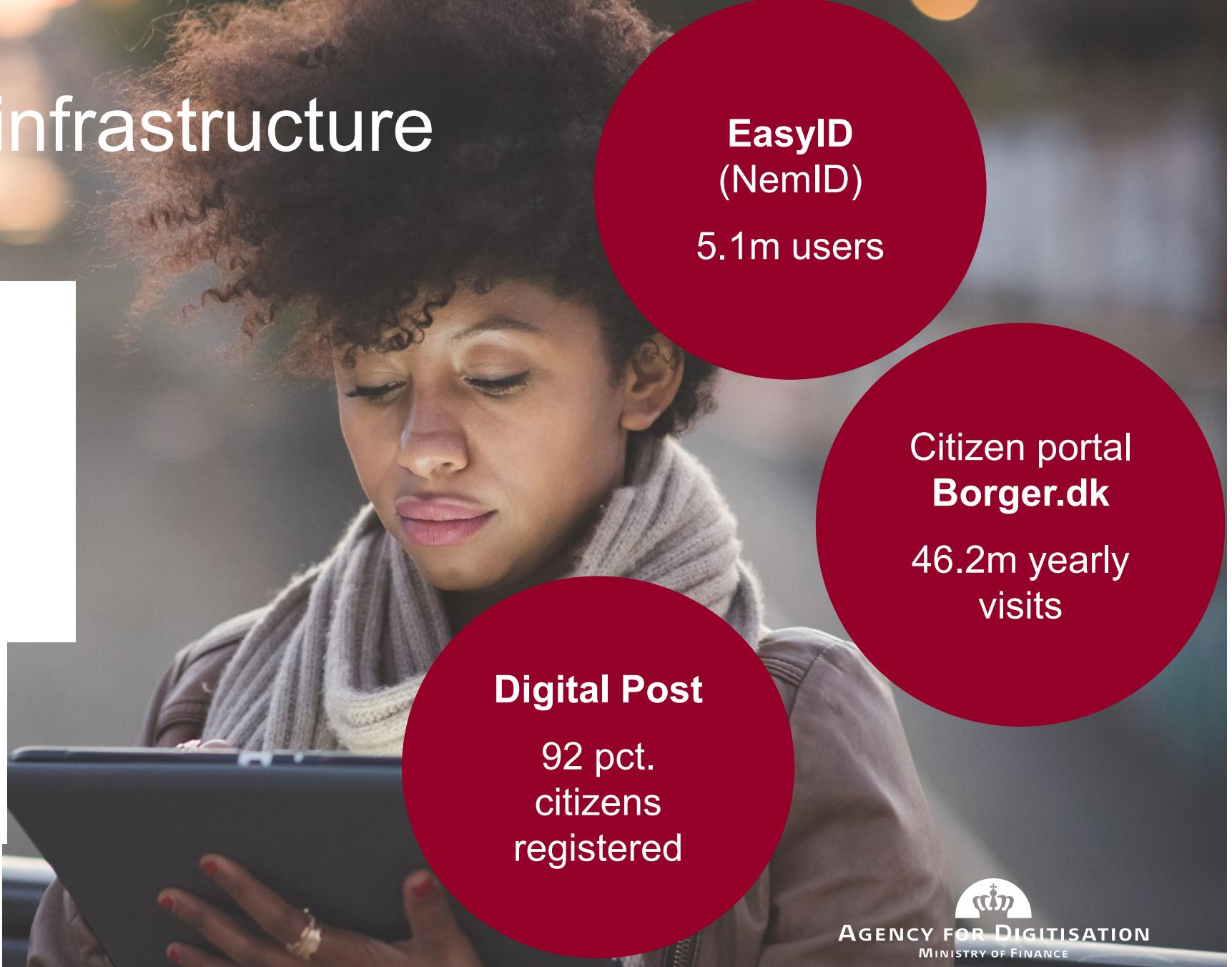
1. Denmark's digital solutions



Crucial digital infrastructure



borger.dk





Genveje

- > [Årsopgørelse](#)
- > [Kontanthjælp](#)
- > [Straffeattester](#)
- > [Boligstøtte](#)
- > [Studiegæld](#)

- > [Barsel og orlov](#)
- > [Det blå EU-sygesikringskort](#)
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Alle emner

[Familie og børn](#)[Skole og uddannelse](#)[Sundhed og sygdom](#)

borger.dk – the Danish Citizen Portal

- **A single point of access site for public services**
- **Yearly visits:** 46 million in 2019
- **User-satisfaction:** 91 pct. are satisfied with borger.dk and 87 pct. find it easy to find what they are looking for. (December 2019)



The Case of *Digital Post*

A digital mailbox that enables secure digital communication between authorities, citizens and businesses.

- 4,5 million citizens of 15 years of age and above are provided with a mandatory digital letter box – Digital Post:
 - July 2018:
 - 4.500.635 (92 pct.) citizens are registered for Digital Post.
 - 374.618 (8 pct.) citizens have an exemption from the use of Digital Post.
 - 84 pct. of the users are satisfied with Digital Post.
 - The public authorities are sending large number of digital letters:
 - 88.9 Million messages in 2015
 - 112.6 Million messages in 2016
 - 126.0 Million messages in 2017



NemID – a Danish eID

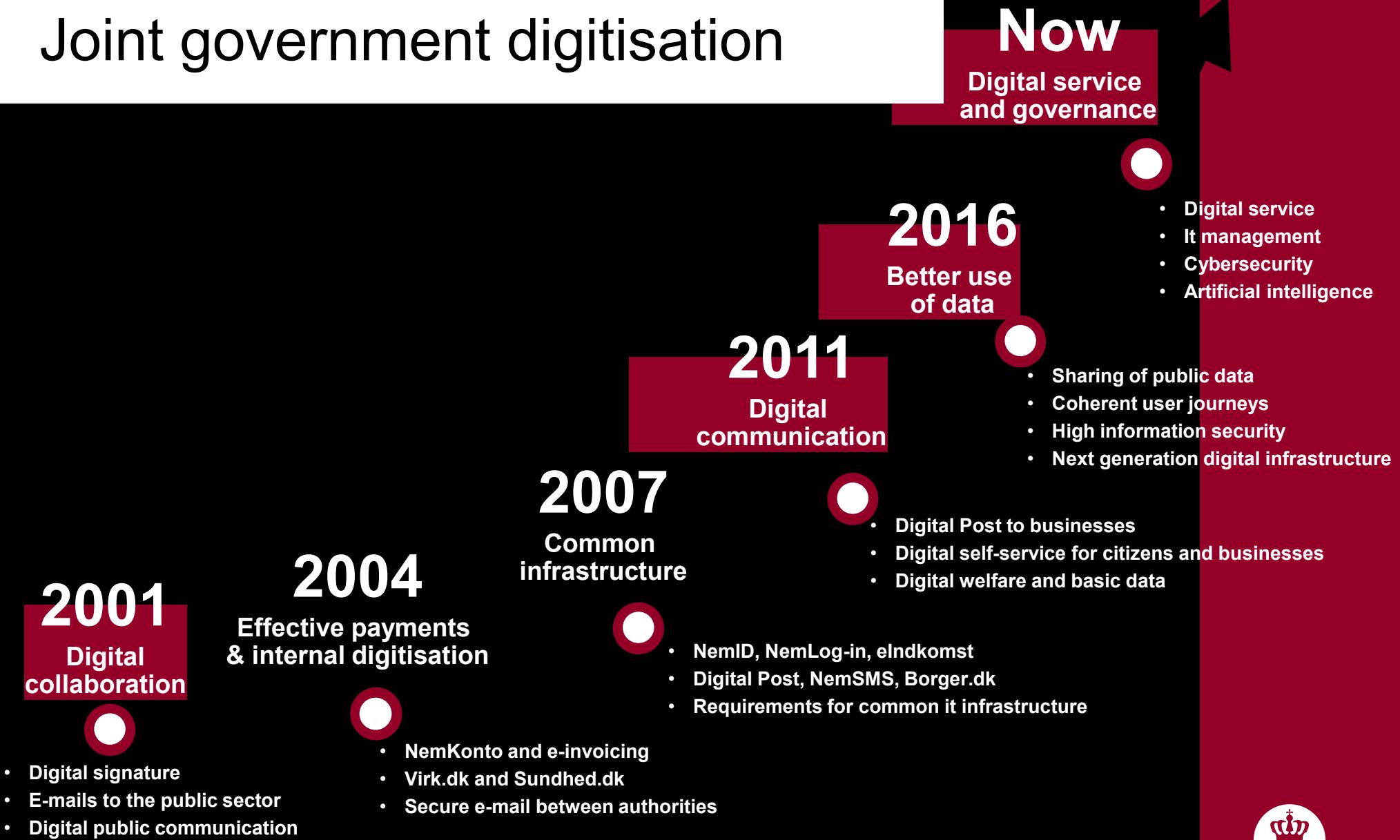
- National electronic identity and the key to all of digital Denmark
- eID and digital signature for citizens, employees, public authorities and businesses
- Used in public and private sector
- comprised of two components: a user-generated password; and a physical code card with one time codes.
- First generation launched 2003 (Digital Signatur)
- New NemID key app launched in May 2018: an alternative to the physical key-card

850482660
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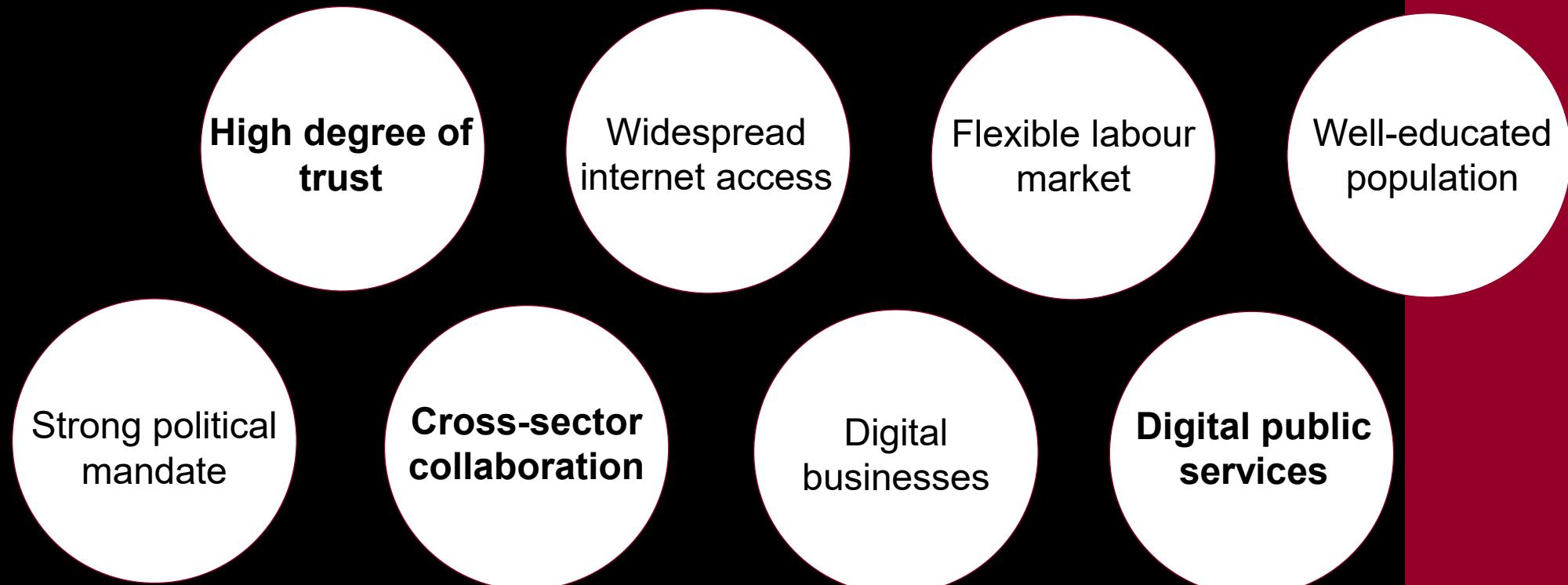
- 5,1m citizens have a NemID
- 90% user satisfaction
- Over 300m Authentications in 2019

2. The Danish context and key enablers

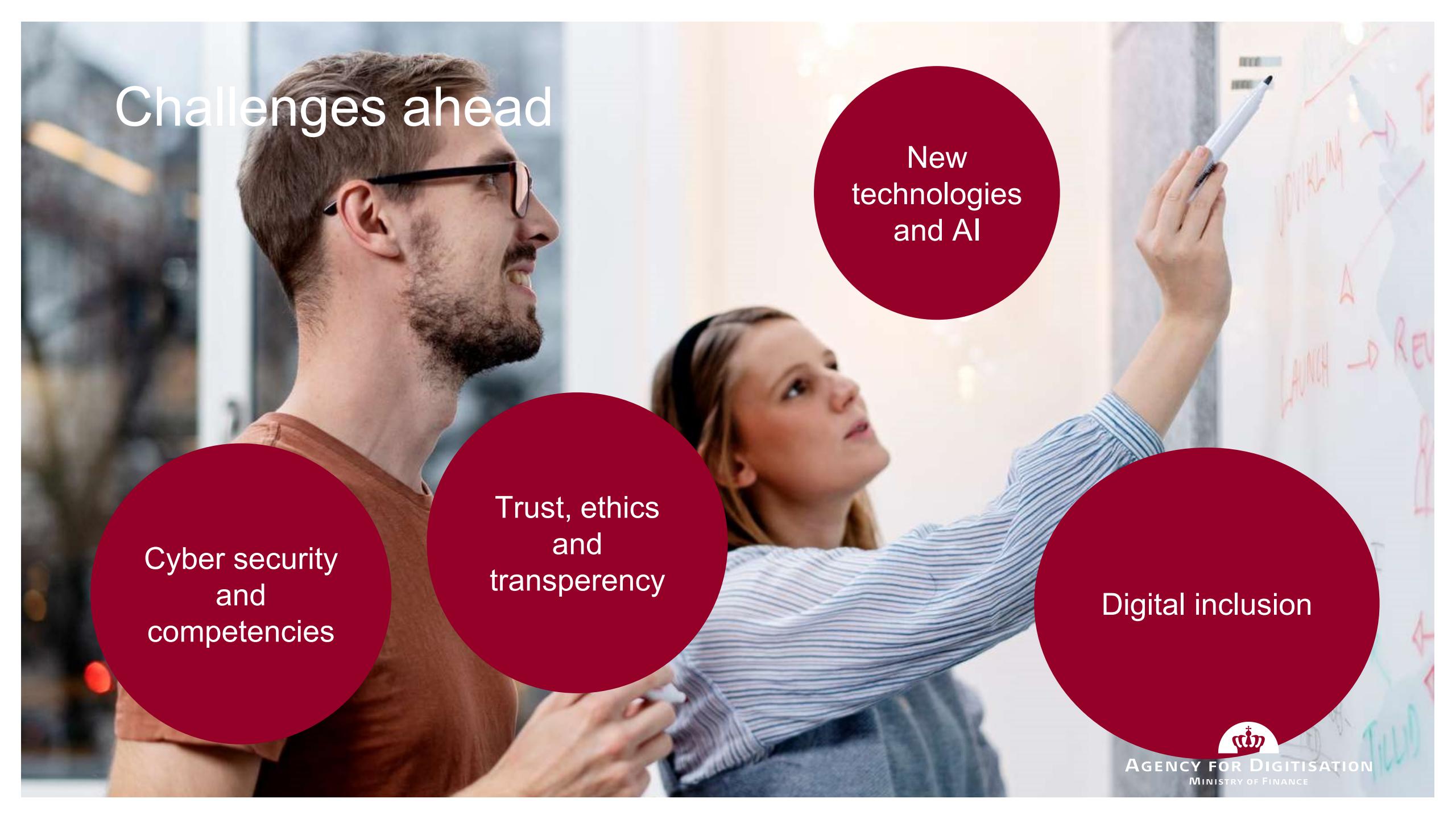
Joint government digitisation



Societal and digital characteristics in Denmark



3. Challenges ahead



Challenges ahead

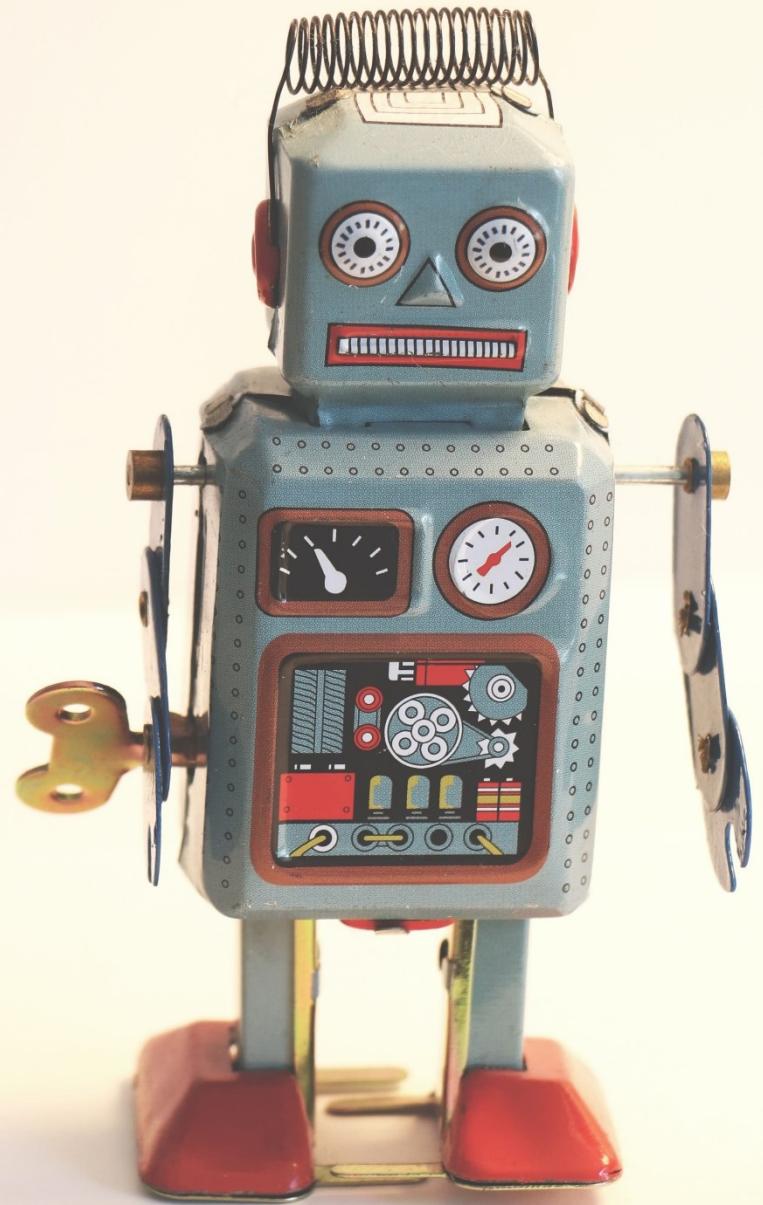
Cyber security
and
competencies

Trust, ethics
and
transparency

New
technologies
and AI

Digital inclusion





Thank you!

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Questions?

Signe Caspersen

Deputy Director-General
Agency for Digitisation
Denmark

Twitter: @CaspersenSigne



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