



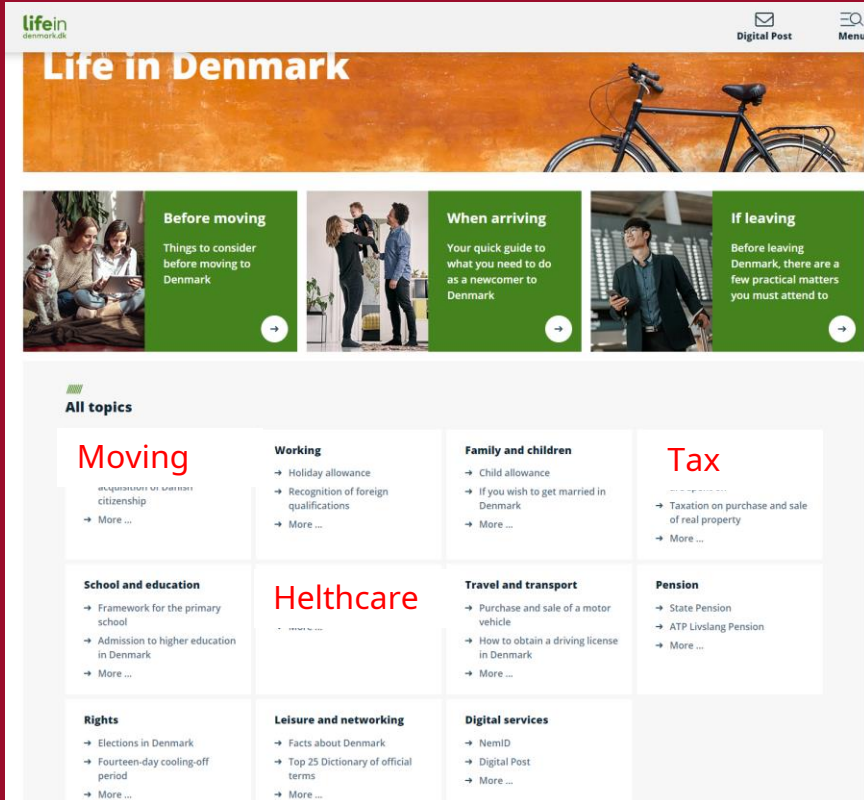
**MINISTRY OF FOREIGN AFFAIRS
OF DENMARK**

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

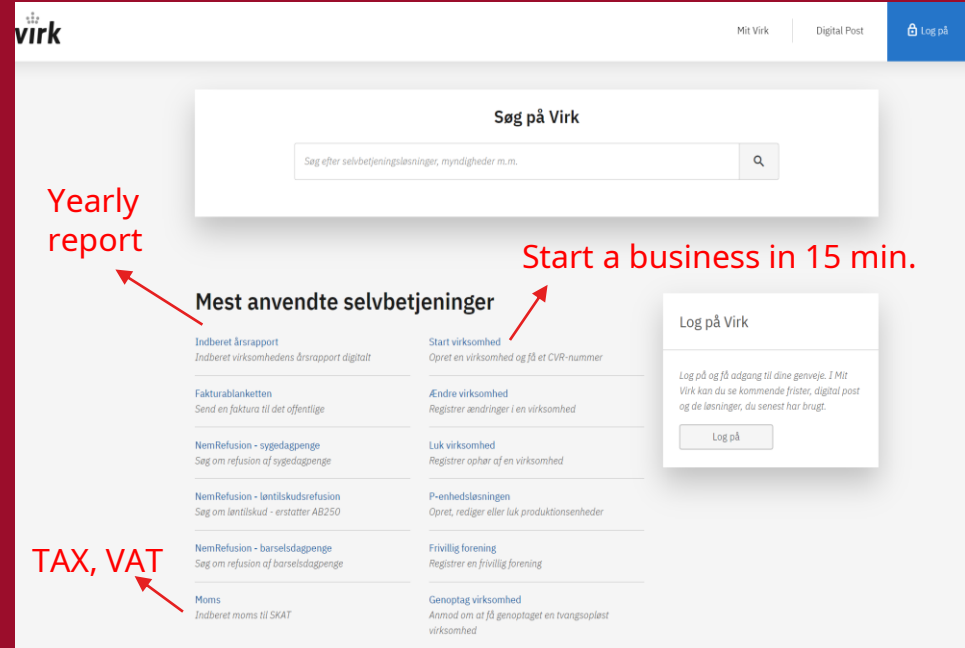
Ambassador Peter Taksøe-Jensen, Royal Danish Embassy, Japan - 14 January 2022

1. ONE STOP PORTAL

Citizen's portal: borger.dk



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

 eBoks.dk



NEM ID ? | X

NemID tjenesteudbyder

Bruger-id Husk mig

Adgangskode [Glemte kode?](#)

Godkend



For example: Vaccination Rollout

- Digital post
- Digital ID
- Secure access

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).

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!

