

## View results

Respondent

118

Anonymous

235:24

Time to complete

### 1. Country name \*

Denmark

## Contact information

### 2. Your name \*

Dawood Jacobsen

### 3. Title \*

Policy officer

### 4. Organization \*

Ministry of Digital Government and Gender Equality

### 5. Email \*

dajah@digmin.dk

6. Please select whichever applies \*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

## A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. \*

Note: E-government and digital government are used interchangeably in this Questionnaire.

www.borger.dk - the national citizens portal (also for local levels of government)  
www.virk.dk - the national business portal  
www.sundhed.dk - the national health portal

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar \*

Almost all e-services can be found in the three portals mentioned above

9. - E-participation or similar \*

Citizens can make suggestions for new legislation at this website; <https://www.borgerforslag.dk/> (in Danish). The initiative, which translates into "citizen suggestions", is administered by the Danish parliament (Folketinget).

10. - Open government data

We have two websites <https://datafordeler.dk/>(in Danish) and <https://datavejviser.dk/> (in Danish) which provides access to a broad selection of public data.

11. - Public procurement

The authority Statens og Kommunernes Indkøbsservice A/S (SKI) works to streamline public procurement across the entire public sector. For more information about the authority, please see this link; <https://www.ski.dk/> (in Danish)

12. - Others (if any)

Additionally, Denmark works to ensure that public procurement is done in accordance with sustainable principles. For this reason, we have developed a procurement portal, with a specific focus on sustainable procurement principles; <https://csr-indkob.dk/> (in Danish)

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

The Ministry of Digital Government and Gender Equality coordinates the collected efforts to digitize Denmark, both citizen-centered and business-centered public digitisation, while also working towards equality for everyone in all aspects of our society. Furthermore, the ministry cares for the digitalization and equality agendas internationally and acts as the responsible government body for interoperability activities in Denmark. Danish website; <https://digmin.dk/>, English website; <https://english.digmin.dk/>

The Agency for Digitisation is the main responsible authority for citizen and business-centered public digitisation. Danish website; <https://digst.dk/>, English website; <https://en.digst.dk/>

14. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes

No

### Contact information of national Chief Information Officer (CIO) or equivalent

15. Name \*

Tanja Franck

16. Title \*

Director-General

17. Organization \*

Agency for Digital Government

18. Email \*

tanfr@digst.dk

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? \*

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

#### COORDINATION BETWEEN THE THREE GOVERNMENT LEVELS

It is a priority for Denmark to develop public digitisation across government levels. For example, the digital strategy is developed in close cooperation between all three levels of government (national, regional, local). You can read more about the strategy here; <https://en.digst.dk/policy-and-strategy/digital-strategy/> .

The three levels of government coordinate priorities as a part of the annual budget agreements between local municipalities, regions and government. The Danish Government, Danish Regions and Local Government Denmark launched a new joint public digital strategy for 2022-2025 (in Danish): <https://fm.dk/udgivelses/2022/juni/digitalisering-der-loefter-samfundet-den-faellesoffentlige-digitaliseringsstrategi-2022-2025/>

#### COORDINATION BETWEEN PUBLIC AND PRIVATE SECTORS

Denmark has a strong focus on cross-sectoral coordination between the public sector and the private sector. As part of the development of the National Strategy for Digitisation, the Danish Government established the Danish Government Digitisation Partnership with 28 representatives from the Danish business community, the research environment, civil society and the social partners, Local Government Denmark, and Danish Regions. The objective of the Partnership was to explore how Denmark can harness and utilize technological and digital opportunities. The Partnership presented its 46 recommendations to the Danish Government in the autumn of 2021 on which the NGDS is primarily based upon.

## Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development \*

Ministry of Climate, Energy and Utilities; <https://kefm.dk/>

22. Education \*

Ministry of Children and Education; <https://www.uvm.dk/> and Ministry of Higher Education and Science; <https://ufm.dk/>

23. Health \*

Ministry of Health; <https://sum.dk/>

24. Social Welfare (social inclusion, social protection, etc.) \*

Ministry of the Interior and Housing; <https://im.dk/>

25. Employment and Labour \*

The Ministry of Employment; <https://bm.dk/>

26. Environment \*

Ministry of Environment; <https://mim.dk/> and Ministry of Climate, Energy and Utilities; <https://kefm.dk/>

## 27. Justice \*

Ministry of Justice; <https://www.justitsministeriet.dk/>

## 28. Economy/finance \*

Ministry of Finance; <https://fm.dk/>

## 29. Industry/trade \*

Ministry of Industry, Business and Financial Affairs; <https://em.dk/>

## 30. Sustainable Development Goals (SDGs) [NEW] \*

Ministry of Children and Education; <https://www.uvm.dk/>

## 31. Climate Change [NEW] \*

Ministry of Climate, Energy and Utilities; <https://kefm.dk/>

## 32. Others (Please specify) \*

No

## B. Crisis/Emergency Response and Recovery [NEW]

### 33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]

\*

- Yes
- No
- Other

**34. Please provide links and details. \***

In December 2021, the Danish government launched a new National Strategy for Cyber and Information Security (<https://en.digst.dk/strategy/the-danish-national-strategy-for-cyber-and-information-security/>) for the period 2022-2024. The government has set aside 270 million DKK (approx. €36 million) over the coming three years to the strategies' 34 main initiatives. Besides, in 2021 the government and the parties behind the current Danish defence agreement earmarked 500 million DKK (approx. €67 million) to cybersecurity initiatives in Denmark. Link: [https://digst.dk/media/27024/digst\\_ncis\\_2022-2024\\_uk.pdf](https://digst.dk/media/27024/digst_ncis_2022-2024_uk.pdf)

The strategy has four strategic parameters: i) Technical resilience to ensure that our critical it-infrastructure is protected. ii) Top management anchoring of cyber and information security and skills, awareness and competency building. iii) Close collaboration between our governmental authorities and the private sector. iv) Strong international commitment and engagement.

As part of parameter i), there is a strategic objective concerning crisis response and resilience. Furthermore, the strategy includes plans for crisis communication in connection with cyber incidents.

**35. Is there a specific national portal addressing crisis/emergency? [NEW \***

Yes

No

**36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]**

### C. Legal Framework

**37. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? \***

Yes

No

**38. If yes, please provide link and detail.**

Legislation on public records which regulates general access to public documents (The Danish legislation is; Lovbekendtgørelse 2020-02-24 nr. 145 om offentliggørelse i forvaltningen (Offentlighedsloven)). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2020/145>

Legislation on public administration which regulates, among other things, citizen's right to access case documents (The Danish legislation is; Lovbekendtgørelse 2014-04-22 nr. 433. Forvaltningsloven). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2014/433>

**39. Is there any legislation, law or regulation on data privacy and/or protection? \***

Yes

No

40. If yes, please provide link and detail.

Being a part of the European Union, Denmark adheres to the European General Data Protection Regulation (GDPR) (EU Regulation 2016/679). Please read more here; <https://eur-lex.europa.eu/legal-content/DA/TXT/?uri=celex%3A32016R0679>

Legislation on the regulation of personal data (The Danish legislation is; Lov 2018-05-23 nr. 502 om supplerende bestemmelser til forordning om beskyttelse af fysiske personer i forbindelse med behandling af personoplysninger og om fri udveksling af sådanne oplysninger (dataskyttelsesloven)). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2018/502>

41. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes

No

42. If yes, please provide link and detail.

Supplementary provisions for the EU Regulation on ENISA (EU Regulation 2013/526) (In Danish; Lov 2021-05-04 nr. 780 om supplerende bestemmelser til forordningen om ENISA (Den Europæiske Unions Agentur for Cybersikkerhed), om cybersikkerhedscertificering af informations- og kommunikationsteknologi og om ophævelse af forordning (EU) nr. 526/2013 (forordningen om cybersikkerhed) (lov om cybersikkerhedscertificering)). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2021/780>

Legislation on the security in web- and information systems for certain operators. This legislation includes provisions, which implements parts of the EU Directive 2016/1148. (In Danish; Lov 2018-05-08 nr. 437 om sikkerhed i net- og informationssystemer for operatører af væsentlige internetudvekslingspunkter m.v. lov om sikkerhed i net- og informationssystemer for operatører af væsentlige internetudvekslingspunkter m.v). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2018/437>

Legislation on the Danish Centre for Cyber Security (The Danish legislation is; Lovbekendtgørelse 2019-08-07 nr. 836 om Center for Cybersikkerhed). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2019/836>

Legislation on the security in web and services (The Danish legislation is; Lovbekendtgørelse 2021-02-01 nr. 153 om sikkerhed i net og tjenester). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2021/153>

43. Is there any legislation, law or regulation on digital identity? \*

Yes

No

44. If yes, please provide link and detail.

Legislation on the national eID scheme NemID (The Danish legislation is; Lov 2018-05-08 nr. 439 om udstedelse af NemID med offentlig digital signatur til fysiske personer og til medarbejdere i juridiske enheder). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2018/439>

Legislation on the future national eID scheme and related authentication services, which will be implemented from August 2021 (The Danish legislation is; Lov 2021-05-04 nr. 783 om MitID og NemLog-in). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2021/783>

Being a part of the European Union, Denmark adheres to the EU Regulation on electronic identification and trust services (EU Regulation 2014/910 commonly known as the eIDAS Regulation). Please read more here; <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32014R0910&qid=1622020444787>

Supplementary provisions on the EU eIDAS Regulation (The Danish legislation is; Lov 2016-06-08 nr. 617 om supplerende bestemmelser til forordning om elektronisk identifikation og tillidstjenester til brug for elektroniske transaktioner på det indre marked) Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2016/617>

45. Is there any legislation, law or regulation on digital signature? \*

Yes

No

46. If yes, please provide link and detail.

Same answer as q12.

47. Is there any legislation, law or regulation on e-procurement? \*

Yes

No

48. If yes, please provide link and detail.

The public procurement act regulates public institutions procurement and implements EU Directive 2014/24 (The Danish legislation is; Lov 2015-12-15 nr. 1564. Udbudsloven). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2015/1564> The Danish Competition and Consumer Authority have made an unofficial translation of the legislation, which you can find here; <https://www.kfst.dk/media/54435/the-public-procurement-act.pdf>

Legislation on the use of electronic communication on public tenders under certain conditions (The Danish legislation is; BKG 2016-11-30 nr. 1572 Anvendelse af elektronisk kommunikation i udbud og om annoncering af offentlige indkøb under tærskelværdierne med klar grænseoverskridende interesse). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2016/1572>

49. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

In Denmark, it is mandatory to publish all new legislation (including related provisions, decrees etc) electronically (The Danish legislation is; Lovbekendtgørelse af 2016-08-10 nr. 1098. Lovtidendeloven). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2016/1098>

As a part of the annual Finance Act, government expenditure for the last three years is calculated and published. The link for the current Finance Act (2022) can be found here (Danish website); <https://fm.dk/media/25454/fl22a.pdf> . Being quite an extensive law (3900 pages), the link refers the reader to a more accessible version here (Danish website); <https://www.oes-cs.dk/bevillingslove/> .

Additionally, the state financial reports are reported every year by the Agency for Public Finance and Management. Please see this link for a latest report (2020) (Danish website); [kort-om-statens-regnskab-2022.pdf](https://www.oes-cs.dk/kort-om-statens-regnskab-2022.pdf) (oes.dk)

51. Is there any legislation, law or regulation on **national data governance**, including data sharing/exchange/interoperability across government agencies? \*

Yes

No



52. If yes, please provide link and detail.

Legislation on the use of public sector information (The Danish legislation is; Lov 2005-06-24 nr. 596 om videreanvendelse af den offentlige sektors informationer. (PSI-loven)). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2005/596>

Same as in q10; Legislation on the regulation of personal data (The Danish legislation is; Lov 2018-05-23 nr. 502 om supplerende bestemmelser til forordning om beskyttelse af fysiske personer i forbindelse med behandling af personoplysninger og om fri udveksling af sådanne oplysninger (databeskyttelsesloven)). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2018/502>

Same as in q9; Legislation on public administration which regulates, among other things, information sharing between public authorities (The Danish legislation is; Lovbekendtgørelse 2014-04-22 nr. 433. Forvaltningsloven). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2014/433>

53. Is there any legislation, law or regulation on open government data? \*

Yes

No

54. If yes, please provide link and detail.

Same as in q16; Legislation on the use of public sector information (The Danish legislation is; Lov 2005-06-24 nr. 596 om videreanvendelse af den offentlige sektors informationer. (PSI-loven)). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2005/596>

55. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

56. If yes, please provide link(s) and detail(s).

The use of digital technologies in the public sector – including the use of emerging technologies and artificial intelligence – must comply with established principles for good governance as well as existing legislation, such as the Public Administration Act. This means that public authorities already live up to strict requirements when uses of technology may lead to a risk of, for instance, disadvantageous processing of personal data. Legislation making it possible to test autonomous vehicles (The Danish legislation is; Lov 2020-12-21 nr. 2074 om ændring af færdselsloven og lov om registrering af køretøjer (Forsøg med selvkørende enheder m.v.)). Please read more here (Danish website); <https://www.retsinformation.dk/eli/lta/2020/2074>

Being a part of the European Union, Denmark is subject to European legislation. The European Commission has recently proposed a European regulation on Artificial Intelligence. The AI regulation is the first focused legislation on artificial intelligence, and will have a great effect in Europe and the rest of the world in respect to the development of AI if adopted. Please read more here; <https://digital-strategy.ec.europa.eu/en/library/proposal-regulation-laying-down-harmonised-rules-artificial-intelligence>. Denmark's plans for the national implementation of the coming AI Act are currently being drawn up. Part of this work will focus on harmonising the AI Act with current domestic laws and regulation.

Additionally, Denmark is working to deploy national 5G network coverage. Please read more here: <https://eng.sdfi.dk/digital-infrastructure/telecom/5g-in-denmark>

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes

No

**58. If yes, please provide link and detail.**

This issue will be covered by the coming AI Act.

**D. Strategy and Implementation****59. Is there a national e-government strategy or equivalent? \***

Yes

No

Please provide information where relevant:

**60. How long is the period/cycle of the national e-government strategy or equivalent? \***

Two-year

Three-year

Five-year

Ten-year

Five years: and link to strategy <https://en.digst.dk/media/27861/national-strategy-for-digitalisation-together-in-the-digital-development.pdf>

**61. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

\*

Yes

No

**62. If yes, please provide link and detail.**

With the annual Finance Act, the budget for the Agency for Digital Government is set.

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** \*

Yes

No

64. Please provide link and detail.

Denmark does not have a specific national development strategy. The national priorities are defined by the government, which is elected approximately every four years. Overall, Danish authorities always work towards finding more efficient and resilient ways of delivering public services to citizens and businesses - and digital services are an important step in this respect.

65. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*

Yes

No

66. Please provide link and detail.

The e-government strategy is not explicitly related to the SDGs. However, Denmark is engaged in a number of initiatives aiming for a better implementation of the SDG goals. For example, in June 2021, Denmark launched two SDG-related reports.

First, a new action plan with a number of initiatives aiming at creating a more sustainable and equal society. Please, read more here (in Danish); <https://fm.dk/nyheder/nyhedsarkiv/2021/juni/regeringen-saetter-ny-retning-for-at-naa-verdensmaalene-i-danmark/>

Second, a new review of the implementation of the SDG goals in Denmark as a preparation for the annual meeting of the UN High-level Political Forum on Sustainable Development. The review includes a number of digital initiatives. For example, it highlights how digital initiatives are used to ensure equal treatment of parents of a child (related to SDG5). Please read more here; <https://en.fm.dk/news/news/2021/juni/denmark-releases-its-second-voluntary-national-review-ahead-of-the-un-s-sdg-follow-up/>

67. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*

Yes

No

68. Please provide link and detail.

Albeit being two separate strategies in their own right, the NDGS and the Joint Government Digital Strategy were developed simultaneously and share several projects as well as goals. Where the Joint Government Digital Strategy covers the public sector alone, the NDGS spans across the public and private sectors as well as the civil society and research environment.

The NDGS includes nine visions of which it shares four of them with the Joint Government Digital Strategy. Vision 2 (Coherent service for citizens and businesses); vision 3 (More time for welfare through increased use of new technology); vision 6 (Acceleration of the green transition through digital solutions); and vision 7 (A strong, ethical, and responsible digital foundation) of the NDGS corresponds with the four visions of the Joint Government Digital Strategy

69. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*

Yes

No

70. Please provide link and detail.

One of the overall goals of the strategy is to make digital services available and easy to use for all citizens and businesses. Especially, focus area 2 "Coherent service for citizens and businesses" and focus area 9 "The Danes prepared a digital future" works towards these goals. Link to strategy: <https://en.digst.dk/media/27861/national-strategy-for-digitalisation-together-in-the-digital-development.pdf>

Additionally, the Agency for Digitisation has established divisions working specifically to improve digital services and digital inclusion. These are Division for Digital Services; <https://digst.dk/om-os/organisation/kontor-for-digital-service/> and Division for Digital Inclusion; <https://digst.dk/om-os/organisation/kontor-for-digital-inklusion/>

71. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*

Yes

No

72. Please provide link and detail.

The strategy aims at utilising potential benefits from different types of data. Especially, focus area 4 "Increased growth and digital SMEs" and focus area 5 "More time for welfare through increased use of new technology" aim at contributing to this goal.

Additionally, the Agency for Digitisation has established a division working specifically to improve the use of data. This is the Centre for Technology and Data; <https://digst.dk/om-os/organisation/center-for-teknologi-og-data/>

73. Does the national e-government strategy make specific reference to national digital identity? \*

Yes

No

74. Please provide link and detail.

The strategy makes reference to the national eID NemID and MitID (Page 8: <https://en.digst.dk/media/27861/national-strategy-for-digitalisation-together-in-the-digital-development.pdf>) . This ID solutions serves as a key for citizens and businesses who wish to access public digital services on all levels of government. During 2021/2022, we migrated to the next generation of the eID called MitID, which directly translates into MyID. The MitID solution is developed in a partnership with the Danish business associations for banks, mortgage institutions, asset management, securities trading and investment funds, Finance Denmark.

Additionally, the Agency for Digitisation has established a division working specifically with the national eID solution. This is the Centre for Digital Identities; <https://digst.dk/om-os/organisation/center-for-digitale-identiteter/>

75. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? \*

Yes

No

76. Please provide link and detail.

In Denmark, many public services are digital-by-default. Thus, throughout the years, many services have been made mandatory to use with a possibility to be exempted. For example, Denmark introduced mandatory ePayment solutions in 2004, and mandatory digital post and online self-service in 2011.

Another example of digital thinking in public sector developments, is our initiative "digital-ready legislation". This initiative works towards simplifying legislation in order to promote automated digital case processing. You can read more about the initiative here; <https://en.digst.dk/policy-and-strategy/digital-ready-legislation/>

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? \*

Yes

No

78. Please provide link and detail.

In Denmark, it is a priority to make digital services as easy and convenient as possible to use. Thus, it is a priority that citizens and businesses have to submit information to authorities only once (digital strategy p. 21, 63). Almost all public services are accessed via the national eID, which is connected to citizens' social security number. This system allows for an improved reuse of basic information.

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

**82. Please provide link and detail.**

A number of initiatives under "Vision 2 – Coherent service for citizens and businesses" promotes inclusion-by-default. Please read more here (Danish website): <https://en.digst.dk/media/27861/national-strategy-for-digitalisation-together-in-the-digital-development.pdf>

**83. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes

No

**84. Please provide link and detail.**

No, the reason being that a vast majority of Danish public services are already digitalised.

**85. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), **anticipatory, proactive services**?**

Artificial intelligence (AI) - please provide link and detail:

We have a specified strategy for AI initiatives in the public sector, which can be found here; <https://digst.dk/strategier/kunstig-intelligens/>. Additionally the National Strategy for Digitalisation and the Joint Public Sector Strategy both have a focus on the promotion of the responsible use of new technology for the benefit of citizens and business - both thematically and through different concrete initiatives. Please see the answer to question 4 for further elaboration on the NGDS and Joint Public Sector Strategy.

**86. Robotics - please provide link and detail:**

The National Strategy for Digitalisation include a number of initiatives regarding robotics. First, "Initiative 25 – SMV:Robot" focuses on expanding knowledge and sharing best practices as well as available resources amongst SMEs. Second, "Initiative 61 – Digital equipment fund for vocational and labour market education" focuses on using robotics such as virtual reality (VR) and augmented reality (AR) in education.

**87. Blockchains - please provide link and detail:****88. 5G - please provide link and detail:**

In order to ensure the best conditions for 5G coverage in Denmark, the Government in February 2019 presented a new 5G action plan with priorities for 5G roll out in Denmark. Read more here; <https://kefm.dk/aktuelt/nyheder/2019/feb/danmark-skal-have-en-effektiv-udrulning-af-5g>

**89. Internet of Things (IoT) - please provide link and detail:**

The strategy's "Vision #6 – Acceleration green transition through digital solutions" include initiatives which support the use of IoT, sensor technology and similar solutions.

**90. Invisible/anticipatory/proactive/seamless services [NEW]:**

91. Others - please provide link and detail:

We expect the new digital strategy to include more of the technologies above.

92. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? \*

Yes

No

93. Please provide link and detail.

The strategy is not explicitly aligned with any international guidelines. However, Denmark is active in many international cooperation forums and best practices within digital government is reflected in the strategy. For example, the strategy reflects all of the 12 recommendations in the OECD Recommendation of the Council on Digital Government Strategies (July 2014).

Additionally, being a member of the European Union, Denmark closely follows common EU directives and regulation.

94. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? \*

Yes

No

95. Please provide link and detail.

For Denmark, it is a priority to keep developing the public sector in order to deliver more efficient and resilient services to citizens and businesses. One of the key strategic elements in this regard is the establishment of the National Centre for Public Sector Innovation (COI). Please find more information about the centre here; <https://www.coi.dk/en>

96. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? \*

Yes

No

97. Please provide link and detail.

In Denmark, it is a priority to make legislation ready for the digital transition. Thus, for a few years, we have been working on the initiative "digital-ready legislation". As a part of the initiative, proposed legislation is reviewed for potential digital improvements. We recently conducted a review of the initial results of the initiative, which you can read more about here; <https://en.digst.dk/news/news-archive/2021/may/review-new-legislation-enables-responsible-digitisation-to-an-increasing-degree/>

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

99. **Please provide link and/or details.**

Denmark has set up a number of KPI's (targets and milestones) for the National Strategy for Digitalisation, those are represented in measure 54 – 56 of the Recovery and Resilience Facility Operational Arrangements between the Commission and Denmark.  
[https://commission.europa.eu/system/files/2022-08/recovery-and-resilience-facility-operational-arrangements-between-the-commission-and-denmark\\_en.pdf](https://commission.europa.eu/system/files/2022-08/recovery-and-resilience-facility-operational-arrangements-between-the-commission-and-denmark_en.pdf)

## E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

100. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? \*

Yes

No

101. If yes, please provide link and detail.

The joint national digital strategy (2022-2025) has multiple initiatives explicitly devoted to digital inclusion of it-challenged citizens as well as help and assistance for those companies and entrepreneurs that need it. Link: [https://digst.dk/media/27689/digst\\_fods\\_webtilgaengelig.pdf](https://digst.dk/media/27689/digst_fods_webtilgaengelig.pdf)

102. Is there a national e-participation policy/strategy or similar? \*

Yes

No

103. If yes, please provide link and detail.

Denmark recently launched an e-participation initiative, where citizens can make suggestions for new legislation in the form of e-petitions. The initiative, which translates directly into "citizen suggestion", is administered by the Danish parliament, Folketinget. Please find the initiative website here (in Danish); <https://www.borgerforslag.dk/> and the parliament's danish website here; <https://www.thedanishparliament.dk/>

104. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? \*

Yes

No



105. If yes, please provide link and detail.

The joint-public effort for digital inclusion is (among others) focused on immigrants, youth, elderly and people with disabilities. The effort concerns giving these groups the guidance and help they need to connect digitally with the public sector. The Agency for Digitisation facilitates a Network for digital inclusion, which provides input for the strategic work on digital inclusion. Read more about the network here (in Danish); <https://digst.dk/digital-service/digital-inklusion/netvaerk-for-digital-inklusion/> . The network consists of organizations representing IT-challenged citizen groups.

106. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups? \*

Yes

No

107. If yes, please provide link and detail.

Same as Q93 + a substantial part of the effort for digital inclusion involves providing the necessary guidance for building digital skills to participate in digital communication with the public sector.

108. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? \*

Yes

No

109. If yes, please provide link and detail.

See Q93

110. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? \*

Yes

No

111. If yes, please provide link and detail.

Same as Q93 + a substantial part of the effort for digital inclusion involves providing the necessary guidance for building digital skills to participate in digital communication with the public sector.

112. Does the Government use any social media platform(s)? \*

Yes

No

113. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

The Danish government is present on social media. This is the case for both individual ministers and authorities (organisation accounts). For authority accounts, social media is typically used for e-information. Most government authorities have employed communication personnel, who handles the overall communication output of social media accounts.

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

115. Does the Government publish information on how people's voices, including those among women and/or the vulnerable groups, are included in policy decision-making? \*

Yes

No

116. If yes, please provide link (URL) and detail.

## F. Usage, User Satisfaction and Evaluation

117. Does the Government monitor/collect usage statistics of e-government services? \*

Yes

No

118. If yes, please provide link and detail.

The Agency for Digitisation is responsible for collecting and publishing statistics about the usage of and satisfaction with public digital services. Please find the information here; <https://digst.dk/tal-og-statistik/> (in Danish).

Statistic Denmark and the Agency for Digital government conducts a yearly survey among the Danish population on citizen's usage of and satisfaction with ICT and eGovernment services. 'It anvendelse i befolkningen' (Link in Danish: Publikation: It-anvendelse i befolkningen 2022 - Danmarks Statistik (dst.dk)). The data is also used for a yearly analysis by the agency "Trust in the digital government among Danish citizens" (Link in Danish: Tilliden til den digitale offentlige sektor 2022" (digst.dk)).

119. Does the Government collect usage data with dis-aggregation by gender? \*

Statistic Denmark and the Agency for Digital government have disaggregated data from its annual report on its citizen's usage of and satisfaction with ICT and eGovernment services 'It anvendelse i befolkningen' (Link in Danish: Publikation: It-anvendelse i befolkningen 2022 - Danmarks Statistik (dst.dk)) on e.g. gender, income, education and geography. However, the data in dis-aggregated format is not publicly available. The data in its aggregated version is available in the report.

120. Does the Government measure user satisfaction of e-government services? \*

Yes

No

121. If yes, please provide link and detail.

Same as question Q118

122. Does the Government collect user satisfaction data with dis-aggregation by gender? \*

Same as question Q119.

## G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \* [NEW] \***

Denmark is engaged in a number of international organizations, which facilitate international cooperation and knowledge sharing. These include the Nordic Council of Ministers, the European Union, the Organisation for Economic Co-operation and Development (OECD) and Digital Nations. All of these organisations facilitate subforums in which different aspects of digital government and digital technologies are discussed.

Additionally, through its diplomatic commitments, Denmark is working to improve cooperation on digital initiatives with other countries and business sectors. Thus, Denmark has created a new ambassador position with a focus on tech developments. You can read about the tech ambassadors work here; <https://techamb.um.dk/>

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] \***

Same as q123

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW] \***

You can read our national digital strategy for 2022: <https://en.digst.dk/media/27861/national-strategy-for-digitalisation-together-in-the-digital-development.pdf>

126. **Consent to publish this Questionnaire**

I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes

No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.