



DENMARK

EFFICIENT E-GOVERNMENT FOR SMARTER PUBLIC SERVICE DELIVERY

Core messages in the four areas of focus

In order to address the challenges highlighted in the report the Danish government could consider the following:

Broadening the vision of the public sector:

- Broadening and strengthening the e-government vision taking into consideration that enabling societal-wide efficiency and effectiveness could realise better use of public resources at large - *i.e* to help improve public service delivery, to enable citizens to better access services – without losing sight of the necessary focus on efficiency and effectiveness.
- Defining a roadmap which translates vision into action to: widely promote the top-tier e-government enabled initiatives and ensure that investments are aligned with national strategic goals; prioritise and rationalise efforts; demonstrate interconnectedness and interoperability between projects; set implementation timeframes and expected outcomes; spot and exploit synergies and economies of scale; and secure public trust and support.
- Focusing on a coherent digitisation of government processes rather than singularly on e-government as an individual policy area to reinforce the role e-government plays in the successful delivery of public sector goals (*e.g.* de-bureaucratization strategy); to ensure e-government is recognised as a core component of other programs; to identify the dependencies and timeframes; and to facilitate the interaction and joint-efforts of different ministries to support the implementation of new projects.

Reinforcing the organisation of the public sector:

- Reinforcing the adopted joint-approach through the strengthening of the existing cross-governmental collaboration and co-ordination structure (*e.g.* the Joint Committee for Cross Governmental Co-ordination and its sub-bodies - the Domain Boards) providing it with the necessary mandate and management tools (*e.g.* budgetary and leadership-wise), and through concrete activities and projects (*e.g.* development of joint solutions in all areas, as appropriate) to sustain an integrated and coherent e-government implementation within and across levels of government.
- Strengthening the engagement with sub-national level organisations to achieve greater use and full exploitation of digital services supported by a joint-collaboration approach to e-government projects across all levels of government.

Enhancing capacities within the public sector:

- Improving data standardisation and the use and flow of public sector information within and across levels of government to better meet the needs of citizens, business or government and improve cross-governmental collaboration by clarifying the primary holder of core data and the conditions for access or reuse by multiple parties (in- and outside government).
- Developing core capacities and skills competencies in the public sector to meet and support the growing demand for project and programme management and design - particularly in the case of large ICT projects – and to support successful e-government implementation, full exploitation and leveraging of e-government projects and advances in the modernisation agenda.
- Further implementing and enhancing the use of the Business Case Model and adopting its use to support more robust investment analysis and strong monitoring of the follow-up of the projects' implementation to ensure that the benefits - both in terms of traditional efficiency and broader benefits - are reaped throughout the process.

Strengthening citizens and businesses' engagement:

- Enhancing the public awareness of existing e-government services through a targeted promotion and marketing effort to motivate and increase use.
- Developing a strong and effective channel-management strategy to support e-government initiatives across the whole public sector.
- Incorporating in public service design and delivery the views of citizens and businesses' in order to reflect their needs and raise the services' increased effectiveness, quality and responsiveness.



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