European
Commission

What's inside

eGovernment in

Denmark

ISA²

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 5,748,769 inhabitants (2017)

GDP at market prices: 288,373.5 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28 = 100): 124 (2016)

GDP growth rate: 2.2% (2017)

Inflation rate: 1.1% (2017)

Unemployment rate: 5.8% (2017)

General government gross debt (Percentage of GDP): 36.4% (2017)

General government deficit/surplus (Percentage of GDP): 1.0% (2017)

Area: 42,895 km^2

Capital city: Copenhagen

Official EU language: Danish

Currency: DKK

Source: Eurostat (last update: 8 February 2018)

Political Structure

The Kingdom of Denmark is a **constitutional parliamentary monarchy**.

Legislative power is held by a unicameral parliament (*Folketing*). The Parliament has 179 members, elected for a four-year term on the basis of universal direct suffrage and under a system of proportional representation. 135 seats are allocated on a constituency basis in the 17 multi-member constituencies; the remaining seats are divided nationally and reallocated to constituencies. Greenland and the Faeroe Islands, home rule territories of the Danish realm, have two Members of Parliament each. Parliamentary elections are often held before the completion of the full four-year terms, either because the Government is toppled in a 'vote of no confidence', or because the Prime Minister calls for an election to improve the ruling coalition's parliamentary position.

Executive power is held by the Government, headed by the Prime Minister, who answers to the *Folketing*. The Monarch, Queen Margrethe II, appoints the Prime Minister based on recommendations from the leaders of the political parties.

Following the completion of the structural reform of the local government on 1 January 2007, the local government in Denmark is now composed of 5 regions and 98 municipalities (against 14 regions and 275 municipalities that existed in the past). As a result of the reform, tasks have been transferred from the regional level to the municipal level (i.e. further decentralisation), as well as to the State level (i.e. re-centralisation of certain tasks). The 98 new municipalities are responsible for handling most tasks related to citizen service delivery. The five new regions are responsible for hospital care and health insurance, some elements of social affairs, regional development and coordination with business, tourism, transport and environment.

The Danish Constitution dates from 1849, when the King renounced absolutism. The latest and most comprehensive amendments to the Constitution date from 1953.

Denmark became a member of the European Union on 1 January 1973.

Head of State: Queen Margrethe II (since January 1972).

Head of Government: Prime Minister Lars Løkke Rasmussen (since June 2015).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Denmark compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of households with Internet access in Denmark
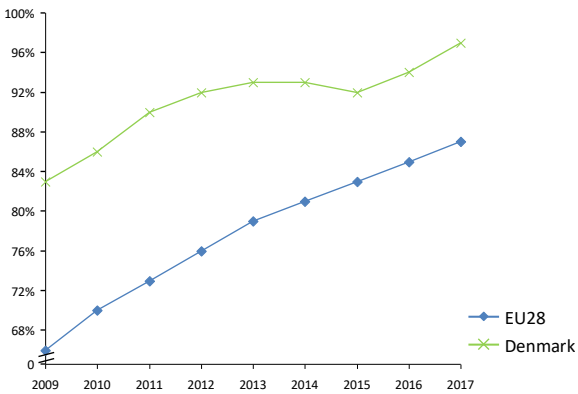
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Denmark

Source : Eurostat Information Society Indicators

Percentage of individuals using the internet at least once a week in Denmark
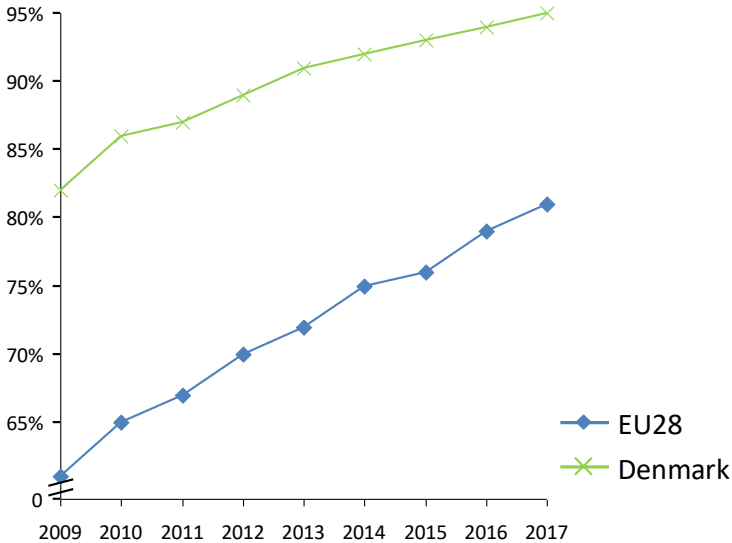
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Denmark
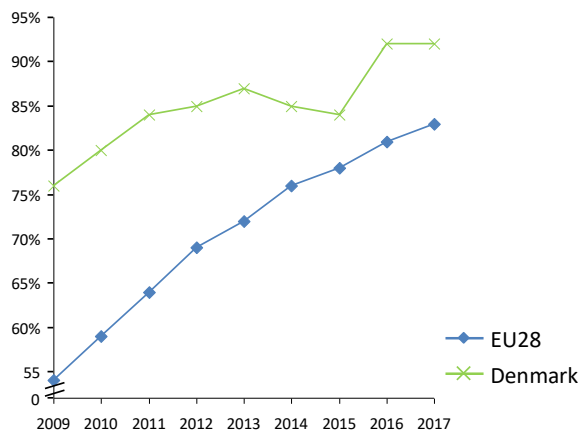
Source: Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Denmark
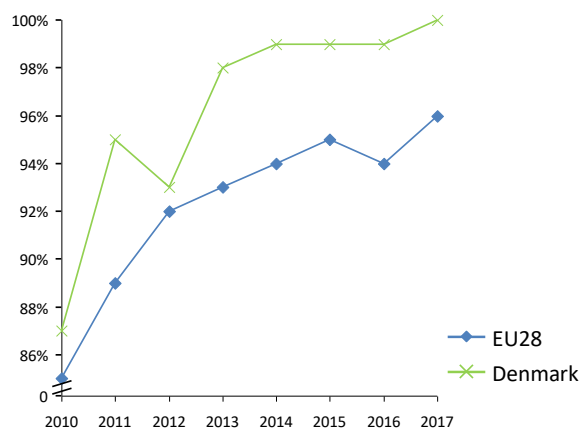
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in Denmark
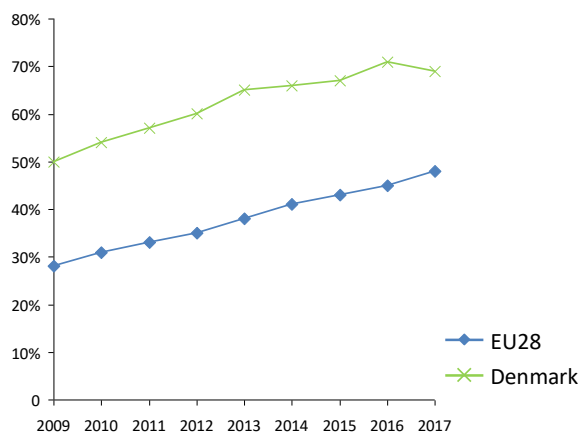
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Denmark
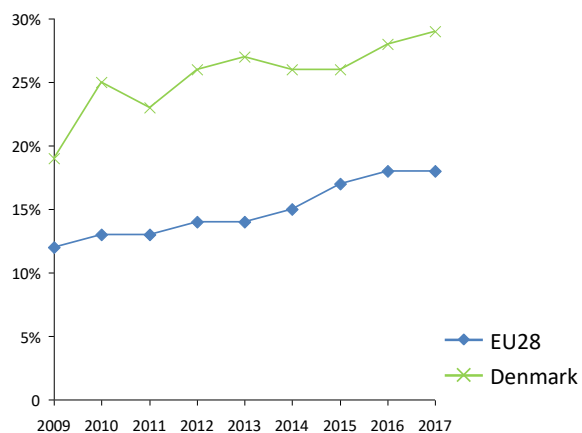
Source: Eurostat Information Society Indicators

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Denmark compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Denmark

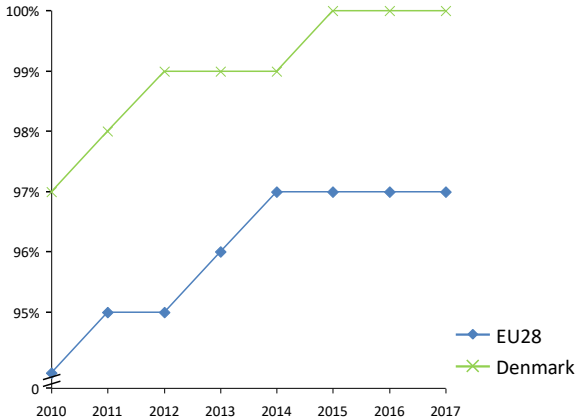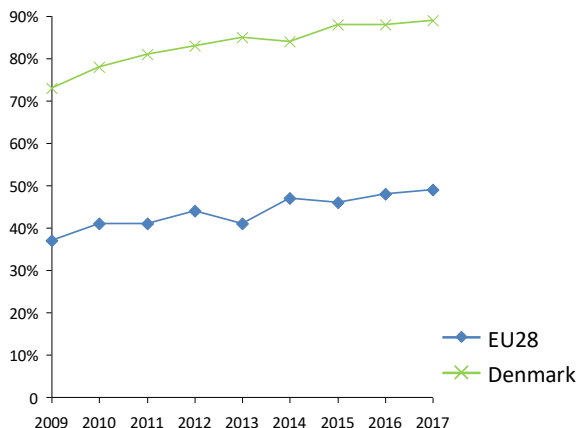Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Denmark
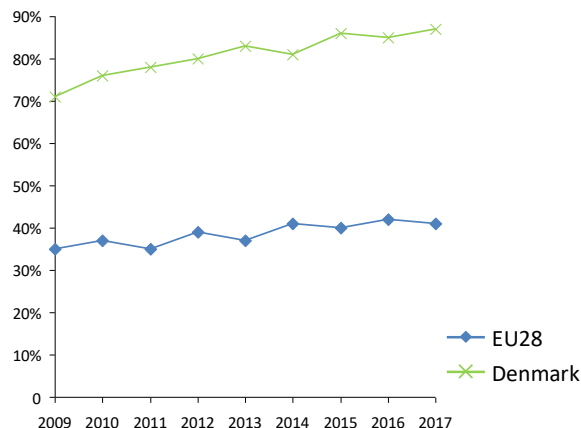
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Denmark
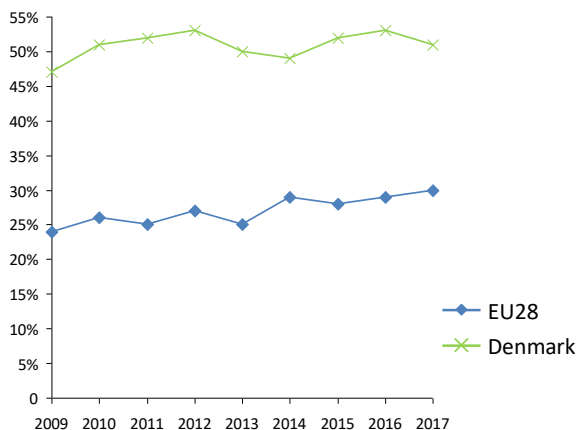
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Denmark
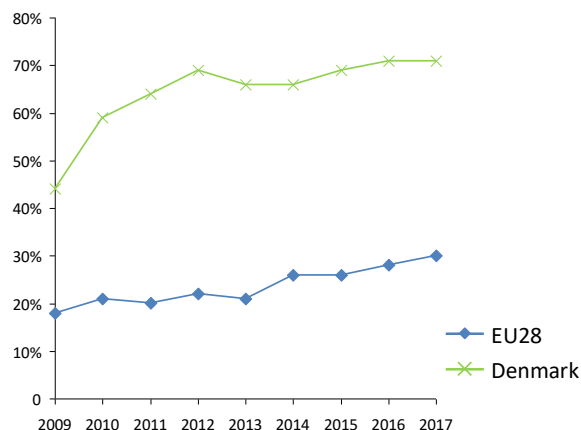
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which five technical pre-conditions are available online. There are: Identification (eID), Electronic documents (eDocuments), Authentic Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Denmark compared to the EU average score.
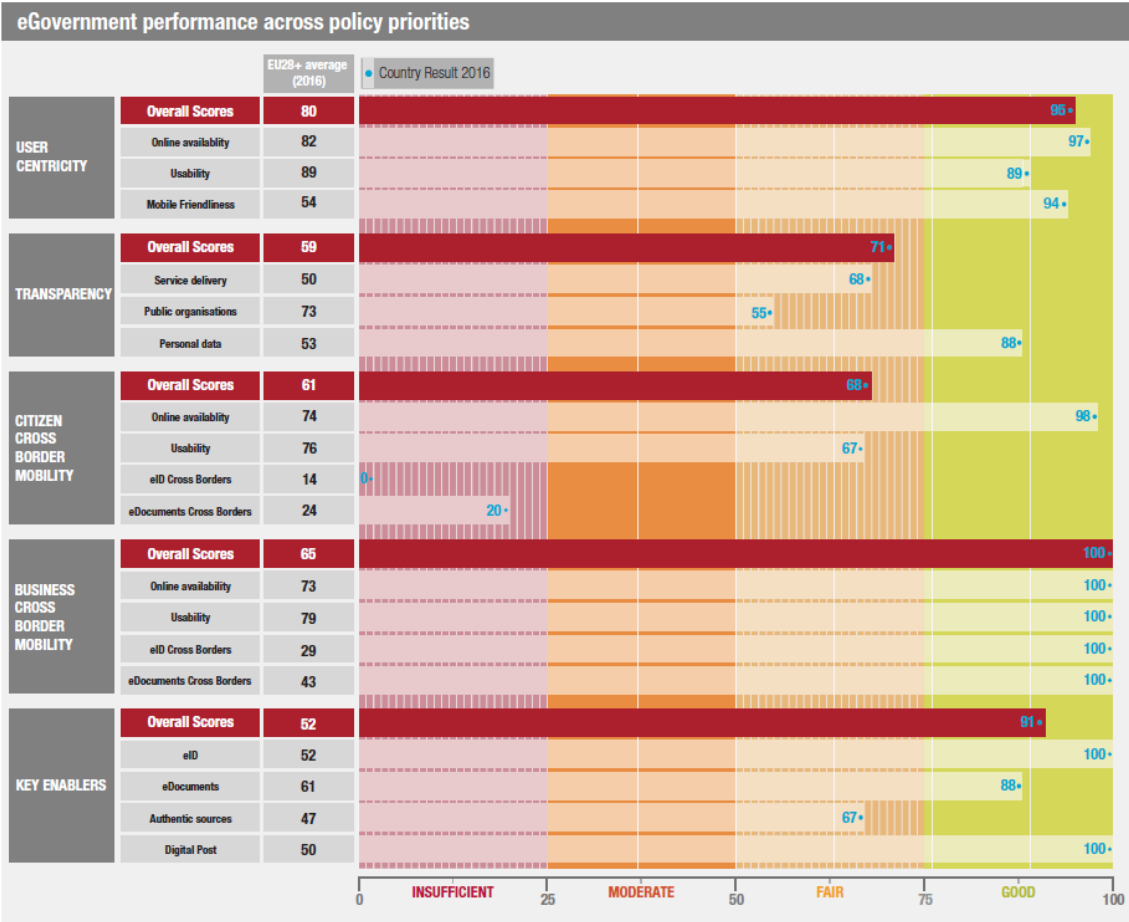
Source: eGovernment Benchmark Report 2017 Country Factsheets

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

▶ The ongoing Danish eGovernment Strategy of the period 2016-2020 has been reviewed, and the annual status report states that progress on all 33 initiatives in the strategy is advancing as planned.

▶ In November 2017, the Danish government launched a new strategy for ICT management, addressing issues such as mandatory compliance to central government's ICT system management model and periodic reviews by the National ICT Council of each ministry's ICT system management.

▶ As the Open Government Partnership for the period 2013-2016 came to an end, the government launched a new national action plan for the period 2017-2019.

▶ The upcoming strengthened national cyber and information security strategy will involve 13 ministries. One of the goals is to address the increased ongoing threats to the critical digital infrastructure by renewing its cyber and information security strategy from December 2014.

▶ In 2017, a common public sector White Paper on a common public sector digital architecture was approved by all parties in the public sector, supporting the European interoperability and standardisation of public sector digitisation and the implementation of the goals of the Digital Single Market.

eGovernment Legal Framework

▶ Denmark is in the process of transposing the EU Directive on electronic invoicing.

▶ The government is also currently preparing for the entry into force of the EU General Data Protection Regulation, which is expected to happen in May 2018. The government has published a number of national guidelines and accessibility to guidelines from the Article 29 group.

eGovernment Actors

Denmark has a new head of eGovernment: Ms. Rikke Hougaard Zeberg. She is the Director-General of the Agency for Digitisation within the Ministry of Finance.

eGovernment Infrastructure

▶ In order to facilitate the adoption of new legislation, the government has introduced an initiative to have all new legislation 'digital-ready'. The initiative will introduce mandatory requirements on how new legislation are developed with the goal of limiting the use of e.g. discretionary decisions and special provisions.

eGovernment Services

There were two main changes to the eGovernment services in Denmark in 2017:

▸ Firstly, the personal NemID (common login solution and digital signature for both public self-service, online banking, etc.), can now be used by business-owners within companies to log in to digital self-service solutions.
▸ Secondly, the Central Business Register portal now requires all companies to register information of the company's beneficial owner(s) and information of beneficial interest held.

Other highlights

▸ The Danish Maritime Authority has launched a pilot project to explore the feasibility of using blockchain technology in the digitisation of ship registration processes. This would reduce the paper-based process in place now.
▸ As an initiative towards capacity-building, a new campaign focusing on young citizens between 15-17 of age was launched 25 October 2017 in order to inform them about the use of the national eID/digital signature solution NemID and Digital Post (a mandatory digital letter box where you can find official letters from public authorities sent to you).
▸ The Agency for Digitisation has launched a service dealing with the live operational status of all common public sector digital services, including for example the citizen portal (borger.dk), bank account register (NemKonto), and the digital letter box (Digital Post) to communicate with public authorities.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this link.

eGovernment Strategy

Main strategic objectives and principles

Public Sector digitisation strategy 'A Stronger and more Secure Digital Denmark' (2016 – 2020)

The [new common public sector Digital Strategy](#) was agreed upon by the Danish Government, Local Government Denmark and Danish Regions and entered into force on 12 May 2016. The goal of the strategy is to help shape the digital Denmark of the future and to ensure that the public sector is prepared to seize the technological opportunities of tomorrow to create added value, growth and improve its efficiency. The strategy covers numerous themes related to digitisation of the public sector, such as automation of public administrative procedures, better user experience for citizens and business, digital welfare, data sharing, and others.

The Digital Strategy 2016-2020 contains 33 specific initiatives, which lay the foundation for the digitisation of the public sector until 2020. The strategy also consists of three main goals:

- To create more cohesive and efficient public services with digital, high-quality welfare solutions;
- To make it easier and more attractive to start and run a business in Denmark;
- To ensure that all developments related to the Strategy take into account data security of the citizens and business to make sure that Danes continue having high confidence and trust in digital solutions.

The [annual status report](#) on the implementation of the Danish common public sector digital strategy for the period 2016-2020 shows progress as planned on all 33 initiatives in the strategy.

The National Digital Growth Panel presented the Danish government with [33 recommendations](#) within four areas on how to stay ahead as a digital frontrunner nation: (i) digital competencies for all; (ii) attractive digital growth environment; (iii) pro-active frameworks for digitisation; and (iv) digital responsibility and engagement.

As part of the Digital Strategy 2016-2020, the government published a common public sector [White Paper on Architecture for Digitisation](#) in June 2017. The architecture must ensure cross-organisational processes and efficient sharing of data across the public sector and between the public and private sectors. The goal is that citizens and businesses experience services that are efficient, coherent, transparent and targeted at the individuals' needs, and also provide good conditions for innovation, growth and development in society.

Common Municipal Digitisation Strategy 2016 – 2020 'Local and Digital – a Coherent Denmark'

The [Common Municipal Digitisation Strategy](#) replaces and builds on the now-completed common public Digital Strategy. The new strategy builds on a vision that a successfully decentralised public sector can be achieved through joint municipal efforts of coherent digitisation. The strategy covers a total of 61 topics, which set a direction for municipalities' joint work on public sector digitalisation until 2020.

Together with the Strategy, an Action Plan was launched, which sets the direction for inter-municipal collaboration in the sphere of digitisation. The Action Plan consists of seven focus areas, with each area containing specific initiatives, which will help to achieve the common vision of the strategy. The Action Plan also has a strong focus on supporting the goals of local communes. Hence, it includes initiatives on better waste management and increased use of welfare technology among others. The Action Plan contains a total of 29 initiatives.

New Strategy for ICT management in central government

A new strategy for [ICT management](#) in central government was launched 21 November 2017. The aim of the strategy is to improve operational management of ICT systems. 13 concrete initiatives form the framework for better management of ICT systems address issues such as mandatory compliance to central government's ICT system management model and periodic reviews by the National ICT Council of each ministry's ICT system management.

Open Government Partnership (2017 – 2019)

As part of participating in the international collaboration ['Open Government Partnership'](#), the Danish Government has drafted a second national action plan for the period 2017-2019. The action plan is based on input from public consultation involving a broad range of stakeholders, where citizens, businesses, NGOs and public authorities had an opportunity to put forward their proposals for initiatives and activities.

Strategy for Digital Welfare (2013 - 2020)

The Danish government, Local Government Denmark and Danish Regions jointly launched a common public sector ['Strategy for Digital Welfare 2013-2020'](#).

The aim of the strategy is to accelerate through concrete initiatives the use of ICT and welfare technology in frontline public service delivery, specifically within healthcare, care for the elderly, social services, and education.

Also, the strategy must ensure that the public sector continually acquires new knowledge of the effects of digital technologies. Thus, the strategy includes a plan for testing promising technologies to determine whether it would be advantageous to use them throughout Denmark.

Overall, the strategy aims to modernise, rethink and make more effective and efficient production and provision of public welfare services. The goal is to maintain or increase the quality of public welfare services while at the same time reducing public expenditure.

The Strategy is now an integrated part of the common public sector Digital Strategy for period 2016-2020.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment
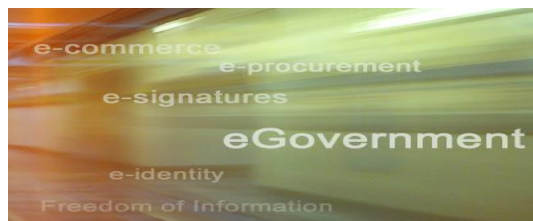
eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Denmark.

Mandatory Digital Self-Service and Digital Post Legislation

Mandatory Digital Self-Service and Mandatory Digital Post

The Danish Government wants at least 80% of all written communication between citizens/businesses and the public sector to be done through the digital channel only.

As part of the implementation of the joint eGovernment Strategy 2011 - 2015 (by the central government, regional government and local government), the Danish Parliament passed in June 2012 the first piece of legislation on digital self-service, which made mandatory the first set of digital self-service solutions. Since then, additional legislation has been passed to make mandatory a second and third set of solutions. A fourth and final set of digital self-service solutions became mandatory in December 2015, resulting in a total of more than 100 different service areas mandatory to be used online only.

The Danish Parliament has also passed legislation on digital post. As part of the implementation of the joint eGovernment Strategy 2011-2015 (central government, regional government and local government), the Danish Parliament adopted the 'Act on Public Digital Post' in June 2012.

The act states that citizens and businesses must have a digital letter box for receiving digital messages, letters, documents, etc., rather than paper-based letters by traditional post, from the public authorities. The act also states that digital messages transmitted through the Digital Post solution have equal status and effect as paper-based letters, messages, documents, etc. The act covers all citizens over the age of 15 years and all businesses. The act came into force for citizens on 1 November 2014, while for businesses it was put into effect on 1 November 2013.

Freedom of Information Legislation

Access to Public Administration Documents Act (2014)

Access to Government records is governed by the 'Access to Public Administration Documents Act' which came into force on 1 January 2014. The new Act applies to central, regional and municipal authorities. As opposed to the previous act, the new law also applies to companies in which the government has a substantial ownership interest, for companies making decisions on behalf of the government, for Local Government ('KL' the association of municipalities) and for Danish Regions ('*Danske Regioner*' the association of regions).

The Act allows **any person** to request documents of an administrative file. Authorities must respond as soon as possible to such requests and, if this takes longer than ten days, they must inform the requestor of the reasons why the response is delayed and when an answer is to be expected.

Nondisclosure, however, is allowed for the Courts or the legislators; all documents produced by the latter are exempted from the provision of the Act. This also accounts for documents relating to the security of the State, the defence of the realm, the protection of foreign policy, law enforcement, taxation and public financial interests. In case of nondisclosure, **complaints** can be lodged with the Parliamentary Ombudsman, who can issue non-binding opinions recommending that documents be released.

Data Protection/Privacy Legislation

Act on Processing of Personal Data (2000)

This act entered into force on 1 July 2000 in order to implement Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data, allowing individuals to access their records held by public and private bodies. The Act, which was amended in 2007, is enforced by the *Datatilsynet* (Data Protection Agency). Other laws regulating the processing of personal information by the public sector include the Public Administration Act of 1985, the Publicity and Freedom of Information Act of 1985, the Public Records Act of 1992 and the National Registers Act of 2000. These laws set out basic data protection principles and determine which data should be available to the public and which data should be kept confidential.

Act on Electronic Communications Networks and Services (2014)

Providers of electronic networks and services are required to notify the competent body for eGovernment in cases of data breaches that have significant consequences on the provision of services or concern person-identifiable information. This legal requirement implements in part Directives 2009/140/EC and 2009/136/EC. The Act has been amended several times and amendments have been consolidated in the Amendment Act of 2014.

Act on Marketing Practices (2013)

In June 2003, an amendment to the Marketing Practices Act was adopted to implement the Directive on **'privacy and electronic communications'** 2002/58/EC. This transposition entailed a change to Denmark's legal data protection framework on spam. According to the Directive, people who have already given their address to businesses can be spammed with advertisements for 'similar services' ('soft opt-in'), which the Danish legislation Act had not allowed until then. Amendments have been consolidated in the Consolidated Marketing Practices Act (2013).

Regulation 2016/679 on General Data Protection

Denmark currently has ongoing national preparations in connection with the entry into force for the General Data Protection Regulation, with the publication of a number of national guidelines and accessibility to guidelines from the Article 29 group.

eSignatures Legislation

Act on Electronic Signature (2000)

This Act entered into force in October 2000, implementing the EU Directive on **a Community Framework for Electronic Signatures** (1999/93/EC). The definitions of advanced and 'qualified' electronic signature under the Danish law are very close to those of the European Directive. Advanced and 'qualified' electronic signatures cannot be issued

to legal entities under the Danish law. The Danish Government has set up an [official digital signature scheme](#) ([NemID](#)), whereby all citizens are due to receiving a free software-based digital signature (OCES - Public Certificate for Electronic Services) providing sufficient security for most public and private sector transactions.

eCommerce Legislation

[Act on Information Society Services and Electronic Commerce](#) (2002)

Known as the 'eCommerce Act' (No. 227), this Act of 22 April 2002 implements [Directive 2000/31/EC](#) of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce in the Internal Market.

eCommunications Legislation

Act on Electronic Communications Networks and Services (2011)

This Act came into force on 25 May 2011 (it replaces the former Act on Competitive Conditions and Consumer Interests in the Telecommunications Market from 2000/2003). It transposes the bulk of the EU regulatory framework for electronic communications, namely: Directive [2002/21/EC](#) ('Framework' Directive); [2002/20/EC](#) ('Authorisation' Directive); [2002/19/EC](#) (Access and interconnection Directive); [2002/22/EC](#) ('Universal service and user's rights Directive); and [2002/58/EC](#) ('ePrivacy' Directive). The EU regulatory framework for electronic communications was amended in November 2009; cf. Directive [2009/140/EC](#), Directive [2009/136/EC](#).

eProcurement Legislation

[Government order No. 712 concerning the procedures for the award public works contracts, public supply contracts and public works contracts](#) (2011)

The Order, published on 15 June 2011, essentially amends the Governmental order (no. 937) concerning the procedures for the award of public works contracts, public supply contracts and public service contracts, adopted on 16 September 2004. The government order incorporates in its annex the exact text of EU Directive [2004/18/EC](#) on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts. This directive thus constitutes the actual related Danish legislation.

[Governmental order (no. 936) concerning procurement procedures of entities operating in the water, energy, transport and telecommunications sectors](#) (2004)

Adopted on 16 September 2004, this Government order (no. 936) incorporates in its annex EU Directive [2004/17/EC](#) coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors (known as 'Utilities Directive'). Hence, the utilities' directive constitutes the actual related Danish legislation.

Note: Both procurement directives have been in practical use in Denmark since 1 January 2005. Some of their new provisions are non-compulsory for Member States, e.g. the provisions on framework agreements, centralised purchasing, electronic auctions (eAuctions) and competitive dialogue. Denmark has chosen to provide access to all new procurement procedures and instruments with only one limitation: eAuctions cannot be used in the field of public works contracts – mainly to prevent the risk of fragmenting the building process.

eInvoicing legislation

Denmark is in the process of transposing [Directive 2014/55/EU](#) on electronic invoicing.

Nevertheless, electronic invoicing based on the 'NemHandel' (open) standards has been mandatory for suppliers of goods and services to any public authorities and institutions since February 2005.

Re-use of Public Sector Information (PSI)

[Act on the re-use of public sector information](#) (2014)

The Act on Public Sector Information (PSI) of 2 June 2014 implements Directive 37/2013/EU of 26 June 2013 which amends Directive 2003/98/EC on the re-use of public sector information. Denmark has notified full transposition of the PSI directive 37/2013/EU. The DA version of the Act may be viewed [here](#).

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Finance

The Ministry is the main initiator of strategies and policies related to eGovernment in Denmark. The shaping of strategies is based upon the idea that the public sector must constantly develop and improve work procedures and methods to deliver the best possible quality of services provided. Thus the Ministry of Finance develops initiatives concerning administration, public leadership and digitalisation to improve the efficiency of the public administration.

Sophie Løhde
Minister for Public Sector Innovation

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Source: http://uk.fm.dk/

Agency for Digitisation, Ministry of Finance

A catalyst for the setting of the strategy is the Agency for Digitisation, which is rooted in the Ministry. The Agency was set up in November 2011, after the abolishment of the former National IT and Telecom Agency and the transfer of responsibilities regarding public sector digitisation of the former agency with public sector digitisation responsibilities of the former Agency for Governmental Management, to further consolidate and strengthen ICT enabled efficiency and effectiveness of the public sector. The Agency's main responsibility is to contribute to the accomplishment of the political vision, the strategy and the understanding and development of relevant technology.

Rikke Hougaard Zeberg
Director-General of the Danish Agency for Digitisation

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Ministry of Industry, Business, and Financial Affairs

The Ministry of Industry, Business, and Financial Affairs is responsible for digital aspects of a number of policy areas which are important for the general business environment, including business regulation, intellectual property rights, competition and consumer policy, the financial sector and shipping. The Ministry works to promote digitisation within the business environment and in relation to public services for businesses. The National Business Authority, an agency under the Ministry, is responsible for the Danish business portal. Public sector digitisation towards businesses takes place in coordination with the Ministry of Finance.

Brian Mikkelsen
Minister for Industry, Business, and Financial Affairs

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Ministry of Energy, Utilities, and Climate

The Ministry of Energy, Utilities, and Climate is also responsible for the telecommunication policy, including roaming, competition regulation, and mobile and broadband penetration.

Coordination

Agency for Digitisation, Ministry of Finance

The Agency gathers strong strategic, professional and technical competences within one single organisation. This facilitates one of its main roles which are to assume the responsibility to run eGovernment strategy and policies from concept to output. Therefore, the Agency coordinates efforts and relevant actors to ensure the benefits of realisation of the eGovernment strategy. The Agency coordinates the national eGovernment Strategy and the Steering Committee for the eGovernment Strategy - the committee consists of stakeholders from all levels of government.

Agency for Governmental IT Services, Ministry of Finance

The Agency for Governmental IT Services (*Statens IT*) was established on 1 January 2010 as a shared service centre for central government providing basic ICT services by merging eight ministries' operational ICT organisations. In the period 2010-2014 a number of projects harmonised and standardised different ICT platforms into one common operational platform with the aim of achieving higher quality and lower costs through economy of scale. Its focus is to provide accessibility, stability, effectiveness, and information security with a sharp focus on delivering: (a) the central government ICT workplace as a common central government basic platform for ICT usage; (b) an operational ICT infrastructure which can be adapted to different tasks; (c) standardisation of generic administrative systems through the creation of common platforms; and (d) effective outsourcing of operational contracts through standard framework procurements.

Michael Ørnøe
Director-General of the Agency for Governmental IT Services

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Source: http://www.statens-it.dk/

Implementation

Agency for Digitisation, **Ministry of Finance**

The Ministry of Finance - besides its role in setting the overall eGovernment strategy - develops and implements initiatives concerning administration, public leadership and digitalisation to improve the efficiency of the public administration.

The Agency's framework on digitisation is placed within the Government's commitment to the common public sector digitisation strategy. The Agency is responsible for the implementation of the strategy.

Government Departments and Agencies

Individual Government Departments and Agencies implement eGovernment projects falling within their respective areas of competence, as well as individual action plans decided at cross-governmental and departmental levels by domain area, in compliance with the overall national eGovernment strategy.

Support

Agency for Governmental IT Services, Ministry of Finance

Government IT has the responsibility of running an efficient IT support and ensuring high and consistent IT services across Denmark. Its main tasks include the support, development and harmonisation of IT throughout the territory.

Ministries' Project Office, Ministry of Finance

The Ministries' Project Office, which resides within the Agency for Digitisation, Ministry of Finance, offers advice and coaching to public institutions that implement large IT projects. Its task is to develop and maintain the common IT project model for the state.

National Audit Office of Denmark

The National Audit Office of Denmark is a public institution whose primary task is to audit the State accounts and to examine whether State funds are administered in accordance with the decisions of the Parliament. The Office carries out both financial audit and performance audit in accordance with the principles of 'good public auditing practice'.

Data Protection

Danish Data Protection Agency

The Danish Data Protection Agency exercises surveillance over the processing of data to which the Act on Processing of Personal Data applies. The Agency mainly deals with specific cases on the basis of inquiries from public authorities or private individuals, or takes up cases on its own.

Regional & Local eGovernment

Policy/Strategy

The government's Economic Committee

The government's Economic Committee is the overarching responsible for economic co-ordination and serviced by the Ministry of Finance. Public sector digitisation as a policy area is today fully integrated as a normal part of economic policy co-ordination of the Committee.

Local Government Denmark (LGDK)

Local Government Denmark is the National Association of Local Authorities (communes). It is represented in the Steering Committee for joint-government cooperation (STS) on behalf of the local authorities in order to report relevant information from the central government to the local authorities.

Danish Regions

Danish Regions is the National Association of County Councils. The Danish regions are represented within the Steering Committee for joint-government cooperation (STS) alongside Local Government Denmark (LGDK).

Coordination

Municipalities and regions, **Ministry of Finance**

Municipalities and regions are responsible for the vast majority of community-centred service delivery and thus play a central role in the public sector. Central to the government's cooperation with municipalities and regions are the annual budget agreements between central government and the organisations representing subnational government: Local Government Denmark and Danish Regions. The annual budget agreements cover the yearly economy and multiple other tasks, some of which are related to eGovernment and public sector digitisation. The Ministry of Finance, with the involvement of several other ministries, is responsible for coordinating these annual negotiations between the government and, respectively, Denmark and Danish Regions and furthermore follow up on agreements concerning eGovernment and related projects.

Implementation

Municipalities and regions

The 98 municipalities are responsible for handling most tasks related to citizen service delivery, including: social services; child care; elderly care; health care; employment; culture; environment and planning. The five regions are mainly responsible for the health sector *e.g.* hospitals. Municipal and regional bodies implement the individual action plans previously articulated at cross-governmental and departmental levels and by domain area, in compliance with the overall national eGovernment strategy.

Support

Local Government Denmark (LGDK)

Local Government Denmark's mission is to safeguard the common interests of the local authorities, assist the municipalities with consultancy services and ensure that local authorities are provided with relevant up-to-date information.

Danish Regions

Like the Danish municipalities, Danish Regions represents the five regions at negotiations with central government and ensure that regional authorities are provided with relevant up-to-date information.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

Citizen portal

First launched in January 2007, www.borger.dk (or the English language citizens portal for foreigners living in Denmark: https://lifeindenmark.borger.dk/) is a **single Internet entry point** to the public sector's information and eServices to citizens, regardless of the origin of the public authority. The portal is jointly operated and funded by national, regional and local authorities. The portal provides general, location specific (e.g. regional or municipality specific) and personal information, data and eServices for citizens. It features a range of 'self-service' sections, thus allowing citizens to manage their communications with the public sector effectively and efficiently. The target is for all public sector bodies to integrate their digital information and services for citizens into the portal. In May 2012, a new version was launched. In the second half of 2012 a full mobile platform for citizens was introduced. The portal is a key focal point of the national and municipality digitisation strategies, including the goal of rendering 80% of all citizen-public sector communication digital.

An updated version of 'borger.dk' went live in October 2008, containing the first version of the 'My Page' section, which gives a personal overview of one's relation to the public authorities. In that version, citizens can find personal information concerning taxes, health care, housing and finance. A second and more comprehensive version of 'My Page' was launched in 2010 in cooperation with the municipalities of Copenhagen, Frederiksberg, Aarhus, Aalborg and Næstved (i.e. 5% of municipalities representing approx. 24 % of the population) and in March 2012 more than 50% of municipalities (representing more than 60% of the population) have signed up for a basic start-pack of personalised service through Local Government Denmark. In addition, a **single sign-on solution** allows citizens to receive and access information and services from several agencies, without having to log on several times. The portal currently contains more than 600 self-service solutions, and accommodates more than 1.2 million user-sessions per month (in a population of 5.5 million people).

The portal was updated in 2012 and since then it allows for easier user-interphases, personalisation of content, and syndication of 'borger.dk' content and flexibility for authorities adding location-specific content to the portal, or moving citizen-oriented content onto the portal, thereby replacing their websites.

The Agency for Digitisation, Ministry of Finance, is responsible for the citizen portal.

Business portal

This business portal is the common public **eService channel** for **businesses**, allowing them to handle their reporting obligations towards the public sector while providing relevant information on public services. The overall objective of 'Virk.dk' is to relieve Danish businesses from administrative burdens and to provide a single entrance to the public sector. 'Virk.dk' delivers a number of fully digital solutions for the benefit of businesses and the administration, regardless of the competent administrative body. The portal contains more than 200 eForms.

Virk.dk offers a number of transverse workflows which are customised in a way that the flow automatically finds the forms that are relevant to each individual user. A noteworthy

aspect is the company start up workflow: Users are automatically presented with forms and queries concerning their business interest, thus avoiding irrelevant forms.

The Danish Business Authority, Ministry of Business and Growth, is responsible for the business portal.

Real property portal

The portal contains articles, step-by-step guides, tools and documents designed to make it easier and more secure for users to **sell or buy homes**. It also provides an overview of buying and selling processes and details of the people that use them. It thus constitutes an insight into housing transaction processes designed to equip the home owner for the cooperation with professional advisers. Several tools and documents enable home-owners to carry out parts of a housing transaction themselves, but also constitute a way of access to the large national databases containing data about buildings.

The Ministry of Housing, Urban and Rural Affairs is responsible for the real property portal.

'IT-formidler' website

The website 'IT-formidler.dk' has been created to support the many initiatives around the country aimed at improving Danish IT skills. This web site primarily aims at giving the opportunity to every teacher in the country to share experiences, produce educational materials and retrieve teaching modules. The site was launched in March 2009 as part of the project '*laer mere*' (Learn more). The website and network is part of the programme designed to assist those Danes who will not be able to serve themselves online as the eGovernment Strategy 2012-2015 has rendered the digital communication mandatory.

The Agency for Digitisation, Ministry of Finance, is responsible for the website.

Live operational status

The Agency for Digitisation has launched a service in October 2017, from where it will be possible for the public to see the operational status "live" on all common public sector digital services. The operational status service covers the following public key services: the Single-Sign-On solution NemLogin; the eID/digital signature solution NemID; national citizen portal borger.dk; the eCommerce register solution NemHandel; the bank account register for public sector transfers NemKonto; and Digital Post - the mandatory digital letter box for communicating with public authorities.

Network

Current status

There is currently no Government-wide data network in Denmark. However, a central Data Hub for distribution of core data, 'Basic Data' is being established as part of the Basic Data Programme.

Digital-ready legislation

Denmark aims to achieve the initiative of digital-ready legislation by 1 July 2018. It will introduce mandatory requirements on how new legislation are developed with the goal of limiting the use of, for example, discretionary decisions and special provisions.

The Danish government has decided to update its cyber and information security strategy from December 2014. An upcoming new strategy will involve 13 ministries and will aim to develop appropriate infrastructures to prevent the country from cyber threats. An additional budget of DKK 100 million is earmarked for the strategy.

EIdentification/eAuthentication

'NemID' digital signature

Since 1 July 2010, 'NemID', the new digital signature, provides easy and safe access to a wide range of public and private self-service solutions on the web, including eBanking, real estate, insurance and pension funds services. With this digital signature, citizens use the same user ID and the same password for online banking, government websites and a wide range of private services online. 'NemID' is the result of the collaboration between the state, municipalities and regions, the financial sector and a private contractor. More than 70% of the Danish population, at the age of 15 and on, is using 'NemID'. It can now be used by business-owners in more than half a million companies as a way to log in to digital self-service solutions (for example Virk and Digital Post) on behalf of the business entity. This makes reporting to the public sector easier, especially for SMEs. Before, a Business 'NemID' was the only electronic key to digital self-service solutions.

A special solution was also developed for the blind and partially sighted people in cooperation with the Danish Association of the Blind.

The development of an efficient and secure infrastructure for digital signatures, which continuously supports the demands of a safe and leading knowledge society in Denmark, is the responsibility of the Centre for Digital Signatures. The Centre is an independent power unit liable to ensure an efficient and secure digital signature infrastructure.

'NemLog-in' Sign-on solution

'NemLog-in' is a login and single sign-on solution established under the auspices of the common public user management, to make digital Denmark safer and provide better services for citizens. By using this self-service solution, Danish citizens get automatically single-signed on, even for other solutions that they happen to be connected to. Log-in takes place with either Digital Signature or *'NemID'*, which is a key to public self-service online, while *'NemLog-in'* acts as a keyhole.

ePassports

The Danish National Police started issuing electronic passports in October 2006. These new, secure ePassports feature a polycarbonate data page containing a contact-less microprocessor chip running a highly secure operating system. The chip not only features the information identity already laser-engraved on the first page, but also contains the passport holder's digitised photograph.

eProcurement

Procurement portal

The Procurement portal offers public and private providers guidance on the knowledge and tools for the provision of tendering services. The purpose of the portal is to facilitate cooperation between enterprises and the public as a means to promote public services efficiently.

Furthermore, some regional and local authorities make use of private marketplaces. The State-owned company National Procurement Ltd. (SKI) has set up **simpler eTendering solutions systems** (*NetIndkøb* & *Netkatalog*).

Denmark is an active member of the 'Northern European Subset' (NES) – an initiative of a group of countries comprising Sweden, Norway, Iceland and Finland, with the collaboration of the United Kingdom – with the aim to facilitate the interoperability and establishment of a common platform for eProcurement among its members. In January 2007, the participating countries agreed on a common implementation of the **eProcurement standard** UBL 2.0.

In Denmark, electronic invoicing based on specific (open) standards is mandatory for suppliers of goods and services to any public authorities and institutions (see 'NemHandel' below).

Knowledge Management

Information repository and platform for collaboration

'Digitalisér.dk' is the central repository of information on **data interchange standards** for the public and private sectors and a collaboration tool for the development of information society in Denmark. Launched by the Danish Ministry of Science, Technology and Innovation in October 2008, as a successor to the *Infostructurebase* (ISB), it is a key strategic element in the country's eGovernment architecture. Its main purpose is to support the exchange and reuse of data related to public and private service delivery, including cooperation, business reengineering and alignment of related services. An important part of the content is the standards approved by the Danish eGovernment IT-architecture and XML committees.

'Digitalisér.dk' also provides an uncomplicated basis for debating common public digitisation by using intuitive web-based interaction rather than formal processes. There is only one search field for standards, IT architectural documents, services and participating organisations, since business requirements form the basis for *'Digitalisér.dk'*.

Other Infrastructure

Digital post

Digital post is a service that enables citizens to access their electronic mail from both private companies and public authorities in a single digital mailbox on borger.dk and virk.dk. Thanks to the electronic mail service, it is easy and safe to use and allow for a two-way electronic communication between citizen, business and public authorities. In addition to sending and receiving electronic posts, the digital post acts as an electronic storage.

Digitaliser.dk

The new communication platform for ICT professionals and stakeholders working with public sector digitisation contains all operational information on common public sector components and systems such as eID, Digital Post, Danish citizen portal (borger.dk), and Danish bank account labelling system for public payments transfers among others.

The Danish Maritime Authority has launched a pilot project to explore the feasibility of using block-chain technology in the digitisation of ship registration processes. Today, a number of manual paper-based registration processes are involved in the registration procedure. Using block-chain technology could provide an easier path to digitisation ensuring authenticity of registration documents.

ePayment

'NemHandel'

In Denmark, electronic invoicing based on the 'NemHandel' (open) standards has been mandatory for suppliers of goods and services to any public authorities and institutions since 2011.

'NemHandel' is a technology that allows Danish businesses to send standardised electronic invoices directly from their PCs via the Internet, in a secure and reliable manner. 'NemHandel' consists of three elements:

▸ A new format for electronic bill (OIOUBL), which allows users to digitise the entire business process from product catalogue and order to the invoice.

▸ An infrastructure based on open standards (OIORASP), which makes it possible for any IT vendor or IT service provider to exchange eBusiness documents securely and reliably online.

▸ A register of users and service providers and their addresses. This register corresponds to the yellow pages of the telephone directory. Through the register, one can see who can receive and send the eBusiness documents and to which register they will be sent.

As NemHandel is based on open standards and open source components, any IT vendor or IT service provider may freely incorporate the technology into their commercial products and connect to the open infrastructure, which ensures dissemination and uptake and rapidly builds critical mass.

'NemKonto' Account

All citizens and businesses in Denmark are required to have a '*NemKonto'* (Easy Account), namely a normal bank account to which all payments from public institutions are transferred via the Easy Account System (EAS). The EAS is a database with account numbers and social security or company numbers. When a public institution makes a payment to a citizen or company, the payment is made to a social security or company number. It then goes from the institution's payment system to the EAS, which attaches an account number, and then to the institutions bank and further on to the citizen/company's bank account. This way, all public payments are made electronically to bank accounts – no checks and cash payments are needed.

It is possible to designate, change or delete the Easy Account for citizens and public institutions online. Staff in public institutions can log in onto the website with the correct user profile, and stop payments, or search for payments that their institution has made. Access is obtained by logging on to the website using the OCES signature.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility:	Local Government
Website:	https://www.borger.dk/
Description:	Information and forms to download. Passport applications are handled by the municipalities.

Money and charges

VAT refunds and excise duties

Responsibility:	Central Government, Ministry of Taxation, Customs and Tax Administration
Website:	http://www.skat.dk/
Description:	Fully transactional VAT declaration and payment system.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility:	Central Government, Danish Employment Service
Website:	http://www.jobnet.dk/
Description:	'Jobnet' is the public jobcentre Internet facility for all jobseekers and employers in Denmark. It allows users to access a job database, conduct searches by region and it furthermore provides access to a CV bank, personalised ads, information, etc.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: Danish Ministry of Justice (Legal Information Division of the Department of Civil Affairs)

Website: https://www.retsinformation.dk/

Description: The department operates and develops the official legal information system of the Danish state. When new legislation is published in Lovtidende or Ministerialtidende, it can also be found by searching the homepage of retsinformation.dk. All documents in retsinformation.dk are in Danish. Translations of some of the central acts etc. can, however, in some cases be found on the homepage of the relevant ministry.

Recognition of foreign professional qualification

Responsibility: Danish Ministry of Justice (Legal Information Division of the Department of Civil Affairs)

Website: http://engelsk.arbejdstilsynet.dk/en

Description: Companies using foreign labour must be aware that foreign workers are not allowed to work in Denmark unless their qualifications or/and education have been recognised by the Working Environment Authority. The application for the recognition of foreign professional qualification is available on the web portal of the Danish Ministry of Justice and its Legal Information Division of the Department of Civil Affairs.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Taxation, Customs and Tax Administration

Website: http://tastselv.skat.dk/

Description: The filing of tax returns is almost fully automated. Most information is collected electronically from using the citizen's ID number. This tax declaration information is filled out in a draft tax return statement that is automatically sent to all citizens annually. Citizens introduce changes to the draft statement online, if needed.

Unemployment benefits

Responsibility: Central Government, National Directorate of Labour, accredited Unemployment Benefit Funds

Website: http://www.ak-samvirke.dk/

Description: Unemployment insurance in Denmark is a voluntary scheme administrated by the 32-accredited private unemployment insurance funds (Arbejdsløshedskasser). Each fund provides its own set of online services, and most of them offer their members the possibility to register, apply for compensation and manage their personal data online.

2. Vehicles

Driving licence

Driver's licence

Responsibility: Local Government

Website: https://www.borger.dk/

Description: Information and forms to download. Driving licence applications and renewals are handled by the municipalities.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, SKAT (Danish Tax Collecting Authority)

Website: https://www.borger.dk/

Description: Information and forms to download. The Police are no longer responsible for car registration since 2008. The task has been transferred to the Danish Tax Collecting Agency (SKAT). The *borger.dk* website provides information and forms to download and the process is handled by local tax collecting offices.

3. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Ministry of Welfare, Office of Civil Registration

Website: http://www.cpr.dk;
https://www.borger.dk/

Description: Danish citizens can access their records in the Central Person Register, including their existing as well as previous addresses. Users must register their change of address with the National Registration Office in the municipality they live in, which they can either do online on *'borger.dk'*, at the municipality's website, or in person.

Certificates (birth, marriage): request and delivery

Responsibility: Local Government

Website: https://www.borger.dk/

Description: Requests for certificates are handled by individual communes, most of which provide information and forms to download on their websites. Answers to these requests are based on the Danish Central Person Register (CPR), the register of Danish residents.

Criminal Record Certificate

Responsibility: National Registry of Denmark

Website: https://international.kk.dk/artikel/how-do-i-get-my-certificate-criminal-record

Description: To obtain a paper copy of the Criminal Record Certificate, the person may go to any police station to request a copy. To obtain a copy digitally, the Danish NemID can be used to log in and fill in all the necessary information along with a digital signature.

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Danish Police

Website: https://www.politi.dk/da/servicemenu/forside/ https://www.politi.dk/

Description: The Danish police website enables citizens to report a number of crimes and offences online.

Housing (building and housing, environment)

Responsibility: Local Government

Website: https://www.borger.dk/

Description: General information and building permission application forms can be downloaded from the citizen portal '*borger.dk'* and from several municipalities' homepages.

Passport

Responsibility: Local Government

Website: https://www.borger.dk/

Description: Information and forms to download. Passport applications are handled by the municipalities.

4. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government, Higher Education institutions

Website: http://www.optagelse.dk

Description: '*Optagelse.dk'* is a central service co-ordinating all applications for enrolment in higher education in Denmark. Danish students can submit their applications online. Enrolment itself is still managed by individual universities and other higher education institutions.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Danish National Library Authority (*Biblioteksstyrelsen*)

Website: http://bibliotek.dk

Description: Online catalogue of all items published in Denmark and all items kept in Danish public libraries. Citizens can place requests for items at their local library (even if the library does not have the item wanted).

Student grants

Responsibility: Central Government, State Educational Grant and Loan Scheme Agency

Website: http://www.su.dk/

Description: Fully interactive service. Every Dane over the age of 18 is entitled to public support for his/her further education. Students register with the system and receive a username and a password. They can then submit information on the desired type of studies and school/university, check their entitlement for grants and loans, file applications and check the status of their applications. Most communications with the Grant and Loan Scheme Agency are done through this interactive service.

Information and assistance to researchers

Responsibility: EURAXESS Denmark

Website: http://euraxess.dk/

Description: EURAXESS Denmark provides information and assistance to mobile researchers – by means of the web portal and with the support of the national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Danish National Library Authority (*Biblioteksstyrelsen*)

Website: http://bibliotek.dk

Description: Online catalogue of all items published in Denmark and all items kept in Danish public libraries. Citizens can place requests for items at their local library (even if the library does not have the item wanted).

Research funding support

Responsibility: Danish Agency for Science, Technology, and Innovation

Website: http://ufm.dk/en

Description: The Danish Agency for Science, Technology, and Innovation (Ministry of Higher Education and Science) serves and oversees a wide range of independent counsels, commissions and committees which fund, support and advise on research and innovation. The information on the Danish Advisory and Funding System can be found on the website of this agency. The key funding programmes are under the Danish Council for Independent Research and Innovation Fund Denmark. Further information and calls for proposals are enlisted on the dedicated websites.

5. Health

Planned and unplanned healthcare

eHealth Portal Sundhed

Responsibility: Association of County Councils in Denmark; the Ministry of Interior and Health

Website: https://www.sundhed.dk/

Description: Sundhed.dk is the official portal for the public Danish Healthcare Services and enables patients and healthcare professionals to find information and communicate. This section is primarily for decision makers abroad who want to replicate the results.

Medical costs (reimbursement or direct settlement)

Responsibility: Regional Government

Website: https://www.borger.dk/

Description: Any person residing in Denmark (and registered in the National Register) is entitled to public health care and receives a national health insurance card (sygesikringskort), without having to apply for it. This public health insurance grants free of charge or discounted access to a range of treatments and medications (direct settlement), without further reimbursement. The health service is administered by the counties, which issue the insurance cards, run by the hospitals and has concluded agreements with general practitioners, specialists and dentists about payments.

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Welfare, Regional Government

Website: http://www.sundhed.dk

Description: The National Health portal aims to provide citizens and healthcare professionals with a one-stop shop to health-related information and services. It is now the entry point to a number of interactive and transactional services for citizens, including electronic booking of appointments with a general practitioner, viewing appointments with the healthcare services, receiving a reminder prior to visits, sending secure emails to healthcare authorities and renewing drug prescriptions.

6. Family

Children, couples

Child allowances

Responsibility: Local Government

Website: https://www.borger.dk/

Description: Family support (allowance for each child under 18 years old, regardless of the parents' income) is provided to all families in the National Register. This support is paid automatically – no application required. Other types of child support may also be available, administered and paid by the social services of the different communes, upon application only.

Certificates (birth, marriage): request and delivery

Responsibility: Local Government

Website: https://www.borger.dk/

Description: Requests for certificates are handled by individual communes, most of which provide information and forms to download on their websites. Answers to these requests are based on the Danish Central Person Register (CPR), the register of Danish residents.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.
The groups of services for businesses are as follows:

1. **Start and grow**

2. **VAT and customs**

3. **Selling abroad**

4. **Staff**

5. **Product requirements**

6. **Finance and funding**

7. **Public contracts**

8. **Environment**

1. Start and grow

Start-ups, European Company

Business portal VIRK

Responsibility: Danish Ministry of Economic and Business Affairs

Website: https://indberet.virk.dk

Description: Several electronic services, support services and procedures are available on this portal, such as submission of the financial statement or submission of an invoice or credit note to the authority of public institution. Any new business needs to register with virk.dk, whether it is as a sole trader, partnership or limited company. Virk.dk is the main official portal to businesses in Denmark.

Registration of a new company

Responsibility: Central Government, Danish Commerce and Companies Agency

Website: http://www.eogs.dk/

Description: The Danish Commerce and Companies Agency manages company registration services in Denmark and provides registration services online. Businesses' details are kept in the Central Business Register (CVR). It is also possible to perform the registration of new businesses and change businesses' details online.

Registration of beneficial owners

Responsibility: Central Government

Website: https://datacvr.virk.dk/data/

Description:	All companies are required to register information about the beneficial owner(s) and information of beneficial interest held. The register of beneficial owners is the result of an act that implements parts of the EU Directive 2015/849. In the act, a beneficial owner is defined as a natural person who ultimately owns or controls a company through direct or indirect ownership of a sufficient percentage of the shares or voting rights, or through control via other means. Companies must therefore obtain information about persons that ultimately owns or controls the company and the nature and extent of the beneficial interest held. On this basis, companies must make a concrete assessment of who are the beneficial owners of the company.

Intellectual property rights

Patents

Responsibility:	Danish Patent and Trademark Office
Website:	http://www.dkpto.org/
Description:	Danish Patent and Trademark Office offers a wide range of self-service products to make it easier for the customers. Amongst the most popular and frequently used services are the databases with free access to Danish Patent, Trademark and Design Rights, and an online application for Danish Patent, Trademark and Design. If a business wishes to proceed to file for a patent or register trademark or design, it is able to use the online application. Other services are available on the portal.

Annual accounts

Submission of data to statistical offices

Responsibility:	Central Government, Danish Central Statistical Office (Statistics Denmark)
Website:	http://www.dst.dk
Description:	Since 2002, Danish businesses and public authorities have had the possibility to electronically submit wage and salary information to Statistics Denmark through the new wage and salary project. This project was set up in collaboration with the Danish Commerce and Companies Agency and the Central Customs and Tax Administration.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility:	Central Government, Ministry of Taxation, Customs and Tax Administration
Website:	http://www.skat.dk/
Description:	Fully transactional VAT declaration and payment system.

Excise duties

Corporate tax: declaration, notification

Responsibility:	Central Government, Ministry of Taxation, Customs and Tax Administration
Website:	http://www.skat.dk/
Description:	Fully transactional corporate tax declaration and payment system.

Reporting imports/exports

Customs declarations (eCustoms)

Responsibility: Central Government, Ministry of Taxation, Customs and Tax Administration

Website: http://www.skat.dk/

Description: The Danish Customs Administration has implemented a web-based eCustoms system supporting 'Just-in-Time' procedures for import while increasing the level of control. Businesses and traders can access the declaration system through the Internet and the Electronic Data Interchange (EDI).

3. Staff

Health and safety

Web portal of Danish Working Environment Authority

Responsibility: Ministry of Employment (Danish Working Environment Authority)

Website: http://www.at.dk

Description: *Arbejdstilsynet* is the Danish Working Environment Authority (WEA). The basis for WEA's tasks is the working environment act and related regulations. The mission statement for the WEA is to contribute to a safe, healthy and stimulating working environment through effective inspection, targeted regulation and information.

4. Product requirements

Chemicals (REACH)

Product Registry for REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006)

Responsibility: Ministry of Employment (Danish Working Environment Authority)

Website: http://engelsk.arbejdstilsynet.dk/en/

Description: *Arbejdstilsynet* is the Danish Working Environment Authority (WEA). The basis for WEA's tasks is the working environment act and related regulations. The mission statement for the WEA is to contribute to a safe, healthy and stimulating working environment through effective inspection, targeted regulation and information. Product Registry is a dedicated part of the website of the Danish Working Environment Authority that provides information about REACH, information about the process of registration of substances and online notification forms and registries.

5. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Agency for Governmental Management

Website: http://www.udbudsportalen.dk/

Description: The Danish Procurement portal is an electronic marketplace trying to provide efficiency and development in the public sector. Under the right circumstances, it can ensure that the task is best solved at the lowest cost - whether in the hands of a private contractor or maintained in public.

6. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment, Danish Environment Agency

Website: http://www.mst.dk

Description: Information and application forms to download. Possibility to fill in forms, submit them online using a digital signature and make related payments.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

Joinup is a joint initiative by the Directorate General for Informatics (DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.
NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.
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