Denmark
Digitisation-ready legislation
DIGITAL DENMARK: DANES LOVE THE INTERNET!

Denmark tops the DESI-ranking second time in a row: 95% use the internet weekly, less than 4% never use it.

An example: 92% use online banking.
DIGITISATION IS NOTHING NEW…

1968
CPR: National identity numbers are introduced and used throughout the public sector

1970
Tax collection at source introduced in both public and private sector

1983
The Dankort: One nationwide bank card regardless of bank. Often incorporated into credit cards.

2003
NemKonto: All payments to citizens via bank transfers

2005
EAN: All billing to/from the public sector is digitised

2010
NemID: Nationwide key card used in the public sector, banks etc.

2014
All communication to citizens is digitised through E-Boks (introduced in 2001)

…AND IT’S TOP-DOWN!
HOW IS THIS EVEN POSSIBLE?

A society with an extraordinary degree of mutual trust

No experience with authoritarianism

Very little corruption, nepotism and abuse of power

Centralized power structure

We trust that digitisation will be for the good of all
7 PRINCIPLES FOR DIGITISATION-READY LEGISLATION

1. Simple and distinct rules
   Legislation should be simple and distinct, thus contributing to a more uniform and digital administration.

2. Digital communication
   Legislation should underpin digital communication with citizens and corporations.

3. Enable automated digital case processing
   Legislation should underpin fully or partly automated digital case processing while still taking into account the legal rights for citizens and companies.

4. Consistency across Authorities
   Data and definitions of concepts are reused across authorities.

5. Safe and secure data management
   Data security should be prioritized.

6. Using public IT-infrastructure
   Public IT-solutions and standards should be applied.

7. Legislation should prevent fraud and errors
   Legislation must be designed to support the use of IT for purposes of control.
CONSEQUENCES?

• Less complicated legislation secures transparency and accountability throughout

• Empowered citizens are able to navigate and solve tasks themselves

• More time for employees to help citizens with complex cases

• More efficient use of public funds = less taxes

• Digitisation increases standardisation and 1-size-fits-all regardless of issue

• Alienated citizens lack trust in decisions made by machines

• Employees are unable to use their skills and become operators of machines

• Trust in, and support for, the welfare state dwindles