

100% Digital Denmark

Presentation: 04/08-2017

Counsellor

Gustav Christoffer Jensen

Danish Embassy Brasilia



... From Denmark with...



The Counsellor

PROFILE

Making Denmark Digital

- Person: Gustav Christoffer Jensen
- Experience: 16 years building ICT systems in Denmark. Everything is now online and digital – so **mission (almost) complete.**

Goal for period 2015 – 2018

Make Brazil more digital

- Through digitalization fight poverty and corruption
- Increase awareness on better regulation and digitalisation within the Brazilian government.
- Build strategic sector corporation
- Increase Danish awareness towards the Brazilian market.



What is Denmark good at?



2016 Denmark #1 on the European Digital Economy & Society Index (DESI)



2016 Denmark #1 Transparency International

- Chile #24
- Brazil #79
- Columbia #90
- Peru #101

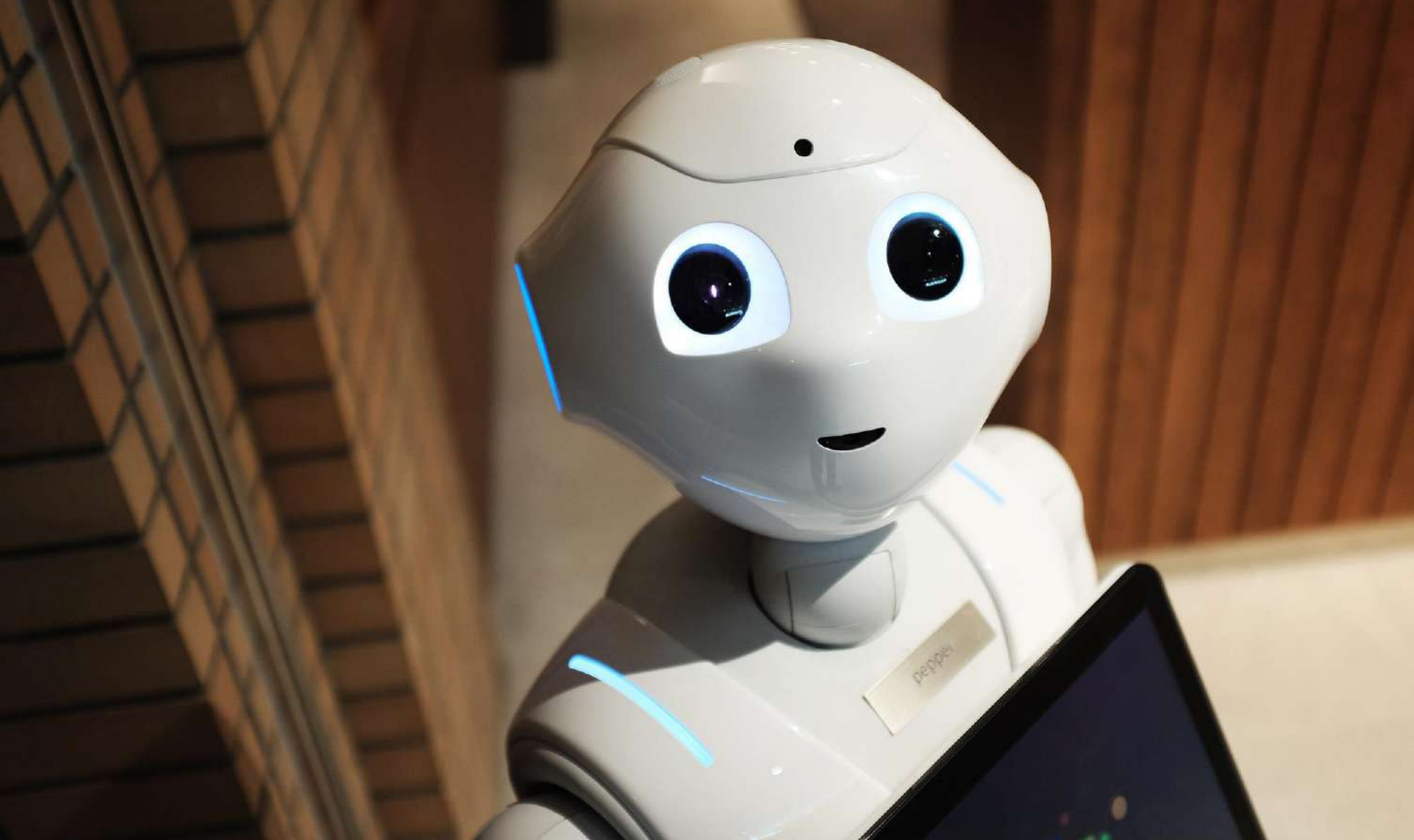


2016 Denmark #3 Ease of doing business

- New Zealand #1 Singapore #2
- Columbia #53
- Peru #54
- Chile #57
- Brazil #123



WHAT IS 100 % DIGITAL?

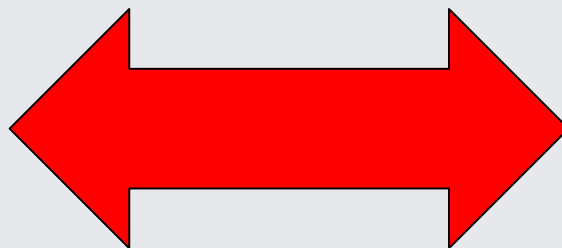




All communication from public authorities is digital



Government



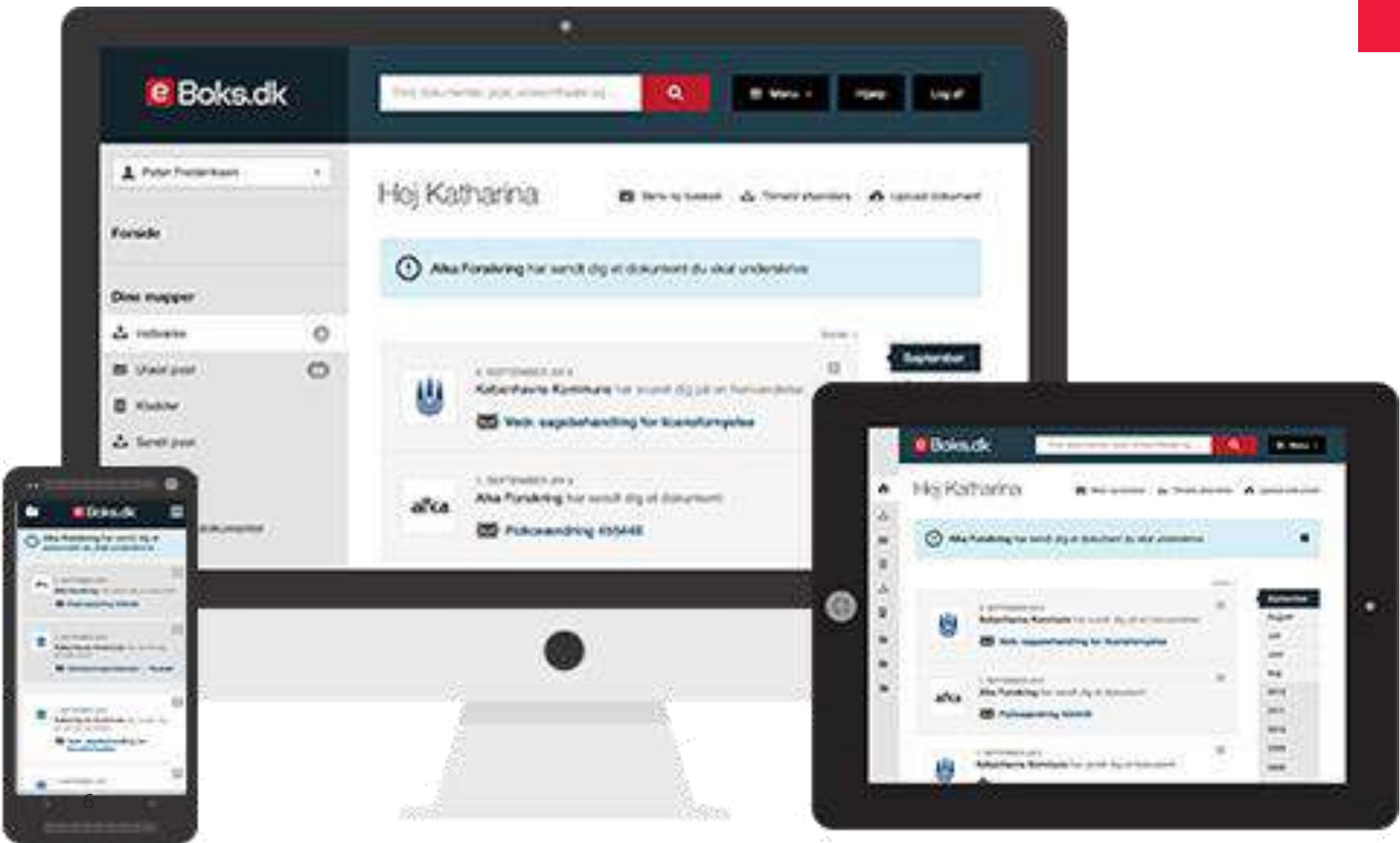
All communication!:

Elderly people,
Companies, Students,
Teachers, Unemployed
people, and so on...



E-BOKS – just like a GMAIL

- *but without GOOGLE stealing info*



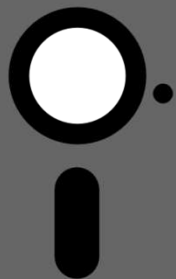
**MIND
LAB**

Before digital revolution

G*NOVA



The Story



G*NOVA is the new policy lab (innovationcenter) within the Brazilian government. G*NOVA is participates in cooperation with the Danish Government Laboratory, aiming at experience exchanging and capacity building.



G*NOVA's opening - AUG 2016



Daily life / Denmark on Call



Succes with digitalization



Citizen

Government

Streamlining

Deliver more for less



Quality

Deliver better service



Reliability

Deliver flawless service



Priority



Focus on core services



Innovation



Involve citizens in co-creation and delivery.



Activate civil society.



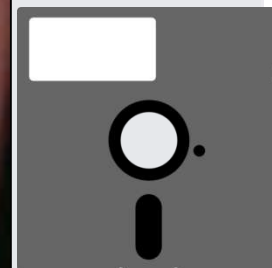
Use data to optimize and govern.



Take advantage of disruptive elements.



DANISH Digital Strategy 2016-2020



What is a digital strategy?



DIGITAL SOLUTIONS MUST BE EASY-TO-USE,
QUICK AND ENSURE HIGH QUALITY

1

A USER-FRIENDLY AND
SIMPLE DIGITAL PUBLIC
SECTOR

2

BETTER USE OF DATA
AND QUICKER CASE
PROCESSING

3

BETTER AND MORE
COHESIVE WELFARE
SERVICES



DIGITISATION MUST PROVIDE GOOD
CONDITIONS FOR GROWTH

4

BETTER FRAMEWORK FOR
THE BUSINESS
COMMUNITY

5

PUBLIC-SECTOR DATA
AS A GROWTH DRIVER

6

AN EFFICIENT
UTILITIES SECTOR



SECURITY AND CONFIDENCE
MUST BE IN FOCUS AT ALL TIMES

7

THE PUBLIC SECTOR
PROTECTS DATA

8

ROBUST DIGITAL
INFRASTRUCTURE

9

DIGITISATION FOR
EVERYONE



Vision 100% DIGITAL



Figure 2.7: The future of digital Government



DENMARK IN THE DIGITAL LEAD

Over the past 15 years, Denmark has undergone a unique transition to digital public administration, communication and services. A number of solutions originating from previous digital strategies have now become routine.



THE EVOLUTION OF SOFTWARE ARCHITECTURE

1990's

SPAGHETTI-ORIENTED
ARCHITECTURE
(aka Copy & Paste)



2000's

LASAGNA-ORIENTED
ARCHITECTURE
(aka Layered Monolith)



2010's

RAVIOLI-ORIENTED
ARCHITECTURE
(aka Microservices)



WHAT'S NEXT?

PROBABLY PIZZA-ORIENTED ARCHITECTURE

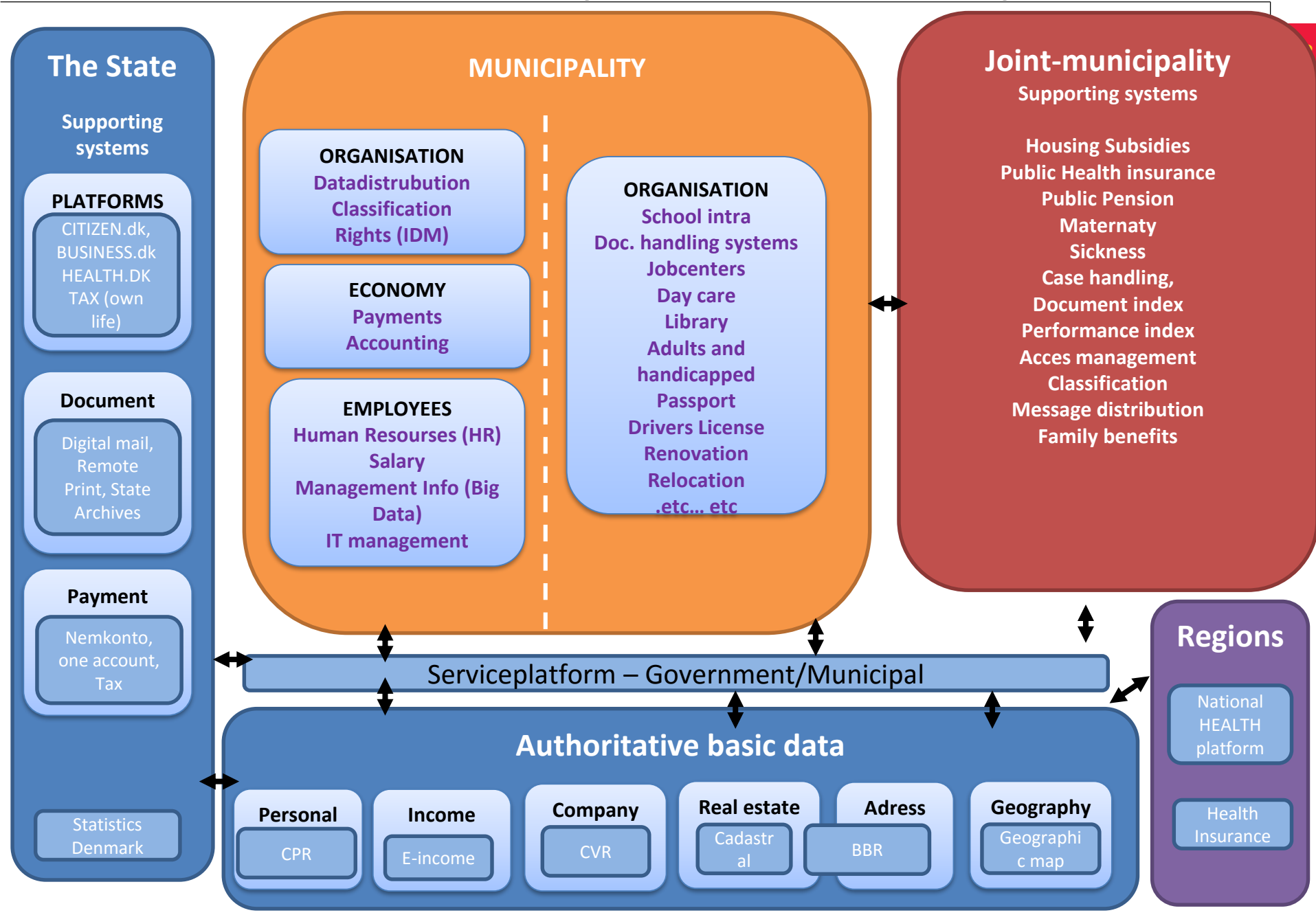




Tasks handled by government tiers

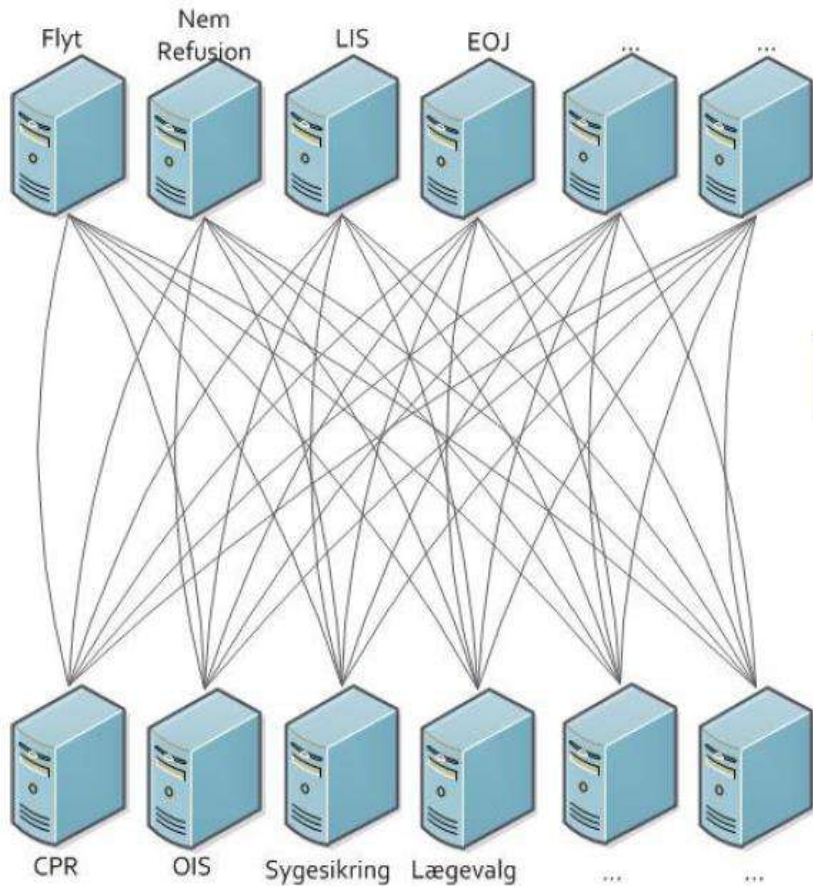
The State	The 5 Regions	The 98 municipalities
Nature & Environment supervision	Healthcare (hospitals, doctors etc.)	Healthcare (rehabilitation and preventive activitise)
Taxation		Occuopation (jobcenters)
Culture		Culture (library and music schools)
Traffic		Park & Roads (maintenance & supervision)
Social service (advice to municipalities)		Social Service (children & adults with special needs/handicapped. Elders)
Education (guidelines in general & education after secondary school)		Education (pre-school, secondary school, special education)
		Citizen services in general

The Future system landscape

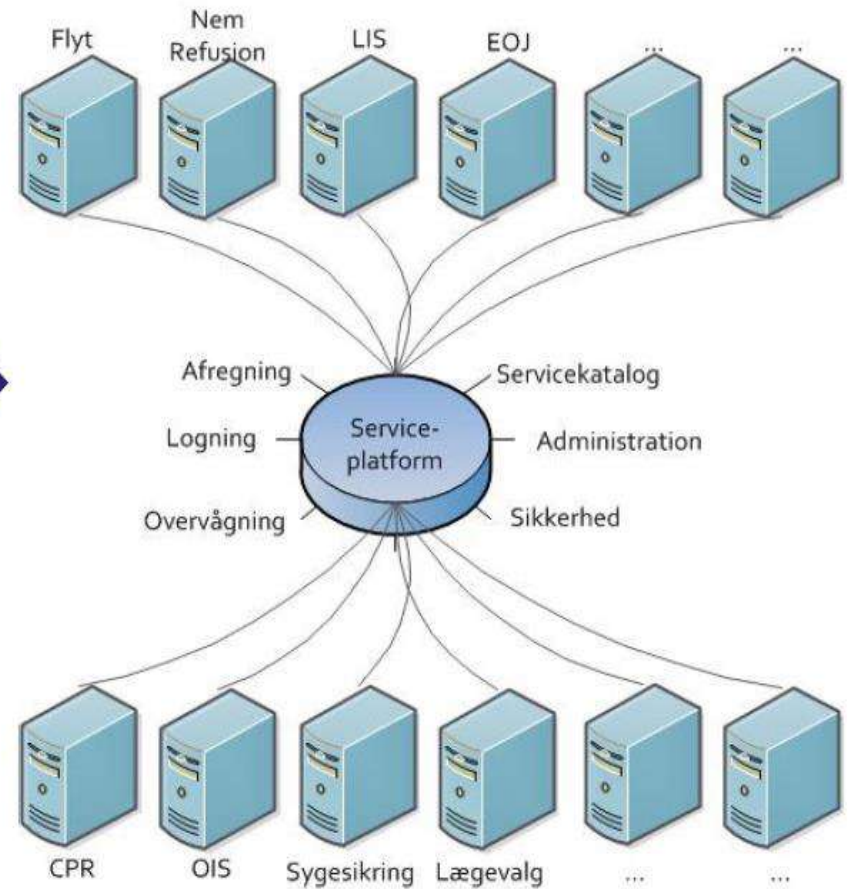


Why a Serviceplatform?

From Chaos today



To the future, with order



REMEMBER !!!!



BORGER.DK

- Citizen

ACCES –
DANISH NEM-ID



Danish inspired log-in solution for Brazilian government websites ready to launch.

Published on February 22, 2017



Gustav Christoffer Jensen
Counsellor at Royal Danish Embassy, Brasília at Mini...



Digital news from Brazil. The first public login system in Brazil is ready to be launched, with strong influence from Danish NEM-ID(<https://en.wikipedia.org/wiki/NemID>).

In March 2016, Brazil and Denmark signed a partnership agreement for increased innovation and digitization of the public sector in Brazil. The agreement is designed to help Brazilians to reduce corruption and at the same time pave the way for growth of Danish companies in the South American country. Two Brazilian delegations visited Denmark to learn about our experience with NEM-ID. The agreement will have concrete results...



QUIZZ

Government VS Banks

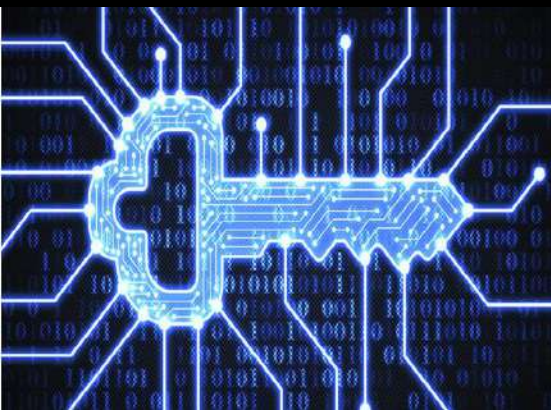
Question....
Who wants the highest login safety

Banks or...Government

AND

WHY???

(Prize to win!!)





Right answer

- Bank can take out insurance on loosing money.
- Governments can't. If they loose personal data they are in big big trouble...



DEN SMARTE BY

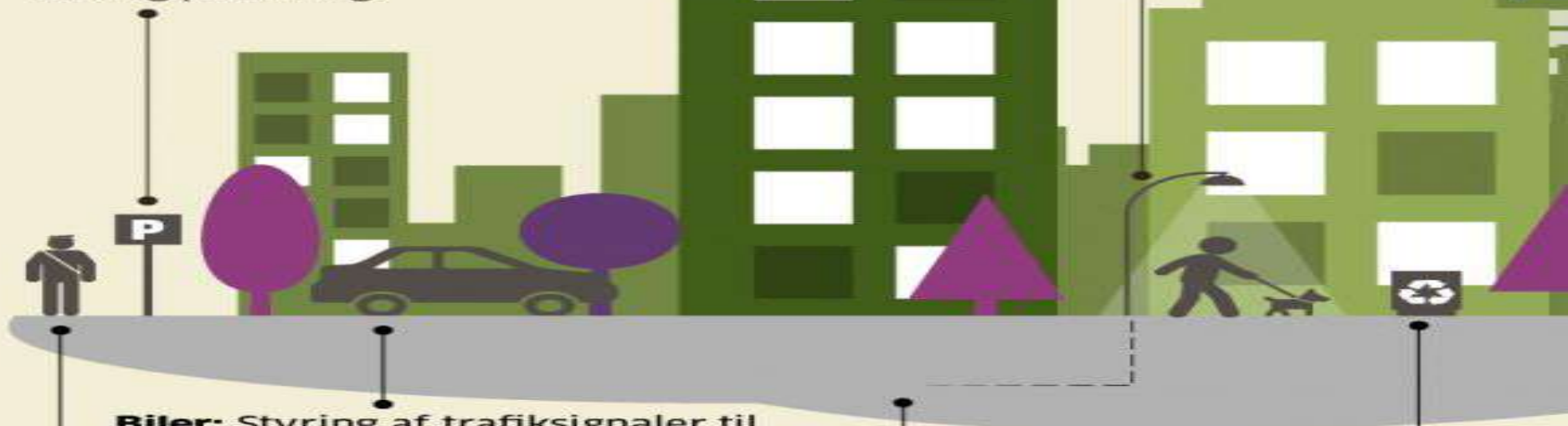
Fra Mumbai til Vordingborg skyder nye teknologiske fix, der gør byerne smartere, frem.



Luftkvalitet: Målere på udvalgte steder hjælper borgerne med at undgå de mest partikelfyldte områder.

GADELYGTER: Lysstyrken i lygterne kan reguleres fra et centralt sted.

PARKERING: Sensorer på offentlige pladser sladrer om ledige pladser – men giver også bøder for ulovlig parkering.



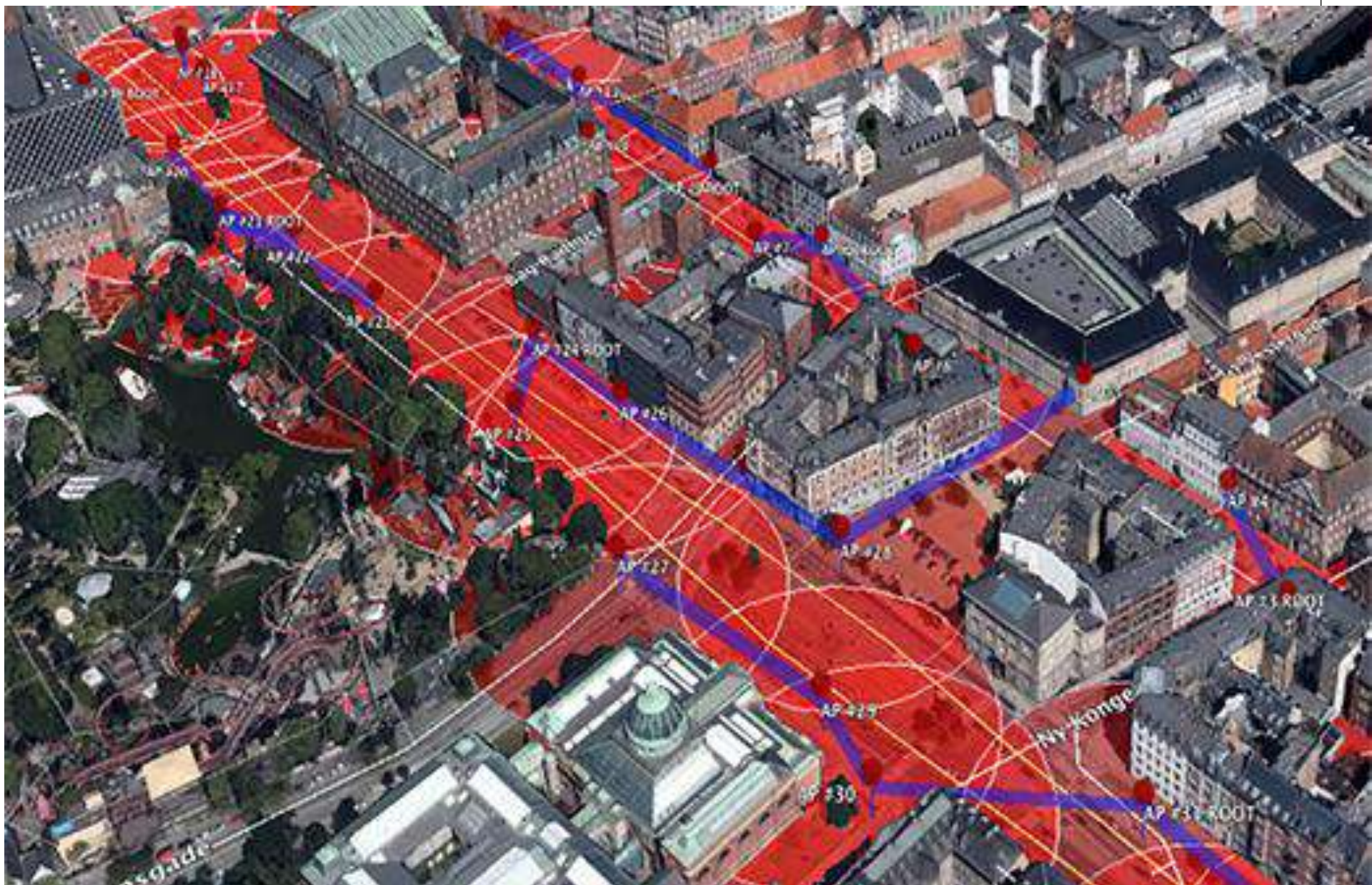
Biler: Styring af trafiksignaler til hurtigere flow af trafik baseret på data fra bilisternes smartphones.

Politi: Placeringen af betjente i byen bestemmes ud fra analyser af konstant opdaterede data for, hvor forbrydelser bliver begået.

Elnet: Computerstyring af strømflowet i forhold til vejrdata, elpriser og forbrug.

Skraldespande: Komprimerer skraldet løbende og sender besked, når spanden er tæt på fyldt.

Copenhagen Living Lab









DRIKKEVAND: Sensorer i vandledninger overvåger tryk, temperatur og forurening.

Elmålere: Digitale, netopkoblede elmålere tænder for f.eks. vaskemaskinen, når elprisen er lav.

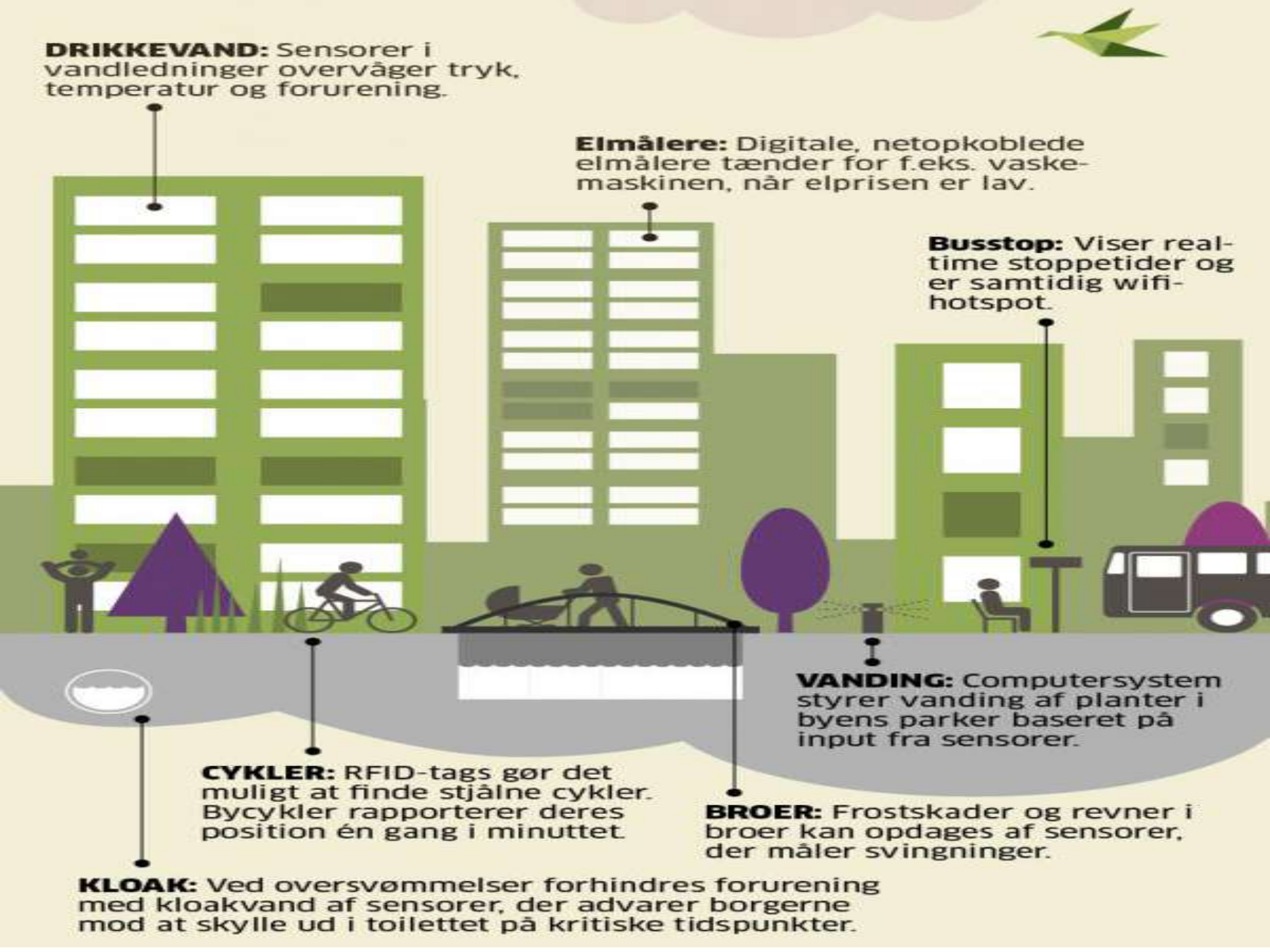
Busstop: Viser real-time stoppetider og er samtidig wifi-hotspot.

VANDING: Computersystem styrer vanding af planter i byens parker baseret på input fra sensorer.

BROER: Frostskafer og revner i broer kan opdages af sensorer, der måler svingninger.

CYKLER: RFID-tags gør det muligt at finde stjalne cykler. Bicykler rapporterer deres position én gang i minuttet.

KLOAK: Ved oversvømmelser forhindres forurening med kloakvand af sensorer, der advarer borgerne mod at skylle ud i toilettet på kritiske tidspunkter.





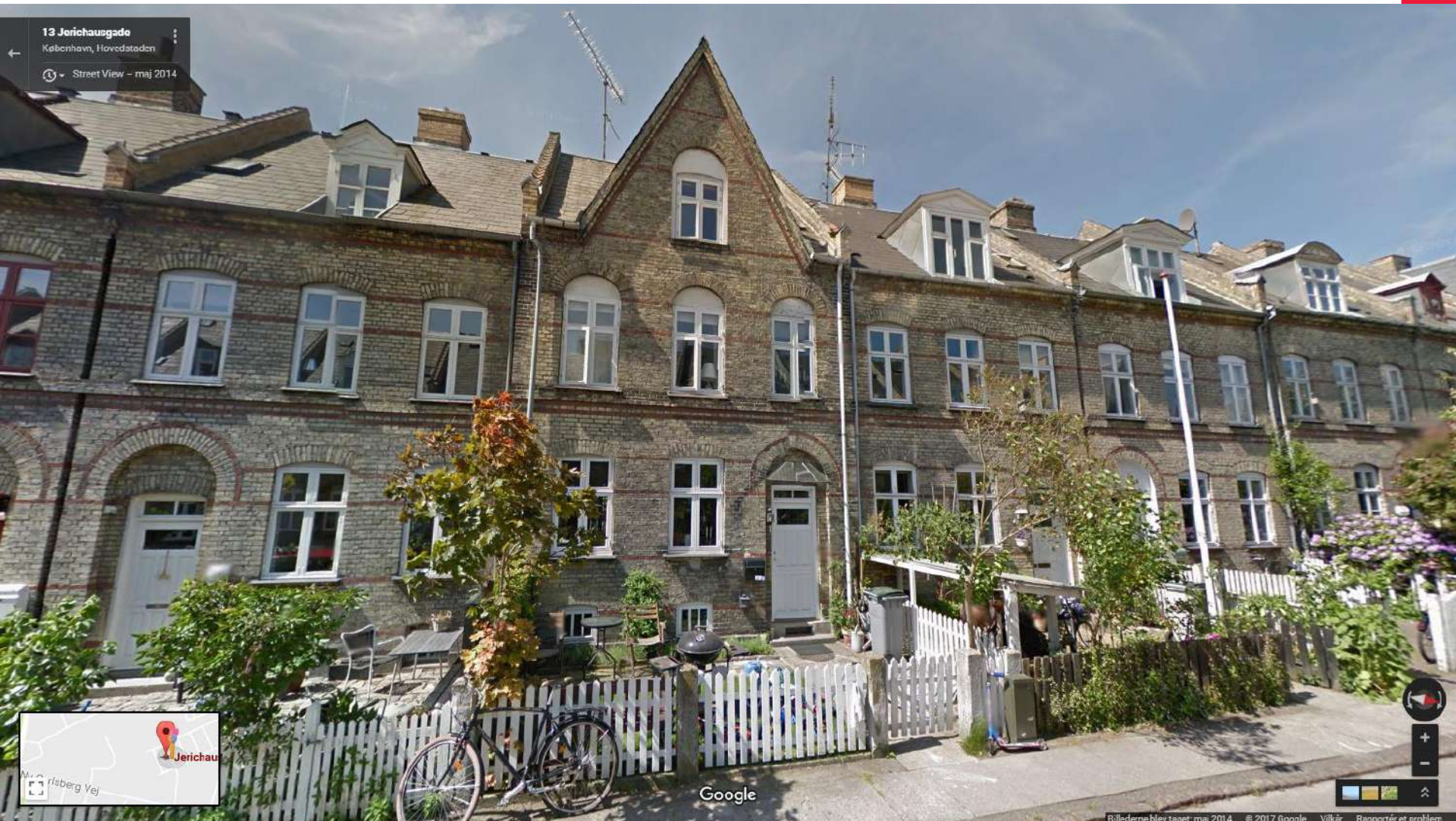


Byg og Miljø - Buildings and Environment storage...

Geo coding and/or Unik ID!!!

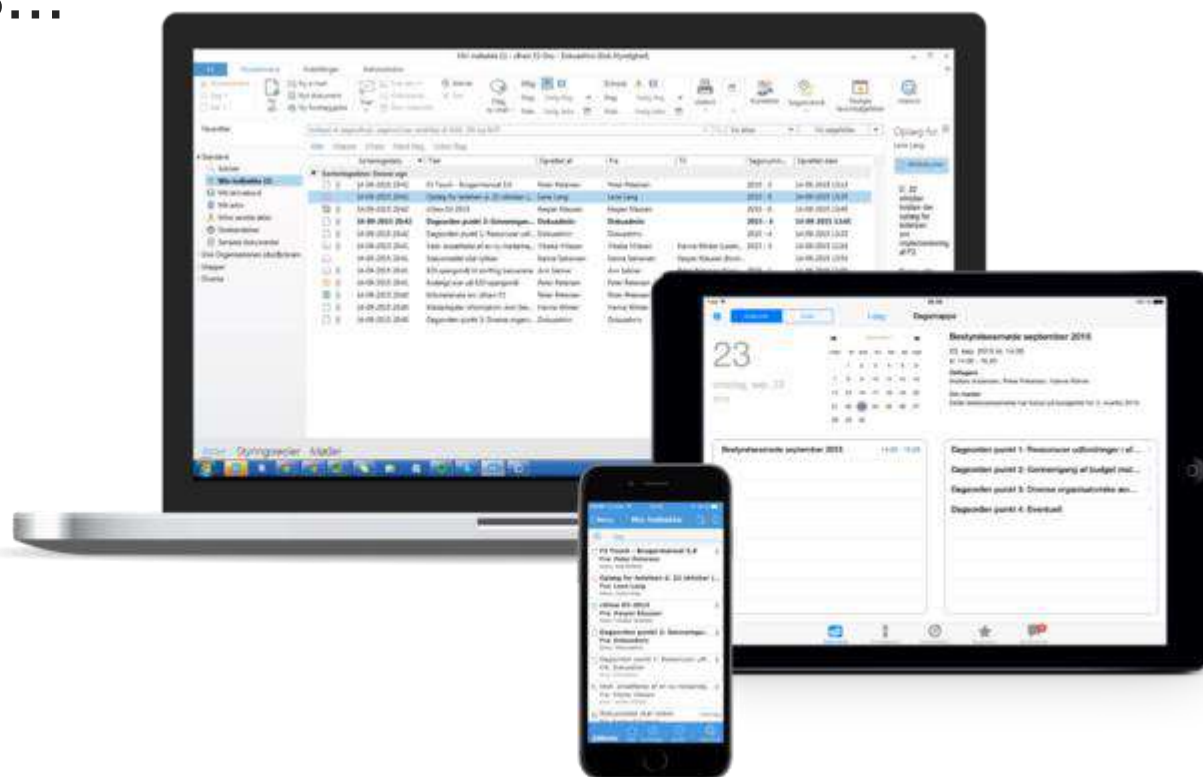


Our House ... in the middle of the street..





Being 100% digital of course means all municipalities have a digital case-handling system... also when communicating with citizens...





Online Presentation....

- Citizens
- Business
- Case Handling (Byg og Miljø)
- Health

- The tragic story... 100%

Borger.dk (Citizens.DK)

The screenshot shows the Borger.dk website interface. At the top, there is a navigation bar with the logo "borger.dk" and buttons for "Digital Post", "Min Side", and "Log på". A search bar is also present with the text "Søg på borger.dk".

Below the navigation bar, there are three main content tiles:

- Opgørelse af pension**: Læs om opgørelsen for 2016 og betal pension tilbage. (Accompanied by an image of an elderly man looking at a tablet.)
- Feriepenge**: Læs, hvordan du får dine feriepenge udbetalt. (Accompanied by an image of a child standing on a beach.)
- Pas på falske sms'er**: Læs mere om falske sms'er og snydemails, og om hvordan du undgår dem. (Accompanied by an image of hands holding a smartphone.)

Below these tiles is a section titled "Genveje" (Shortcuts) with a list of links:

- > [Ansøg om eller forny dansk pas](#)
- > [Valg af læge](#)
- > [Folkepension](#)
- > [Barsel og orlov](#)
- > [Danskerlisten](#)
- > [Flytning](#)
- > [Studiegæld](#)
- > [Boligstøtte](#)
- > [Det blå FU-sygesikringskort](#)
- > [Falske mails - phishing](#)

At the bottom, there is a section titled "Alle emner" (All topics) with four columns of links:

- Familie og børn**
 - > [Når I vil giftes](#)
 - > [Barsel og orlov](#)
- Skole og uddannelse**
 - > [Privatskoler, lilleskoler og friskoler](#)
 - > [Indskrivning til skolestart](#)
 - > [Mere ...](#)
- Sundhed og sygdom**
 - > [Nyt sundhedskort](#)
 - > [Valg af læge](#)
 - > [Mere ...](#)
- Ældre**
 - > [Hjemmehjælp](#)
 - > [Ældrecheck](#)
 - > [Mere ...](#)

The bottom of the screenshot shows the Windows taskbar with various application icons and the system tray displaying the time as 02:21 and the date as 04-08-2017.

VIRK.DK (Business.DK)

The screenshot shows the Virk.dk website interface. At the top, there is a search bar with the text "Søg på Virk | Indberet". Below the search bar, there is a section titled "Mest anvendte indberetninger" (Most used filings) with a link to "Se alle indberetninger og myndigheder". This section contains a grid of service cards:

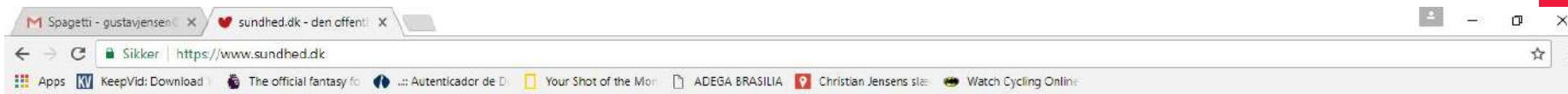
- Fakturablanketten >**: Send en faktura til det offentlige
- NemRefusion - sygedagpenge >**: Søg om refusion af sygedagpenge
- NemRefusion - barselsdagpenge >**: Søg om refusion af barselsdagpenge
- NemRefusion - løntilskudsrefusion >**: Søg om løntilskud - erstatter AB250
- Indberet årsrapport >**: Indberet virksomhedens årsrapport digitalt
- Moms >**: Indberet moms til SKAT
- Start virksomhed >**: Opret en virksomhed og få et CVR-nummer
- Ændre virksomhed >**: Registrer ændringer i en virksomhed
- Lukke virksomhed >**: Luk en virksomhed
- Frivillig forening >**: Registrer en frivillig forening
- P-enhedsløsningen >**: Opret, rediger eller luk produktionsenheder
- Registrer ejerforhold >**: Registrer virksomhedens legale og reelle ejere

On the right side, there is a "mit virk" sidebar. It features a "Log ind" button, a link for "Hjælp til log ind", and a section "Log ind for at:" with a list of actions:

- ✓ Få og give rettigheder
- ✓ Tjekke din digitale postkasse
- ✓ Se virksomhedens oplysninger
- ✓ Oprette genveje til indberetninger

At the bottom of the sidebar, there is a link "Læs mere om Mit Virk". A vertical "Feedback" button is located on the far right edge of the page.

Sundhed.DK (Health.DK)



Borger

Fagperson

sundhed.dk

Log på NEM ID

Menu



Få fx. adgang til:

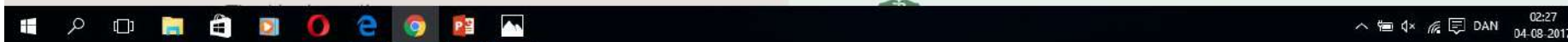
- Sundhedsjournalen
- Behandlinger på sygehus
- Medicinkortet

Dine sundhedsdata ét sted

Log på med NemiD og se dine sundhedsdata fra det offentlige sundhedsvæsen

Få mere at vide

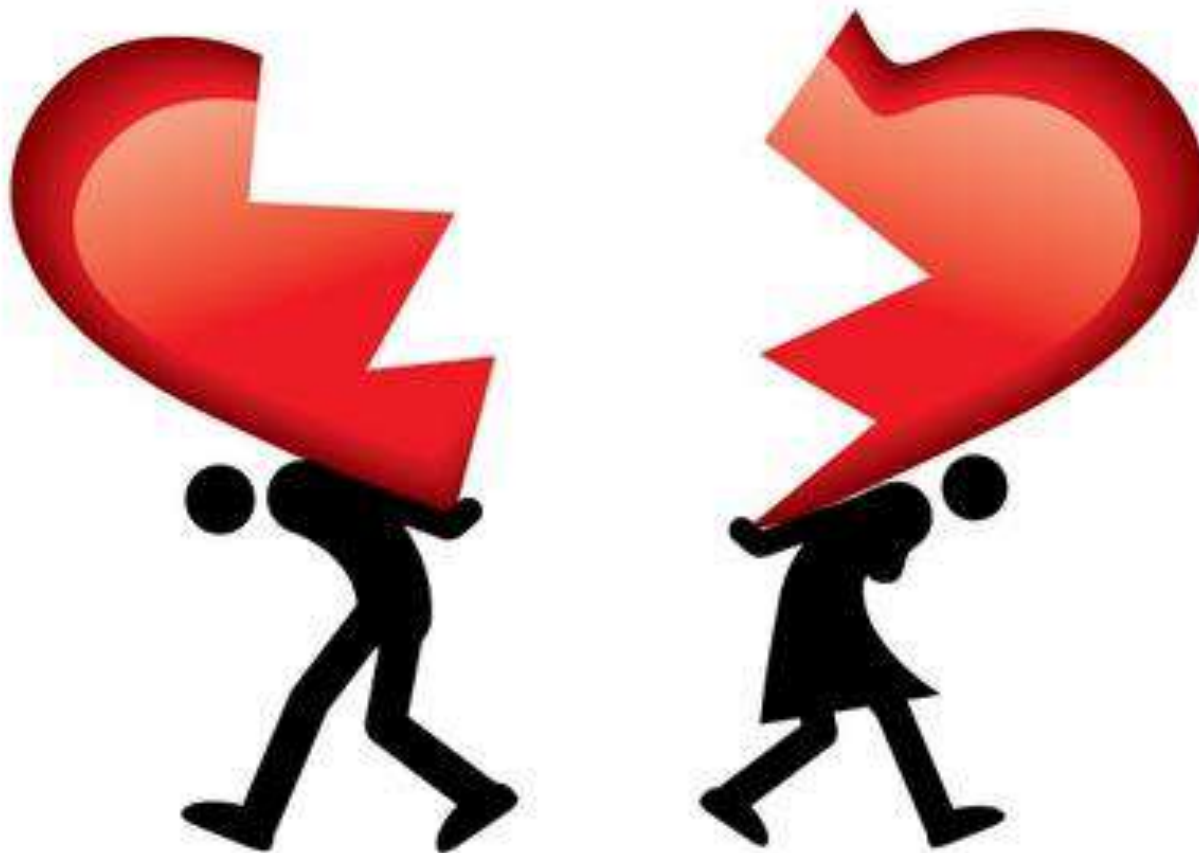
Log på NEM ID





Back to 100% Digital

- The Break-up... a tragic story...







We will probably never get to grips with the state's IT disasters

Computer Views: Something may indicate that the main reason for the large public IT scandals to be found deep in the public system structures. Can we all do something about it?

February 21, 2017 at 09:00



8 comments



DAN JENSEN
Commerce and community editor

TWITTER
@ danjensen98

Advertisement

Beskyt din virksomhed mod katastrofale nedbrud



Computer Views: It is 16 years ago that the then Technology Council published the so-called **Bonnerup report**, named after Erik Bonnerup, former Permanent Secretary in the Ministry of Finance and chairman of the review committee.

Advertisement

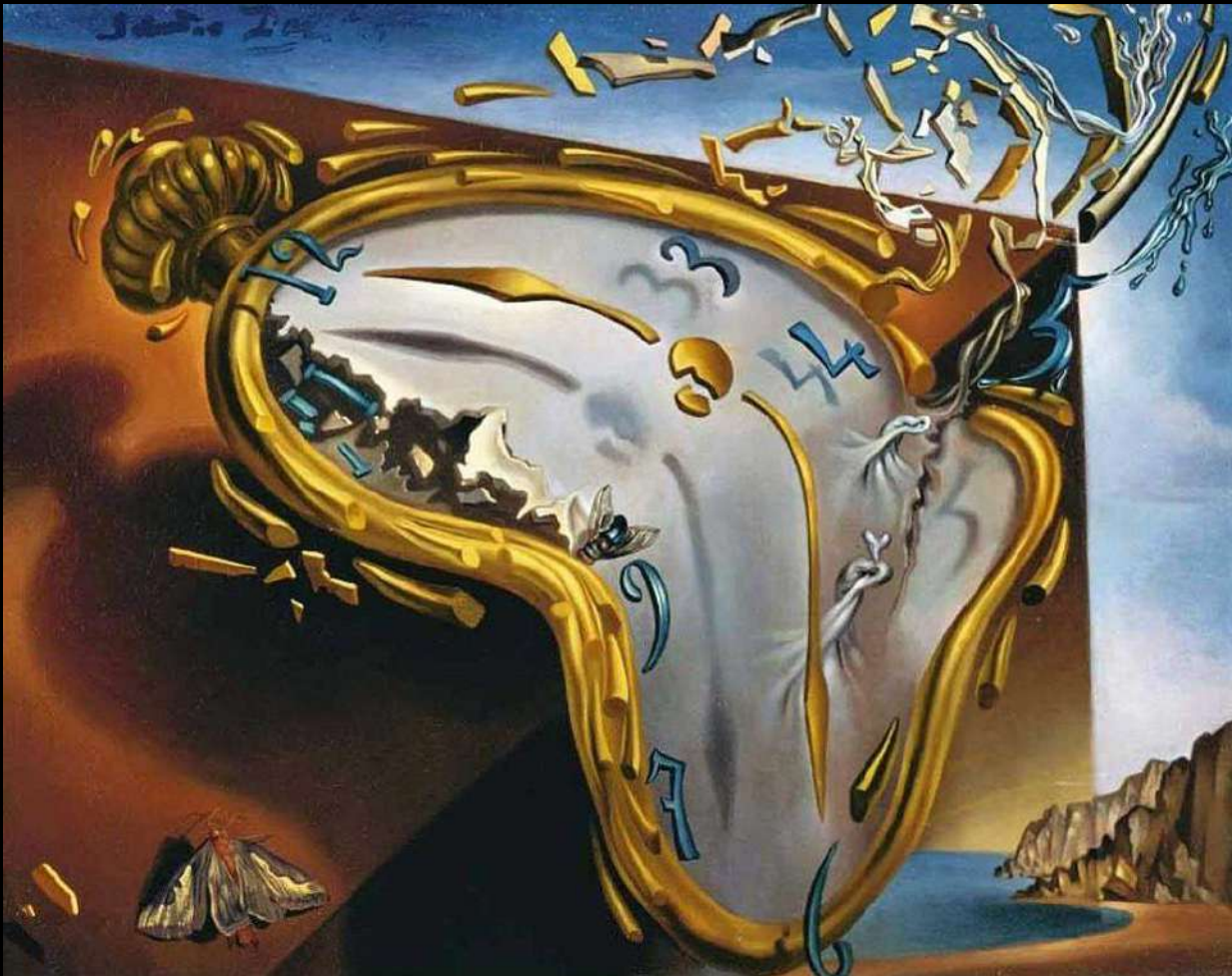


'Think big, act small, fail fast'

**“I have not failed,
I’ve just found
10,000 ways that
won’t work”**

— Thomas Edison
Inventor, Scientist

Time is UP ☹️





Thank you for Listening
Any Questions?

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