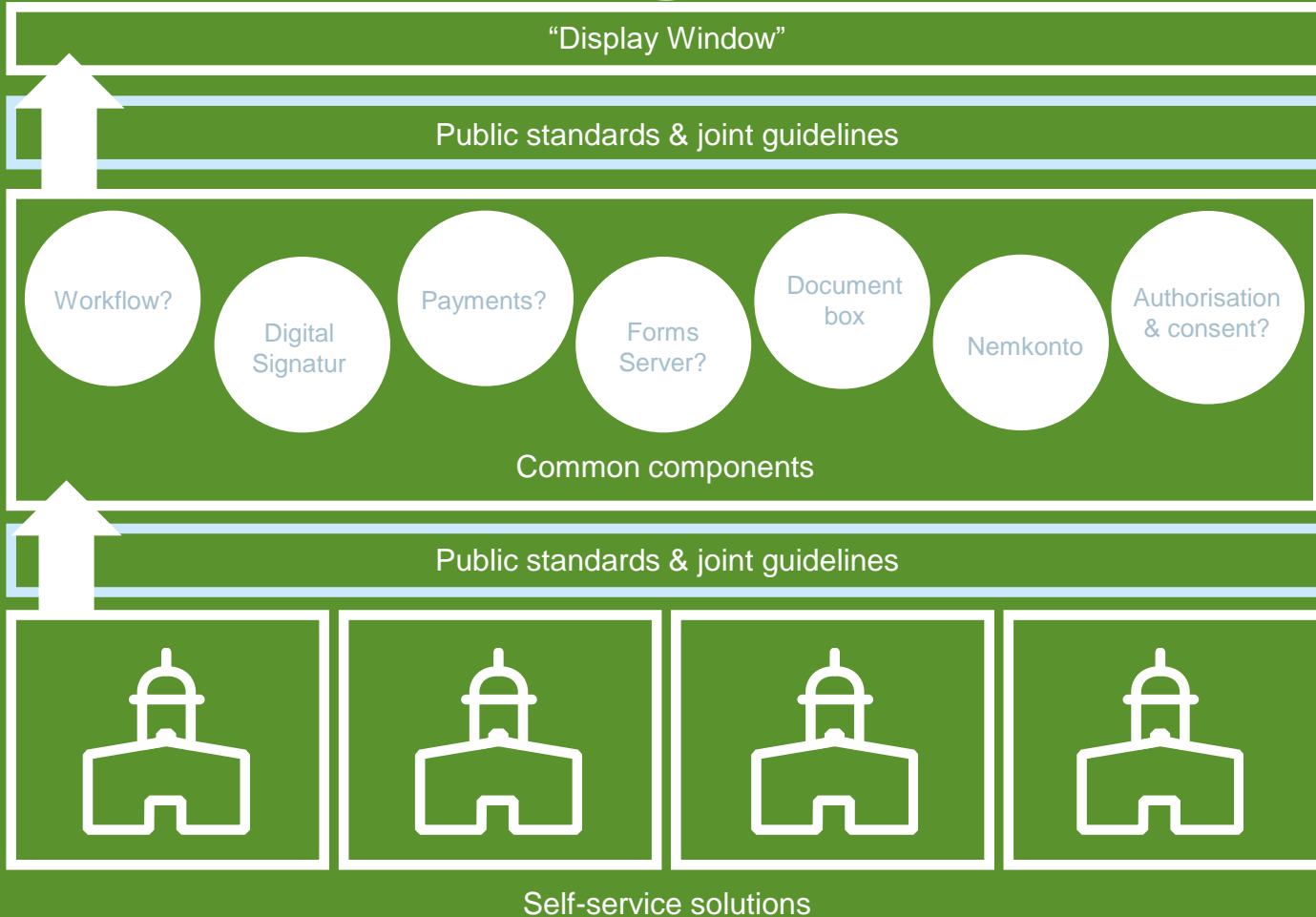# borger.dk

(citizen.dk)

Borger.dk is a portal to the joint public sector for all Danish citizens

Borger.dk is empowered with a budget of € 6.3 milion and a key player in eGovernment Strategies.

Today, borger.dk holds about 2.000 digital self-service solutions.

Borger.dk was launched in 2007 as a joint government initiative funded by all levels of government.

The Citizen Portal

"Display Window"

Public standards & joint guidelines

Workflow?

Digital Signatur

Payments?

Forms Server?

Document box

Nemkonto

Authorisation & consent?

Common components

Public standards & joint guidelines

Self-service solutions

Digital Post   Min Side   Log på   Søg på borger.dk 🔍

Fyrværkeri

Du må skyde fyrværkeri af fra 27. december til og med 1. januar

Brev om kontanthjælps-loftet?

Læs om højere satser for kontanthjælp, kontanthjælpsloftet og boligstøtte fra 1. januar 2017

Opgørelse af pension

Bliv klogere på opgørelse af din pension for 2015

Genveje

> Internet og sikkerhed
> Phishing – falske mails
> Indskrivning til skolestart
> Forskudsopgørelsen
> Valg af læge

> Flytning
> Folkepension
> Boligstøtte
> Barsel og orlov
> NemSMS

Alle emner

Familie og børn   **Skole og uddannelse**   **Sundhed og sygdom**   **Ældre**

Borger.dk (Citizen.dk):
A unified digital service, that creates values for
both citizens and authorities

Citizens: Quality, safety
and security

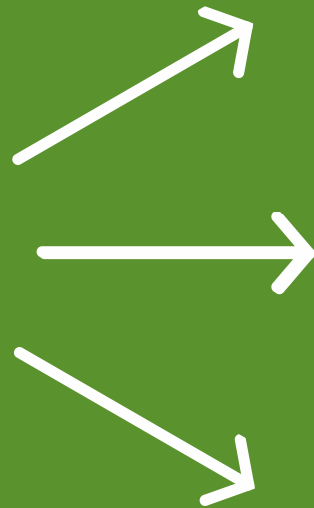**Authorities:** Increased individual
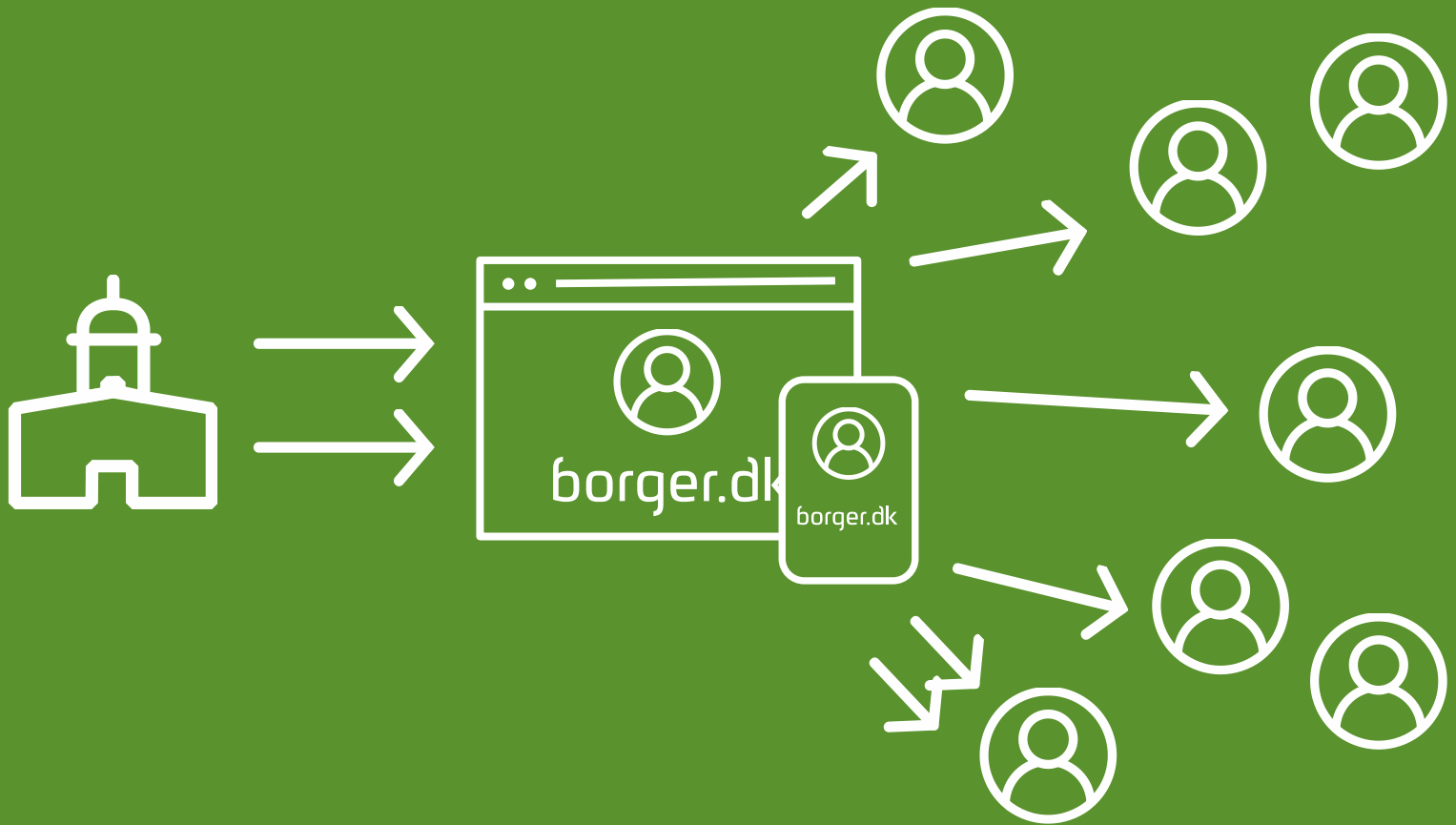and combined efficiency

Citizens: Quality, safety and security

Citizens: Quality, safety and security

borger.dk

borger.dk

A simplifying portal to aid the citizen

Authorities: Efficiency individually as well as combined

Implementation

Borger.dk is a shared responsibility between the three levels of government in Denmark

Central government

5 regions

98 municipalities

Since 2011, all three levels of government worked hard on realizing the ambitious goal: 80 percent of the communication with citizens and corporations should be digital by the end of 2015.

- Secretariat serving the government levels

- Established in 2011

- Mission is to digitalize the public services

- More than 200 employees

- Office dedicated to the maintenance of borger.dk

Implementation – National Strategies

2001
Digital Collaboration

Digital signature

Citizens can send emails to public authorities

Digital communication by the authorities

2004
Efficient Payment and Internal Digitisation

NemKonto (mandatory default citizen's account for payments from the authorities) and eInvoicing

Virk.dk (digital public services web portal for businesses) and Sundhed. dk (web portal providing personal access to all own health data)

Secure government email systems

2007
Common Infrastructure

Borger.dk (digital public services web portal for citizens)

NemID (eID solution), NemLog-in (federated user management and log-in to online public services etc.), eIndkomst (digital reporting of income)

Digital Post (digital mailbox for messages and commications from public authorities), NemSMS (text message reminders from the authorities),

Authorities must use common IT infrastructure

2011
Digital Communication

Digital Post made mandatory for individuals and businesses

Online self-service solutions made mandatory for individuals and businesses

Dissemination of digital welfare services

The Basic Data Programme

2016
Stronger and More Secure

Digital solutions must be easy-to-use, quick and ensure high quality

Public sector digitisation must provide good conditions for growth

Security and confidence must be in focus at all times

User Satisfaction

1   80 % should agree that it is easy to find what you are looking for on borger.dk   **81 %**

2   80 % should find the content easy to read and comprehend.   **86 %**

3   80 % should agree that it is safe and secure to use the website.   **87 %**

How can the Danish Embassy in Prague assist?

- Top meeting between CZ/ DK Ministers of Health in March 2017

- Danish best practice – more efficient, reliable, cost effective and user friendly interaction with the public sector

- For future references, the main purpose of the Trade Council of the Danish Embassy is sharing of Danish know-how abroad.

Agency for Digitisation
Ministry of Finance