

State of the art and future challenges of e-government and e-inclusion

**Helle Zinner Henriksen
Associate professor, PhD
Center for Applied ICT
Copenhagen Business School**

State of the art and future challenges of e-government and e-inclusion

Overview

- State of the Art in Denmark – overview of reasons for success
- eGovernment success in Denmark – a paradox
- e-inclusion in Denmark - falling through the grid
- Future of e-government and e-inclusion: M is the answer!
- Conclusion

State of the Art of Denmark

Table 3.1. Top 35 Countries in the 2008 e-Government Readiness Index

Rank	Country	E-Government Readiness Index
1	Sweden	0.9157
2	Denmark ?	0.9134
3	Norway	0.8921
4	United States	0.8644
5	Netherlands	0.8631
6	Republic of Korea	0.8317
7	Canada	0.8172
8	Australia	0.8108
9	France	0.8038
10	United Kingdom	0.7872
11	Japan	0.7703
12	Switzerland	0.7626
13	Estonia	0.7600
14	Luxembourg	0.7512
15	Finland	0.7488
16	Austria	0.7428
17	Israel	0.7393
18	New Zealand	0.7392
19	Ireland	0.7296
20	Spain	0.7228

Source: United Nations e-Government Survey 2008
 From e-Government to Connected Governance

Explanations for successful eGovernment

- Good infrastructure → Robust technical infrastructure – broadband, UMTS
Registers ***
Long tradition for 3rd sector
- High rates of adoption → 85% of the population has internet access
93% of the population has a mobile phone
- Strong political will → Action plans for digitizing society since 1995
Digital taskforce
E-day 1 & 2

Good infrastructure

- Central citizen register – (CPR)
- Central business register (CVR)
- Central real property register
- Pooling of registers
- Long tradition for centrally developed IT-solutions = robust solutions

Has supported the development of a robust citizen-portal

Alignment of front office and back office services and solutions

The result of the good infrastructure

[News](#) [All about the WSA](#)

Upcoming events

[WEBIST 2009](#)

23 - 26 March 2009
this year this international
conference will be held in Lisbon,
Portugal...

Highlights

[WSA Gala](#)

10 - 13 June 2009
Come and join us for the Highlight
of the WSA contest 2008/09...

Best practice

[e-Inclusion: IBSAR - Vision for the Blind](#)

Accessibility according to the W3C
IBSAR is a powerful Screen
Reader that converts the output of

The WSA

[Enter the v](#)
find out more
National Em

Winners

Winners

Archive

[2003](#) [2005](#) [2007](#)

e-Government

e-Government

[Money and Politics](#)

[Lower House of German](#)

[citizen.dk](#)

[citizensinformation.ie](#)

[ATM Express Governmer](#)

Money and Politics

Lower House of German Parliament

citizen.dk

With the launch of Denmark's shared public citizen portal, borger.dk, Danes have gotten a single online entrance to the public sector. The portal provides easy access to all public information and digital self-services. It functions as a looking glass, thus gathering and presenting all digital services known in the public sector, and introducing them as a coherent whole to Danish citizens. The portal is the result of the largest digital cross-sector project ever seen in the Danish public administration. Borger.dk includes also media articles, interactive services and transactions concerning 18 overall topics including family and children, disabilities and residence and buildings.

- Company: National IT and Telecom Agency
- [show video](#)

Good solutions

But limited usage!

An example:

700,000 Danes registered change of residence last year (2008). Of those 700,000 about 7% or 51,561 were digitally registered.



Future challenge:

How many channels can a society afford to establish and maintain?

Strong political will

Experimenting
with different
types of
institutional
enforcement

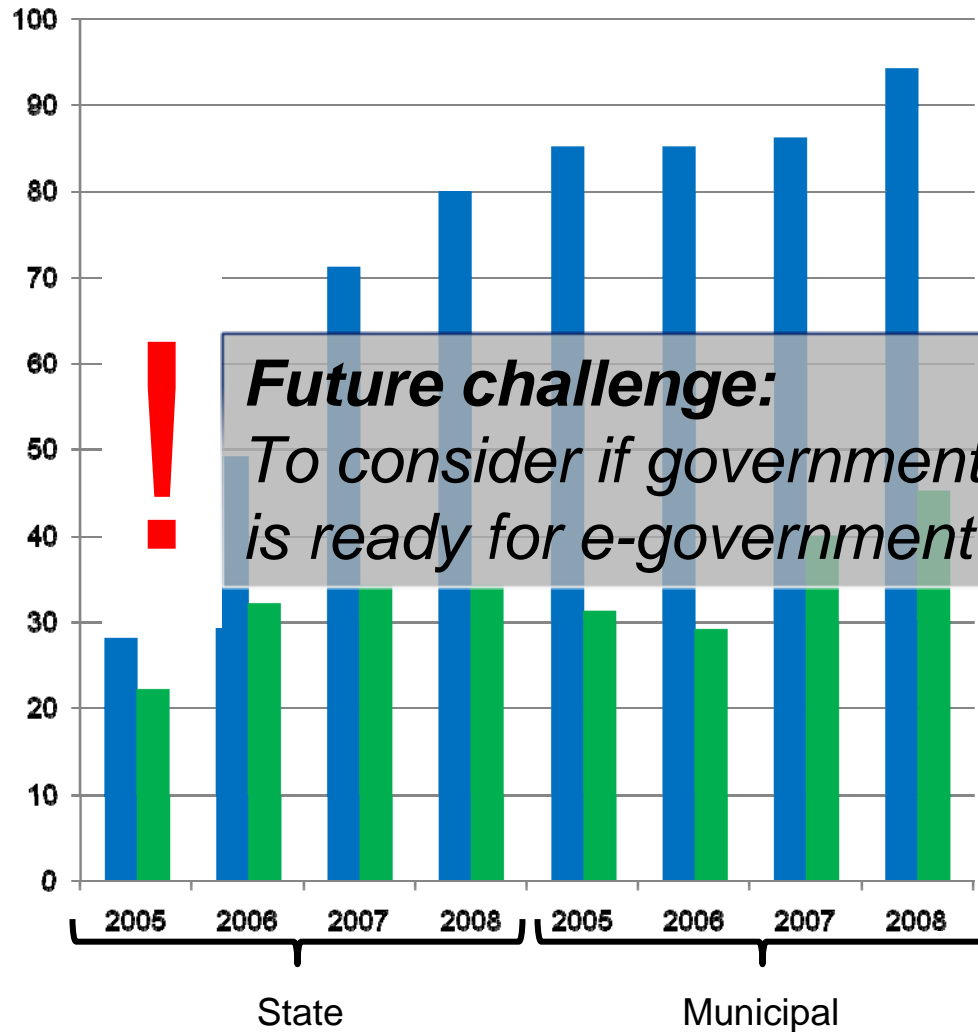
- Normative
- Economic
- Pedagogical

eInvoice

Only electronic
enrollment in
university + grants
and loan scheme
(Tax)

Several action plans
since 1995
eDay 1 & 2

The e-invoice example (law)



- Full digitalization of internal work flow related to registration and payment
- Integration of e-procurement and financial system



The two e-days (recommendation)

E-day 1:

September 2003

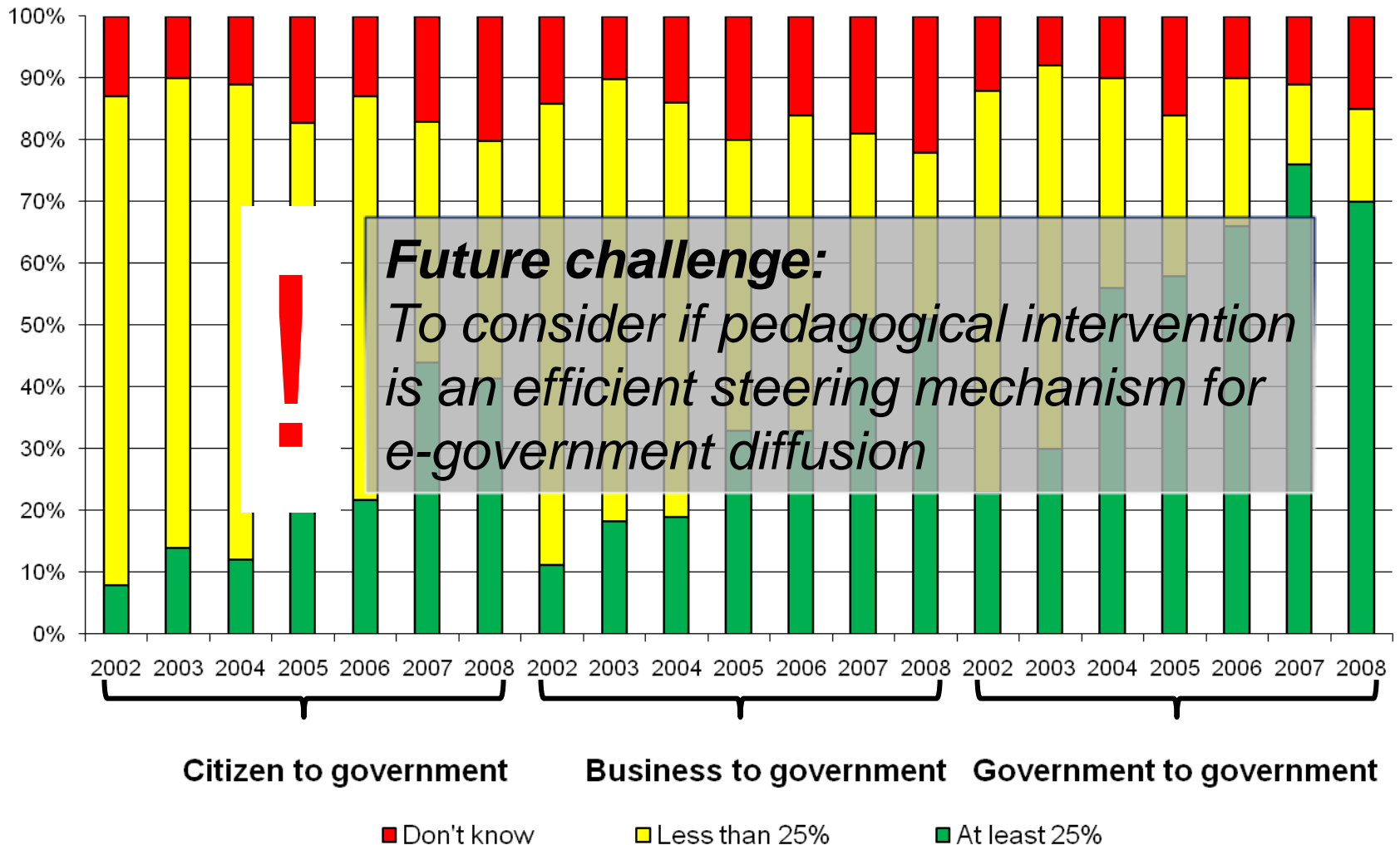
“All Danish state, regional and local government authorities have the right to demand that non-sensitive communication with other authorities be exchanged electronically, and thus the right to refuse paper-based communication.”

E-day 2:

February 2005

“Public authorities have to be able to receive secure e-mail – that is encrypted mail with a digital signature. All public authorities are obliged to have an e-mailbox for secure and confidential communication with the public sector.”

Impact of the two e-days?



e-inclusion in Denmark

Difficult to find e-inclusion initiatives in one of the most advanced e-government nations in the world!

Question sent to the Danish the parliament:

“Which initiatives have been implemented to overcome social exclusion through digital government in order to meet the goals of the ministerial declaration in Lisbon?”

Answer from the minister (Minister of Science, Technology and Innovation):

“... initiatives are mainly in the domains of building of it-skills and it-accessibility, which are the fundamental requirements for creating benefits for most citizens.”



e-inclusion in Denmark

The assumption is that the Internet is the channel for including all citizens

Future challenge:

To consider how to equip the citizens to be technological literates and "administrative literates"

e-inclusion

– falling through the grid

Social inclusion involves five activities:

1. Production
2. Political
3. Social
4. Saving
5. Consumption

(source: Selwyn 2002)

Life events leading to the risk of social exclusion:

- Unemployment and worklessness
- Early years disadvantage
- Educational underachievement
- Homelessness
- Health inequalities

(source: Foley et al. 2005)

e-inclusion

- Future of e-government and e-inclusion: M is the answer!
- Especially in relation to socially excluded who are confident with the technology
- Requires that government has to rethink its communication patterns
- Denmark experiments with "easySMS"

Conclusion I

M-government is the answer.

What is the question?



Future challenge:

*To consider if governmental services
are driven by pull from citizens*

Conclusion II

Governments imitate
Citizens innovate

Thank you for your attention

Helle Zinner Henriksen
Associate professor, PhD
Center for Applied ICT
Copenhagen Business School



www.hellezinnerhenriksen.info