



eGovernment at the local level

Mr. Nikolaj Skovmann Sørensen

Consultant at Center for IT Architecture and Procedures

Local Government Denmark (LGDK)

Municipal structure in Denmark

- From 271 to 98 municipalities
- Average population of 55.000
- On behalf of the 98 municipalities LGDK:
 - Negotiates finance with central government
 - Negotiates wages for municipal employees
 - Represents interests in dealings with the state
 - Diffuses best practices

The background for eGovernment in the municipals

- KMD (Municipal Data): Joint development of ICT

Three important reasons for a New Digital Strategy

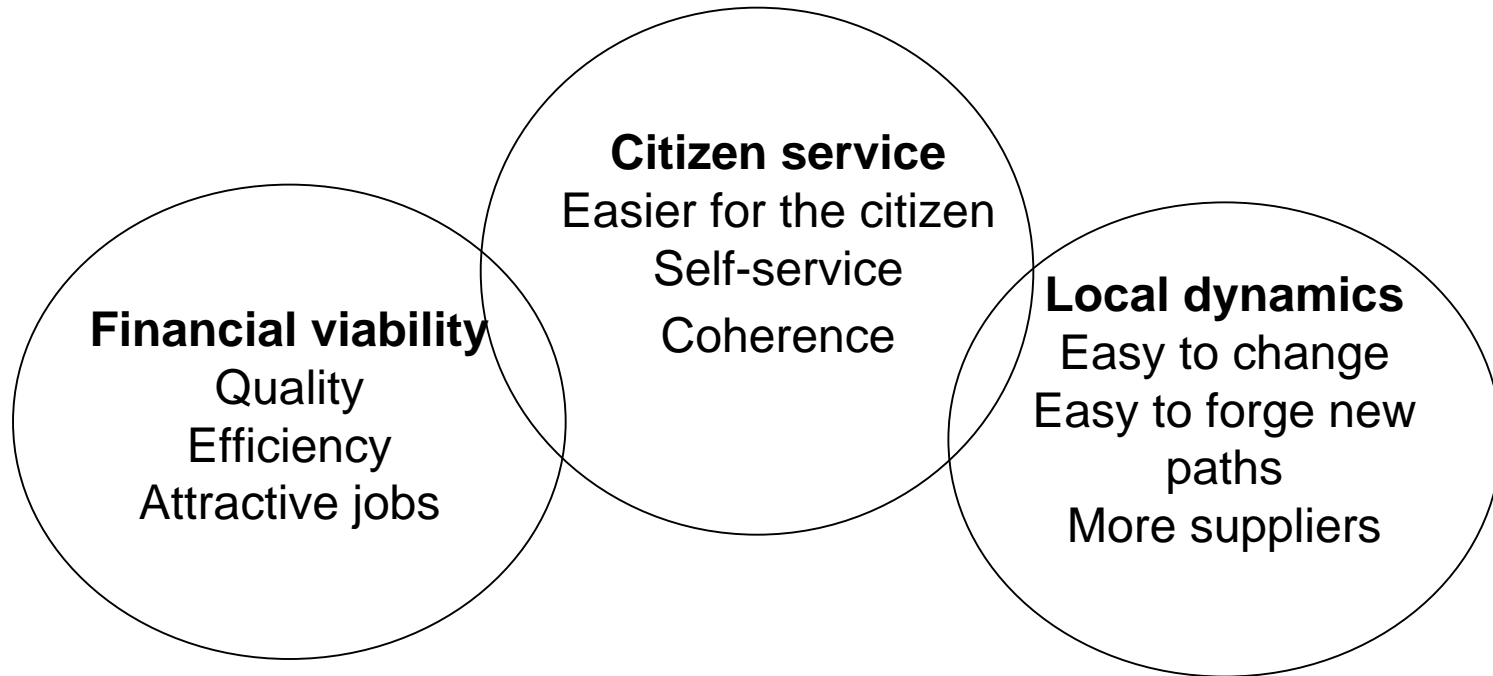
- The pressure for improved citizen service using fewer resources
- Matching state initiatives
- Ownership of KMD to be phased out
 - ➔ *A new role for municipalities, a new digital strategy at the local level*



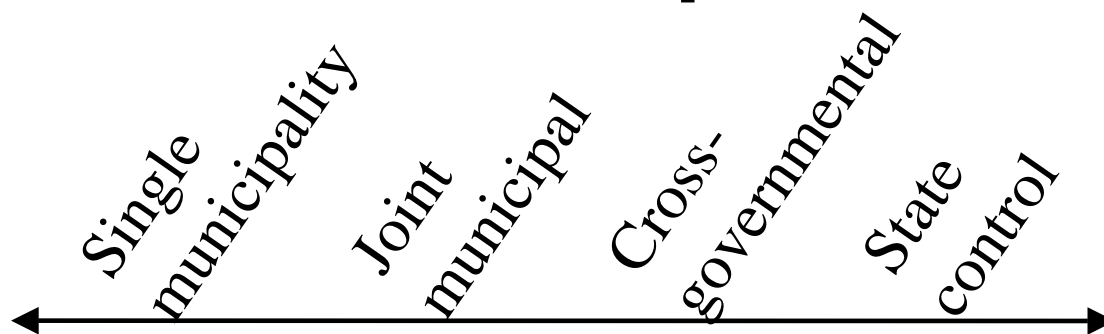
Three action areas

- Joint projects with responsibility for the joint objectives
- Standards for IT in building block (procedures and IT architecture)
- Partnership with a dynamic IT market

Joint Municipal Digital Strategy



Standardisation before joint tenders and ownership



| | | | |
|-----------------|-----------------------|--|----------------------|
| Standardisation | | Services for borger.dk | Easy Account |
| | | Sickness benefits reporting | eDay2 E-Invoice |
| Joint tenders | <i>Local projects</i> | Electronic File and Document Handling (FESD) | CPR |
| Ownership | | House and building Register (BBR) | Enviromental systems |

What does it take to achieve the goals of the strategy?



Prioritize projects

Where there is a need for improved performance. Where municipalities are under pressure from state or market

Formulate standards

Standards for work processes, information, calculation rules and interfaces.

Attract at least two suppliers

In central areas that are ready to comply to standards

Combine purchasing power

In areas where the municipalities have similar needs.

Roles in local eGovernment



- LGDK
- Municipality
- The IT-suppliers

Reaching the targets

- The Municipal Digital Strategy works:
 - Standardisation in the area of elderly care has provided a competitive market and IT-systems that communicate
 - A joint tender has created a larger market for Electronic file and document management systems
 - Joint ownership of a new building and home register has improved price and quality
- e2012 programme lists 10 projects in line with the strategy
 - Projects that require joint municipal action and long-term political focus.
 - E.g. citizen self services, Vulnerable Children and Youths, central citizen account.



The Municipal Procedure Bank

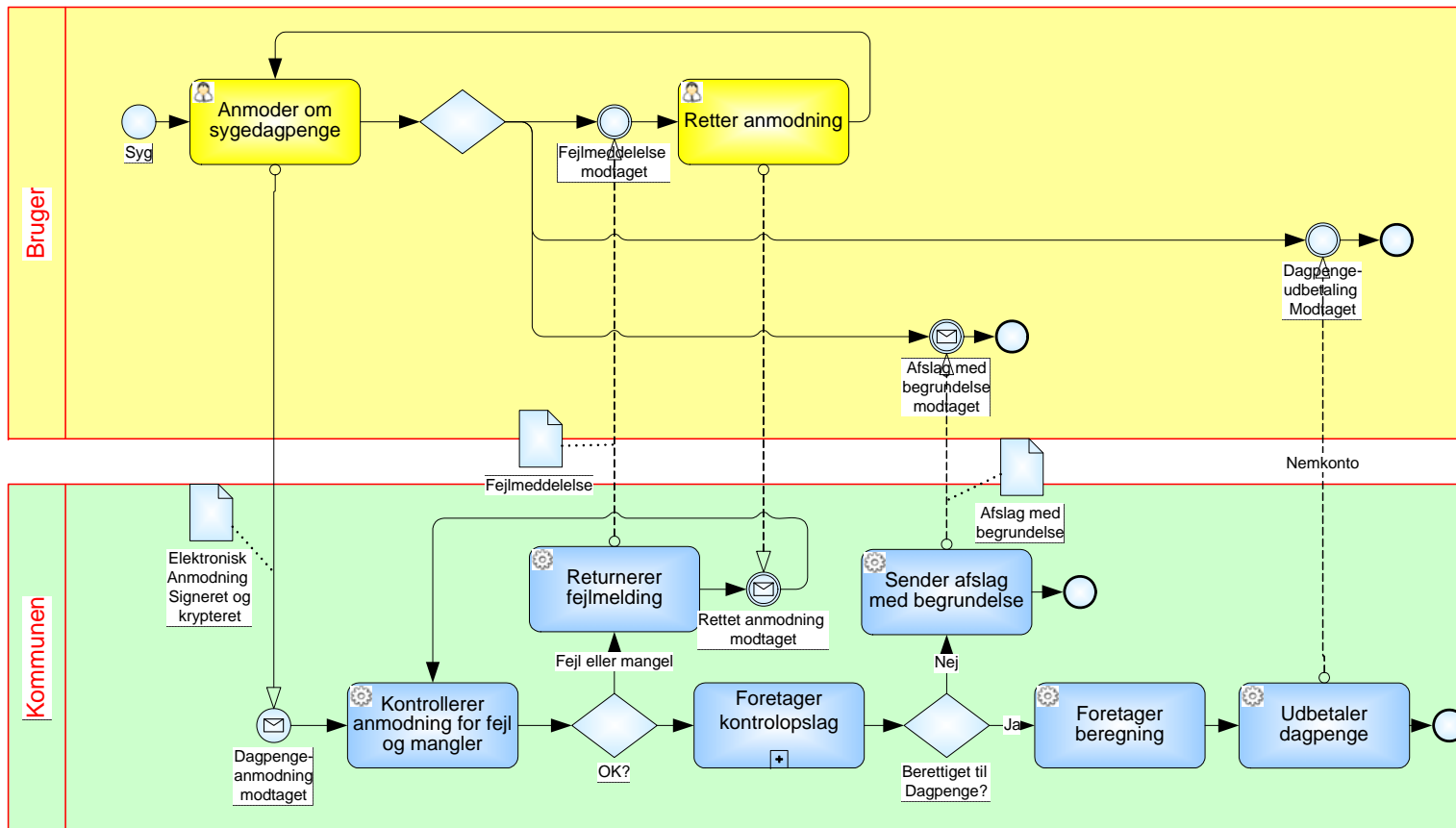
- Digital catalogue of municipal procedures
 - In the long term the objective is to cover all municipal procedures
- Two levels of procedures in the bank
 - The correct procedure
 - The good procedure

The strategic objectives of the Procedure Bank



- Efficiency
- Secure governance
- Focus on professionalism
- Better ICT systems

All Procedures are described using BPMN





If you want to know more about the Municipal Procedure Bank

- Contact project manager on the project:

Mr. Kaare Pedersen

Email: kaa@kl.dk