



# DigitalLead Denmark's National Cluster Organization for Digital Technologies

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 Danish  
Board of Business Development

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## Agenda:

- DigitalLead – a digital cluster/ Ajmir
- International Collaboration/Ajmir
- The historic conditions regarding the Danish public digitization/Sidsel
- The Danish digitization journey (national & municipal) /Sidsel
- Case from a municipality/Sidsel
  - Perspectives on digitization from different target groups in a municipality
- Dos and don'ts



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# About us



➤ Ajmir Safi

From Ministry of Foreign Affairs of Denmark. Focus on public digitization and international collaboration. The main focus is on creating links between Danish and German ecosystems to share knowledge and further develop the great relationship between Germany and Denmark.



➤ Sidsel Skovborg

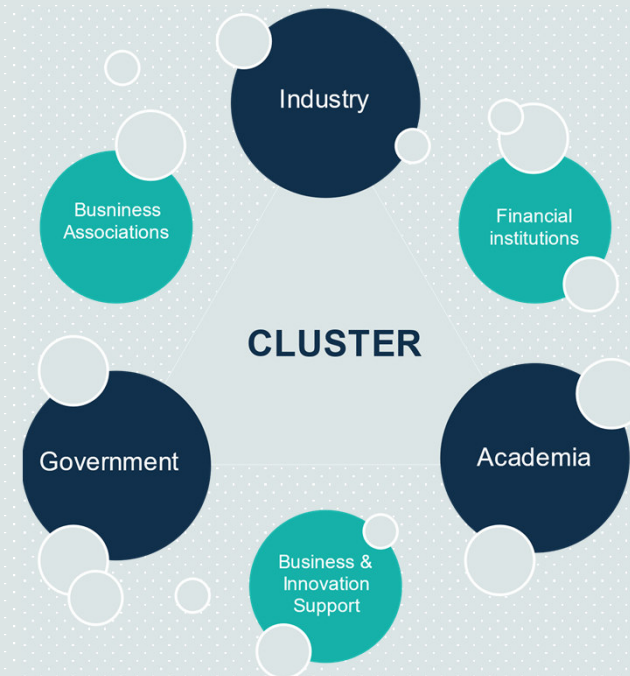
Former responsible for digitization in several municipalities and bringing digitization in when "Digital Governance" started back in 2006. Curious about how technologies can change the way we do public services for the better, so we can maintain our welfare society.



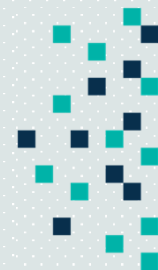
# What is a Cluster?

We can help with innovation and value creation

- A cluster is a group of companies with a **business-** and/or **technology community** who work together with other companies, public organizations, financial actors et. al. **to increase advancement and innovation, and to accelerate growth and value creation.**
- Additionally, the collaboration is motivated by the fact that it yields competitive advantages that the **individual company couldn't achieve by itself.**



# The Danish Cluster Landscape



Miljø-  
teknologi



Energi-  
teknologi



Fødevarer og  
biores-  
sourcer

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Digitale  
Teknologier



Life Science  
og velfærds-  
teknologi



Byggeri og  
anlæg

Design,  
mode og  
møbler

Avanceret  
produktion

Finans og  
fintech

Robot- og  
drone-  
teknologi

Animation,  
spil og film

Forsvar, rum  
og sikkerhed

Lyd-  
teknologi



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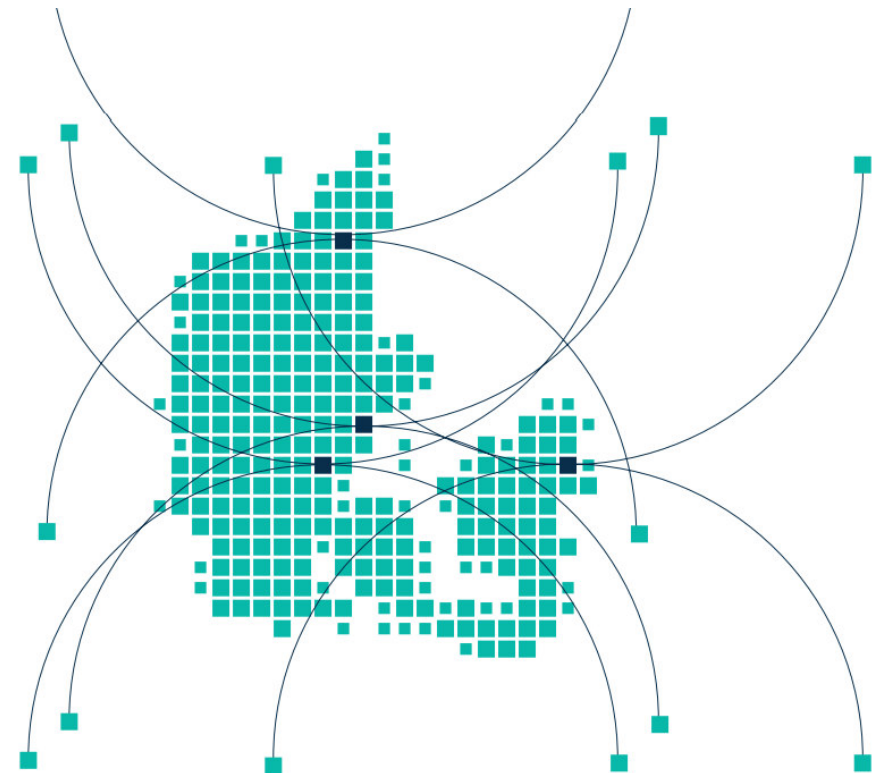
# A strong circle of partners

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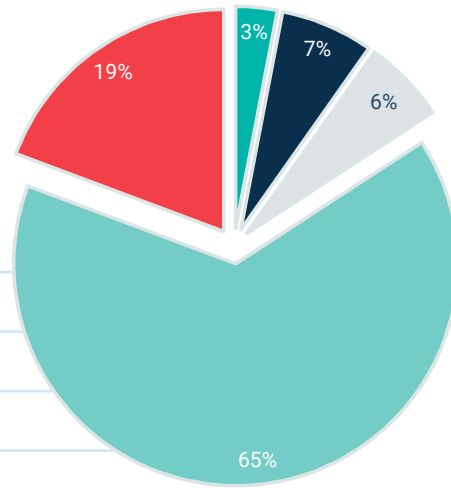
- +500 member companies
- 8 universities
- 3 GTS-institutes



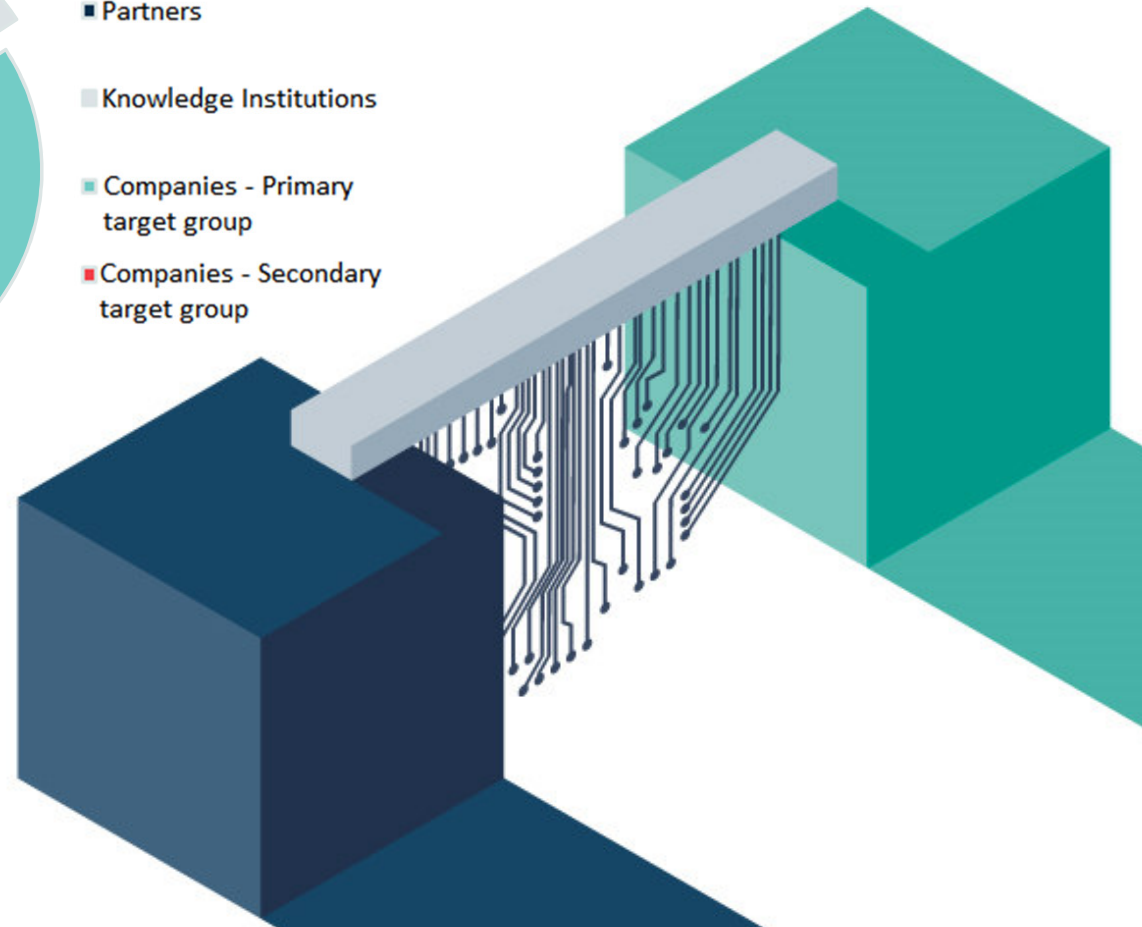
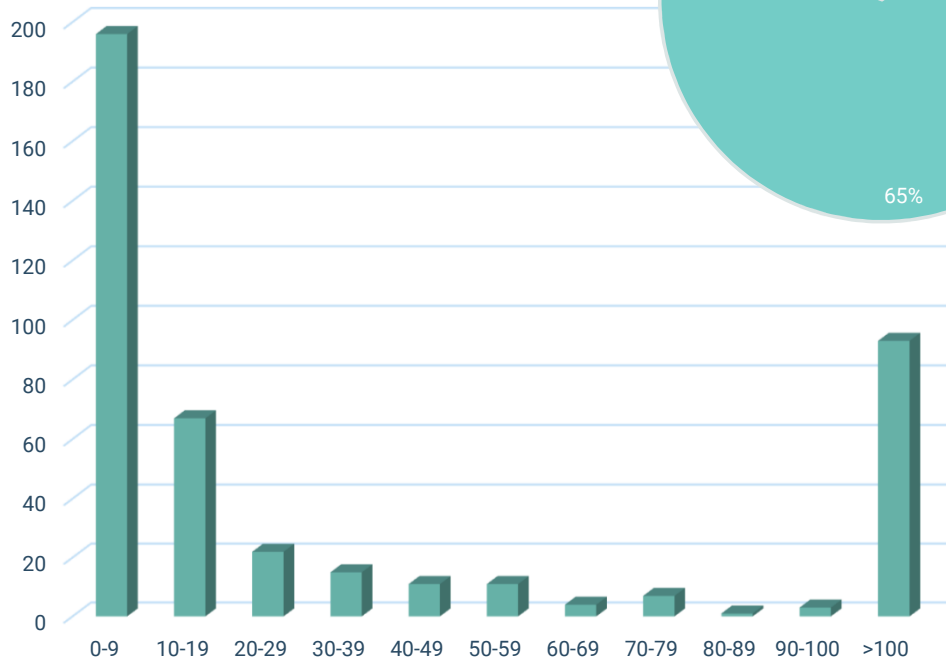
IT-UNIVERSITETET | KØBENHAVN



# DigitalLead's Members



- Public Institutions
- Partners
- Knowledge Institutions
- Companies - Primary target group
- Companies - Secondary target group



## DigitalLead Focus Areas

### Digital & Green

- Digital sector match
- Smart City & Intelligent Buildings
- Collection and management of data
- Circular Economy

### Digital Resilience

- Connectivity
- **GovTech/Public Digitisation**
- Industry 4.0 & Servitization
- Cyber Security

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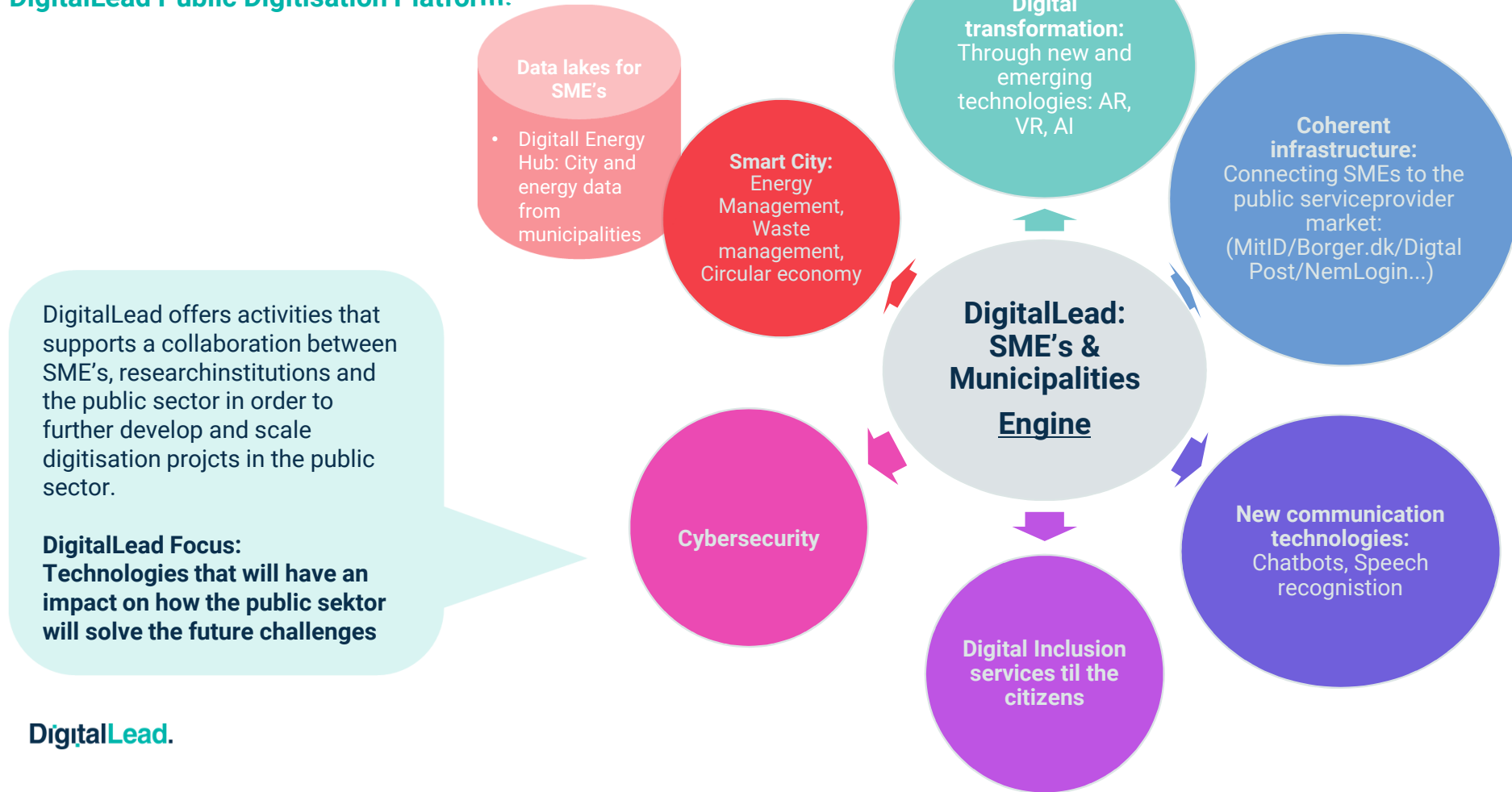
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# A Strong Digital Public Sector

## DigitalLead Public Digitisation Platform:



# What does DigitalLead offer?



## Matchmaking

Direct contact with IT-companies and researchers with specific skills.



## Project participation & Funding

Participation in B2B-, research- and Innovation projects.



## Living Labs

Test your technologies in real usage situations.



## International Collaboration

- Connection to Danish ecosystem (Authorities, companies, serviceproviders etc.)
- Delegation visits
- Partnerships
- Match-making



## Professional network groups

Access to sparring, knowledge og confidential networks.



## Innovation workshops

Test your ideas in interaction with other companies and researchers.



## Events, webinars etc.

Expansion of your network, knowledge and professional skills.



## Visibility

Enhance your exposure nationally and internationally.



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# The historic framework for danish public Digitization

3 main drivers for our acceleration and succes in public digitization

## #1 The national core solutions

Digital Signatur    The Digitale public post "e-box"    The Common municipal IT infrastructure

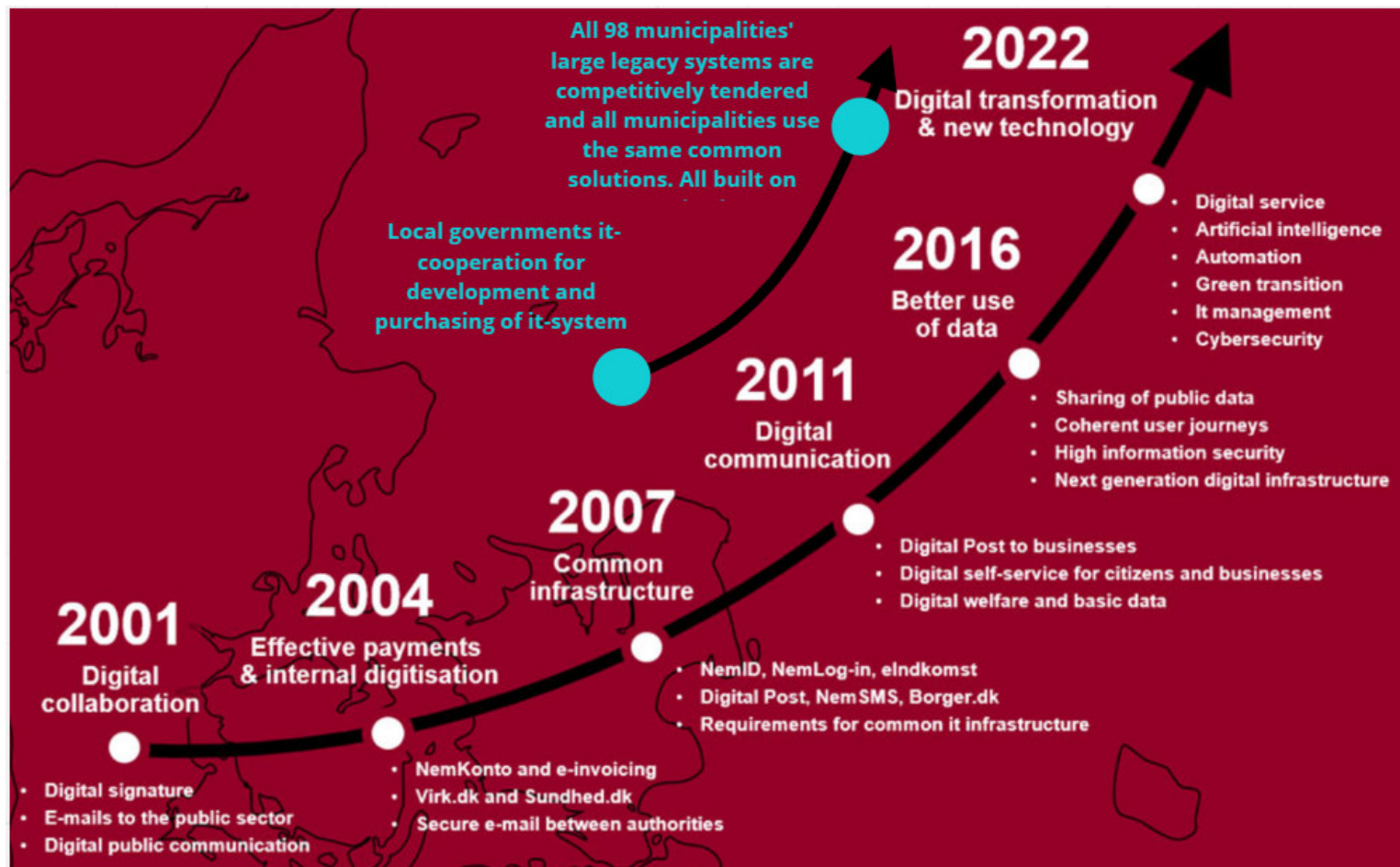
## #2 Common local government digitalization strategies since 2011

- Strong influence on the common public sector digitalization strategy from the national level
- The strategies have united the 98 municipalities towards the same goals and prioritization of digitalization eg. Welfare, schools, self-service, and open architecture

## #3 Common local government tenders for new and modernized it-systems eg. Old social it-systems where one provider has a monopoly

- Etablising of KOMBIT (local governments it-cooperation for development and purchasing of it-systems)

# The Danish digitization journey in 5 minutes



# All solutions build on standards (kommune)

Wide range of solutions covering all areas of welfare



Technical, environmental and citizen services	Children, culture, social affairs and health	Labour market and employment	Cross-sector solutions and data
Portal for building and environmental applications	Social security	My sick leave, reimbursement of lost work due illness	My case overview (Citizen perspectivel)
Adress & street register	Standard language for the health sector (interoperationality)	Payment of benefits to unemployed/self service portal	The citizen case overview (case worker view)
Drivers licens application	Social tax card	My public pension	BI data from alle the systems
	Digitalisation of vulnerable children and young people		Common municipal IT infrastructure
	Liberary - system and infrastructure		
	School-home communication and information platform		

# Digital skills

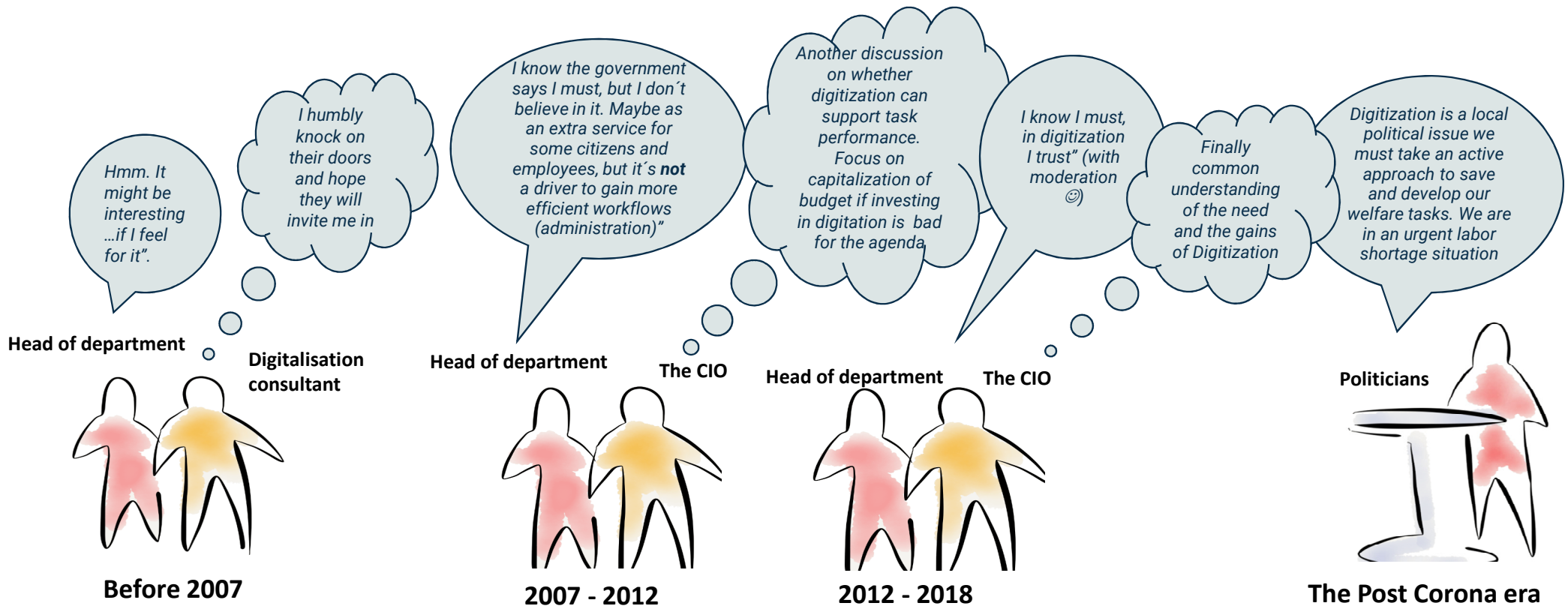
- A framework to develop digital competencies to develop and drive digitization in a public organization
- Important to have all the skills in it and digitization department, but also the welfare departments
- Data security is a growing area of competence



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# Development in views on digitization on the journey

CIO's with broad shoulders (vouch for tech possibilities despite down times)





## Dos and dont´s

- Standards and enforcement through common legislation require an effective digital society where citizens can communicate securely with public authorities. Digitization should not be an if, but a must through legislation
- Be careful with a focus on capitalization of budget when investing in digitation. Digitization is an investment, not a capitalization exercise. There are advantages and disadvantages of this perspective (political attention versus lack of organizational feasibility)
- Make an operational plan based on your strategy. Choose which area you go after first. (the easy flows with few touchpoints, data areas with high volume, and fundamental processes, which are the basis of many manual processes around which digital solutions later can be built ).
- Focus on collecting data in a structured way for later automation (robotics)
- Be realistic. Implementing solutions often take a minimum of 2 years and is costly during that time




# Vielen Dank!

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