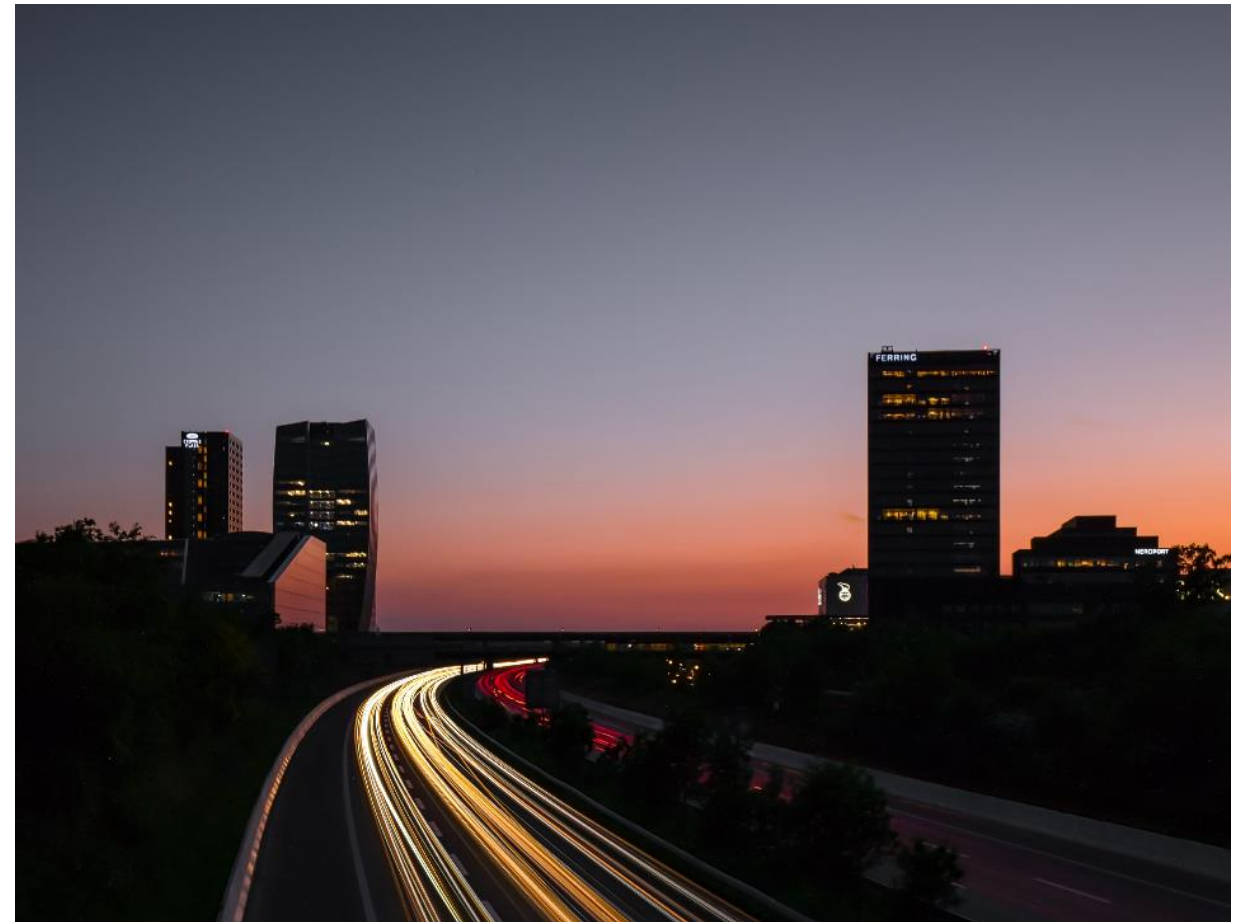


December 2021

Digitalisation as a challenge and a help for vulnerable groups



A Digital Front Runner



World Champion of public digitisation according to the UN E-government survey 2020



Danes are large scale consumers of digital service



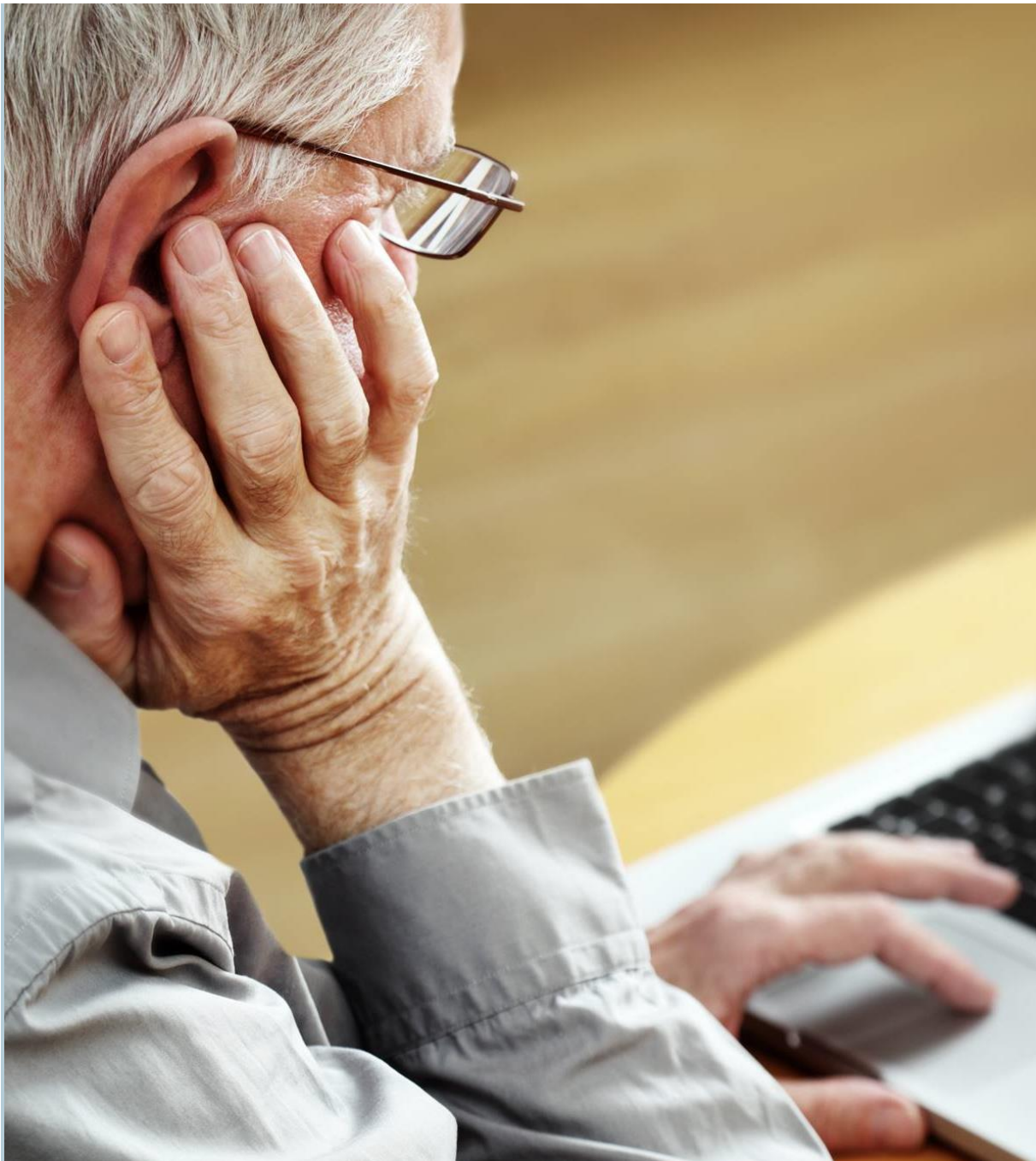
Mandatory by law from 2014 to be a digital citizen



Including vulnerable groups

- Increased digitalisation shifts responsibility to the citizen
- Strategic effort since 2011
- Collaboration with relevant citizen organisations
- Developing new digital solutions for inclusion





Digital Power of Attorney

Citizens can grant the power of attorney to a single or several digital self-service solutions to another person or company for a limited period of time

- › Implemented in 2013
- › Only for self-service solutions
- › Works on 40 out of 800 possible solutions

Challenges

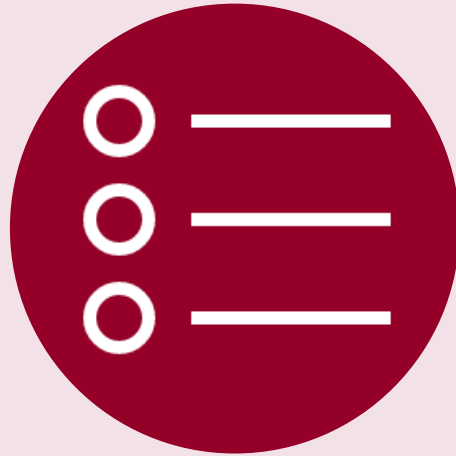
- › Limited in scope
- › Implementation rate is low
- › Does not meet the needs of the citizens nor the authorities



New (and improved) Digital Power of Attorney



Easier to grant



Meet more needs



Better overview



Easier to manage



Reflexions

- Increased digitalisation puts a greater demand on citizens IT skills and shifts more responsibility to the citizen
- Society needs to ensure that no one is left behind
- Increasingly important to design public services that are more accessible to all citizens
- 10 – 15% of citizens will either need help or will not be able to participate in the digital society
- New digital services that focus on citizens needs can be part of the solution



AGENCY FOR DIGITISATION
MINISTRY OF FINANCE