



egoprise
egovernment for enterprises



Baltic Sea Region
Programme 2007-2013

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(European Regional Development Fund
and European Neighbourhood and
Partnership Instrument)

Summary Interviews Denmark

Kristina Hunke, Wismar University

2nd Work Group Meeting

Tallinn, 09th Sep 2010



Interviews

- Conducted in July and August 2010
- Places:
 - Grenaa
 - Balle
 - Pinstrup
 - Rønne
- Interviewees
 - 9 Enterprises
 - 1 Expert





Interviews Enterprises

Interview partner	Enterprise	Industry
Lene Hübertz Olesen, Anne Grethe Nielsen, Hanne Meyer	Grenaa Pharmacy	Pharmacy
Finn N. Svendsen	PR Electronics	Electronics
Line Rasmussen	Alu Comp	Manufacturing
Hans Sandgren Jacobsen	Hans Sandgren Jacobsen Design	Design
Poul Reinholt	DMP Mølleservice	Windmill service
Henning Kjærgaard, Niels Hoffmeyer	Novopan Timber Industries Ltd	Manufacturing





Results (Enterprises)

- Use of e-government services
 - Good use of e-services, especially if it is mandatory
 - Searching for information, download of applications or forms (but often printed out)
 - System-to-system reporting
- Advantages of e-government services
 - Cost savings (time depends on complexity)
 - Transparency
- Disadvantages of e-government services
 - Process traceability
 - Problem of digital signatures and receipts





Requirements (Enterprises)

- Requirements on e-government services
 - Receipt after every transaction
 - Direct identification with IP-address
 - Completeness check
 - Specification on target group
 - Overall introduction of digital signature
 - Reduction of information overflow
 - Regular dialogue or focus group meetings for end users





Interview (Expert)

– Carsten Lösch

- Head of virk.dk, a department in The Danish Commerce and Companies Agency (DCCA). DCCA is an Agency under The Ministry of Economic and Business
- Virk.dk is a business internet portal
- Member of the Business Domain Board





Results (Expert)

– Use of eGovernment Services

- In 2007, 91 % of Danish companies had internet access
- The use of e-Services was made mandatory by 2012
- The virk.dk portal offers all e-services
 - 300 are already fully digitalised
 - 1000 are downloadable pdf-files
- System-to-System solutions





Requirements (Expert)

- Requirements on (new) eGovernment Services
 - There exist 7 demands: easy login for users, a receipt to be issued to the user to confirm that the transaction has been successful etc.
 - Implementation of international digital signature





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Thank you!

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