

Denmark Transforms e-Government through Advanced Business Architecture Program

“A solid business architecture will be the foundation for our next wave of innovative modernization initiatives. A collective view of public sector functions and responsibilities will allow us to look past conventional boundaries and deliver increased benefits from cross-institutional e-government efforts.”

—Lars Frelle-Petersen, head of Digital Taskforce, Denmark

In Brief

Denmark has been strongly committed to e-government and modernization since the late 1990s. It leads all OECD (Organization for Economic Cooperation and Development) countries in broadband penetration, and also is a leader in network readiness and innovative e-solutions. In continuing to address the core challenges of an economically mature and technologically advanced country, Denmark's Steering Committee for Joint Government Cooperation in 2007 initiated a business architecture program designed to develop a coherent enterprise architecture for the public sector. Through the program, Denmark plans to promote transformative, cross-institutional e-government initiatives on an ongoing basis, increasing business transparency and reducing complexity. The Digital Taskforce is designing and implementing the program, which is a collaborative effort involving the Cisco Internet Business Solutions Group (IBSG) and several partners.

Customer

Denmark

Industry

Public Sector, Government

Challenges

- Provide better public services with fewer workforce resources.
- Manage a billion-dollar-plus IT investment portfolio.
- Ensure strong governance of cross-institutional e-government projects.

Solutions

Public sector business architecture program: Aimed at developing a strong foundation for future ICT-enabled modernization initiatives; designed to create transparency and identify e-government improvement opportunities, reduce the complexity and number of technology applications, and ensure scalability and business agility of e-government solutions.



Cisco Internet Business Solutions Group (IBSG)

Danish business reference model: The model is a fundamental building block of the business architecture program, and also an operational model that provides an overview of *all* public-sector activities and responsibilities, defining 439 business services in 12 service areas. The model is used as:

- A tool for scoping e-government initiatives across and within traditional organizational and functional boundaries, providing the foundational building blocks for e-government projects. Examples to date include “Business Case Model,” “borger.dk” (citizen portal), “Domain Boards,” and “Administrative Shared Service Center.”
- A platform for categorizing and displaying information on public portals and creating self-service tools to ensure a citizen-centric interface and solutions. Examples on Denmark’s award-winning citizen portal include, “MyChildren,” “MyHome,” and “My Education and Employment.”
- A reference methodology for all e-government initiatives that provides standards for categorizing business services, information, rules, and a solution interface—enabling replication and cross-utilization of ICT-based solutions.

“The increased demand for a modular IT architecture in the public sector has created an urgent need for an overview of all digitalization and modernization initiatives. The newly developed FORM model will serve as our master plan and reference point for the public sector.”

—Kristian Hjort-Madsen, enterprise architect, Digital Taskforce Denmark

Next Steps

- Establish the business reference model as the basis for all Danish e-government initiatives and planned implementation activities such as next-generation shared services and a future, central government application-consolidation program.

Projected Results / Benefits

- Improved transparency and collaboration will allow IT investments to be directed toward high-impact areas, preventing duplication of investments. As a result, the ROI for IT projects is expected to improve, and IT expenditures are expected to decrease.
- Efficient e-government solutions are expected to reduce demands on human capital, promote efficient business processes, and increase automated service provisions.
- Citizen satisfaction is expected to rise as e-government solutions are developed based on citizens’ needs (as identified by the business reference model) rather than in organizational silos.

IBSG Consultants

Saadia Hussain
Phone: +45 3 076 1280
Email saahussa@cisco.com



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

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