

## Development of multilingual content and systems

The Danish government presented a memorandum on government policies concerning the preservation and development of the Danish language to the Parliament in 2004. In the memorandum the government commits itself to a wide range of initiatives regarding the preservation of the Danish language, the main preoccupation being the loss of domain in some areas of the Danish society. The English language in sciences for instance challenges the use of Danish, so this area is particularly in focus.

## Access to networks and services

Internet is widely available in Denmark with 38,2 broadband connections pr. 100 inhabitants. Less than 1000 households and companies do not have access to broadband with a speed of 512 kbps or more. Computers with broadband is also available at schools and public libraries.

Prices for broadband access (ADSL, fibre, cable or wireless) have never been regulated, and the market is competitive. It is a premise for Danish ICT policy that effective ICT markets provide the foundation for a wide range of advanced ICT products and services. There should both be strong price competition, with goods and services being offered to the consumers at the best prices, and an early introduction of new products to ensure that the newest and most advanced technology always will be available.

There is no legal obligations imposed on internet service providers to give special rates to public service institutions. In general, competition in the market is sought in order to reduce access rates for all customers.

In Denmark, universal access has been attained through the implementation of Directive 2002/22/EC of the European Parliament and of the Council of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive). Implementation of the revised directives (2009) is underway.

## Development of public domain content

In 2009, the government, Local Government Denmark and Danish Regions decided to hold an 'eDag3' (eDay3) in late 2010. By 1 November 2010, under the title of 'Nem adgang til det offentlige på nettet' (Easy online access to public ser-

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vices), all nationwide self-service solutions aimed at citizens and businesses must fulfil a range of targets supporting user-friendliness and making it easier to access them.

As an online point of entry to public services, [www.borger.dk](http://www.borger.dk) helps to ensure a continuous and personalised user-perception of digital solutions and services from public authorities. In 2009, it became possible for all Danish municipalities to transfer content from [www.borger.dk](http://www.borger.dk) to their own websites and present it in the graphical design of the local website. In addition, it was made possible to access the portal in a version adapted to mobile units from the address: [m.borger.dk](http://m.borger.dk).

[www.virk.dk](http://www.virk.dk) is the point of entry to public services for businesses, where they can submit information to the public authorities from one single site. The portal gives access to over 1,300 forms for submitting information and reporting, and a total 226,000 submissions were made in November 2009, the highest total for a single month ever.

The initiative 'Offentlige Data I Spil' (Open Data Innovation Strategy) focuses on making it easier for the private sector to use public sector data as the raw materials for developing innovative services and digital content. At EU level, the European Commission estimates that there is growth potential of up to EUR 27 billion by making public data available to the private sector. Part of the initiative has been a project competition for new digital services based on public sector data. In addition, an open data source catalogue has been set up on the social platform for digitalisation, [digitaliser.dk](http://digitaliser.dk). A number of future activity areas have also been defined, including a general guide for public authorities publishing their data.

In October 2008, the Ministry of Science, Technology and Innovation launched [digitaliser.dk](http://digitaliser.dk), which provides single shared access to public IT architecture and open standards for all authorities, suppliers and others wishing to participate in the development of the digital Denmark. At the same time, the National IT and Telecom Agency published a series of recommendations and principles for good IT architecture in the public sector. The recommendations and principles are an initiative under the Danish joint public digitisation strategy 2007-2010. In fact, [digitaliser.dk](http://digitaliser.dk) was developed on the basis of the recommendations for IT architecture, including the use of open source and open standards.

Boosting the ICT skills of the general public is a major focus area for the government. The ICT skills of the population are measured each year, and the results in 2009 showed that there is still a group of the population which has not yet embraced ICT.

Work on improving the citizens' digital skills have largely taken place within the strategy 'The Danes' IT skills - a focused initiative'. The last elements of the strategy were implemented in 2009. A total of 17 e-learning modules with basic tuition on subjects such as using e-mail, internet and the citizens' portal, [borger.dk](http://borger.dk), have now been developed. The information campaign 'Til tasterne' (Hit the Keys) was conducted in partnership with the Danish Broadcasting Cooperation (DR) on radio and TV with the intention of motivating the weakest ICT users

to learn more about the subject. The nationwide network for ICT tuition 'Lær mere-netværket' (the Learn More Partnership) has been established and included 16 organisations by the end of 2009. The aim of the network is to give the Danes the chance to learn more about ICT in their local community. On the virtual meeting point and library, it-formidler.dk, network members have developed and published around 60 sets of educational materials on ICT which are for use free of charge.

In late 2009, the Ministry of Science, Technology and Innovation initiated a partnership with the Ministry of Education, Ministry of Employment, Ministry of Culture and the Ministry of Economic and Business Affairs to identify opportunities for ICT skills training for adults in Denmark. The results were published in March 2010 and show that there is an extensive and varied selection of ICT courses aimed at adults at all levels and in all price classes. In 2010, the mapping forms the basis for initiatives to increase awareness of ICT courses on offer.

Easily accessible websites are a precondition for all citizens – regardless of handicap – to be able to use and gain the full benefit of digital solutions. An information campaign on accessibility was launched in January 2009 aimed at webmasters and management in public authorities. The same year, a template was published for an ICT accessibility policy which individual authorities can adapt and introduce into their organisations to ensure that open and accessible ICT solutions are created.

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### **Reaffirming the equitable balance between rights holders and public interest**

The Danish Copyright Act was revised in 2008 to facilitate the use of copyright protected works in a digital environment.

The key change was the introduction of a general extended collective license (provision 50 (2)). This provision gives right holders and users the possibility to establish extended collective licenses for use in cyberspace, defined by the licensing parties, of certain types of works also defined by the parties.

This provision aims to ensure the adaptation of the Copyright Act to a digital environment. The provision is widely recognised among Danish right holders, users and lawful beneficiaries of limitations and exceptions to copyright as a useful tool to ensure the equitable and future balance between the interests of right holders and the public interest as well as the use of limitations and exceptions.

### **Final Comments**

It is the general view that Denmark already complies with the decisions taken at the two phases of the World Summit on the Information Society (WSIS). Each year the Danish Government presents an ICT Policy Report to the Parliament containing a status for the development of the Information Society in Denmark. This practice was introduced several years before the summits in Geneva and Tunis.

As to new challenges, the Danish Government has introduced a new target for access to high speed broadband: That all Danish households and companies

should have access to broadband with min. 100 mbps in 2020, if they so desire.  
Furthering this goal will be a top priority in the coming years.

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