



# eGOVERNMENT & Smart City

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A close-up photograph of a burning leaf. The leaf is partially charred and is emitting a bright yellow-orange flame. Wisps of white smoke are rising from the burning edge of the leaf. The background is dark and out of focus, with some blurred light spots. The overall mood is dramatic and somewhat somber.

Denmark have the **most advanced** digital economy in the EU according to the DESI-index



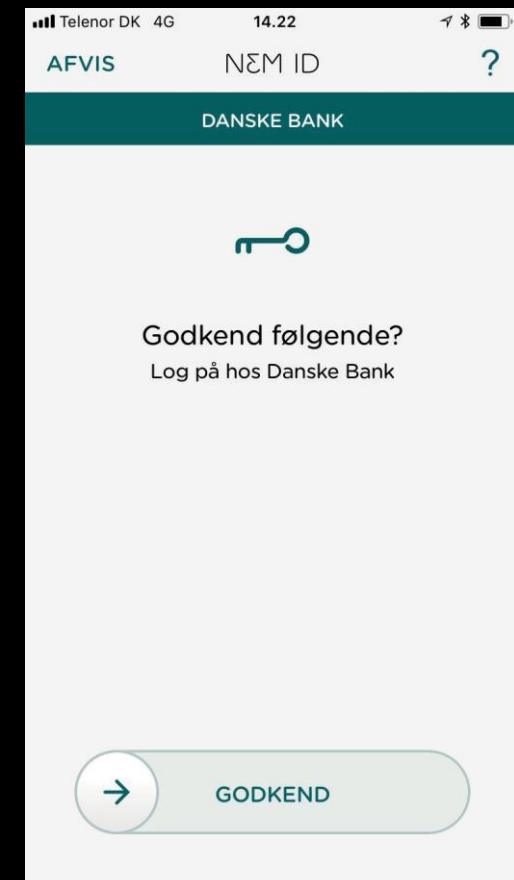


Shift in paradigm  
- to keep up a **high level** of welfare services



Today more than 4,8 million citizens have NemID.

More than 700.000 transactions with NemID in 2017.





The Danish Parliament has passed an act:  
**All adult citizens will receive Digital Post** from public  
authorities



An aerial photograph of a modern, angular building complex, likely a residential or commercial development. The building features sharp, geometric forms and a mix of materials, including what appears to be concrete and metal. The sky is a deep, vibrant red, creating a dramatic and somewhat surreal atmosphere. The overall scene is captured from a high angle, looking down on the building and the surrounding area.

# SMART AARHUS

## SMART AARHUS

A Scandinavian "third way" of how  
to create a **Smart City**





Smart Aarhus

## Digital Bydel

Digital Neighborhood

An **alternative dialogue** between citizens and the public sector



A **shared** virtual call center  
between 36 municipalities





How do I access my digital post?

I can't use my NemID

How do i order a new pass port?

Can I get housing benefits?

How do I report my move abroad?

The self service solution doesn't work!?

Call 1881

Call NETS

Call the municipality

Call udbetaling Danmark

Call VIRK





Logged in as .....

[Log out](#)

## Mit Betalingsoverblik

Pay	What	Description	Betalingservice	Amount	
<input type="checkbox"/>	Daycare	Regarding Joseph Nielsen...	✓	0,00	▼
<input type="checkbox"/>	Parking ticket	Vindrosen 12, 8240 Risskov...		510,00	▼
<input type="checkbox"/>	Parking ticket	Marselis boulevard, 8000 Aar...	!	860,00	▼
<input type="checkbox"/>	Parking ticket	Marselis boulevard, 8000 Aar...		0,00	▼
Total amount:				1.370,00	
Contact & info		Rescheduling		+71< Payment card	
				Checkout	

# My payment overview





# Thank you for your attention

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