



DIGITALISERINGSSTYRELSEN

**Open Government
Partnership
National Action Plan
2023–2025**

June 2023

2023

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Introduction

1. Introduction

Denmark is characterised by being a society based on a high degree of trust, both when it comes to trust between people and trust in public institutions. The public sector plays a major role in the Danish society, and trust in the Danish public sector is based on a low level of corruption and a certainty that public services are delivered as planned. It is a trust that we must continue to safeguard.

Denmark's fifth Open Government Action Plan focuses on several themes that contribute to support the Danish society and how public institutions interact with civil society. With five commitments, this action plan supports, among other things, active citizenship, co-creation and open innovation processes, as well as work on open data.

Denmark has had a democratic form of government since 1849, when the first Danish constitution introduced the separation of powers, parliamentarianism and fundamental civil rights. Today, Denmark is a mature democracy and is, among other things, known as a society based on well-founded public institutions, the rule of law, a free press and a strong civil society.

In Transparency International's "Corruption Perception Index 2022" (CPI), Denmark ranks first and is thus considered the least corrupt country in the world with a CPI score of 90/100¹. In 2021, Denmark shared first place in the "Corruption Perception Index 2021" together with Finland and New Zealand with a CPI score of 88/100². In the World Bank's report "World-wide Governance Indicators", Denmark is also at the top when it comes to measuring anti-corruption, legal certainty and the ability of citizens to participate actively in politics and society³.

1.1 Denmark and cooperation in the Open Government Partnership

In 2011, Denmark joined the international initiative "Open Government Partnership" (OGP), which aims to promote good governance and strengthen democracy

¹ <https://www.transparency.org/en/cpi/2022/index/dnk>

² <https://www.transparency.org/en/cpi/2021/index/dnk>

³ <https://info.worldbank.org/governance/wgi/Home/Reports>

by promoting transparent and inclusive governance among the now 75 participating countries as well as 106 local authorities⁴. The objective of OGP is to contribute to increasing the availability of information about government activities, strengthen citizen involvement in political decision-making processes, increase public transparency and accountability, and increase access to new technologies that can strengthen information sharing and collaboration across the board.

With its participation in the OGP, Denmark has committed to provide two-year national action plans that bring together commitments in the field of open governance, and Denmark has implemented four Open Government Action Plans to date. The first was published in 2012, the second was published in 2013 and extended with two further commitments in 2015, the third was published in 2017 and the fourth was published in 2019.

The first action plan: Digitalisation as a means of greater openness

In connection with joining OGP, Denmark chose to put special focus on digitalisation, which was reflected in Denmark's first OGP action plan. About half of the commitments were based on the Joint Government Digital Strategy for 2011–2015. The main focus was better public digital service for citizens and companies, as well as increased transparency and accountability in public projects and processes.

The second action plan: Local democracy, full digital communication and new forms of collaboration

In the second action plan from 2013, several of the commitments from the first action plan were continued and further developed. The commitments were divided into four themes:

- Local democracy and participation
- Full digital communication and inclusion
- New forms of collaboration and involvement
- Open data – innovation, transparency and streamlining.

Central to the action plan was, among other things, volunteering and the framework for volunteering, utilisation of new technology to strengthen transparency, growth and quality of life, and a new approach to the role of the public sector, working with an active and broad involvement of citizens, businesses and civil society in general.

The third action plan: More useful open data and a strengthened framework for the civil society

A number of themes in the action plan for 2017–2019 continued the efforts made so far. Among other things, efforts continued to create more, better and more useful open data based on e.g. the continuation of the Basic Data programme,

⁴ <https://www.opengovpartnership.org/our-members/> (3 April 2023).

which formed part of the action plan from 2013. At the same time, efforts to strengthen the framework for volunteering through a new civil society strategy were continued, and efforts to promote openness globally were expanded. The commitments were divided into four themes:

- More and better open data
- Tailored data to ensure a basis for citizen participation
- Joint effort for a better public sector
- A global effort for openness

The fourth action plan: 2019–2022

In the action plan for 2019–2022, the commitments were divided into the following themes:

- Open data
- Securing trust in data processing by the public sector
- Supporting rule of law in the social sector
- Whistle-blower schemes within the Ministry of Justice

The focus of the action plan was to strengthen trust in the public authorities – and in particular to strengthen trust in public digitisation. Transparency and open governance were particularly important elements. Consequently, Denmark's Open Government Action Plan 2019–2022 brought together seven commitments initiated across the public sector in Denmark to help increase trust in the public sector.

Originally, the action plan covered the period 2019–2021, but the Covid-19 situation caused delays in the initial process of implementing the current action plan, which was also the case for several OGP member states. As a result, the OGP decided to allow all member states to extend the period by one year, and the procedural steps related to the action plan were also postponed by one year.

1.2 Preparation of the Fifth Action Plan for 2023–2025

The preparation of the fifth action plan began in the first half of 2022 with an initial bilateral dialogue with public authorities to explore relevant commitments for the forthcoming action plan. Subsequently, in September 2022, the Danish Agency for Digital Government published a consultation on www.høringsportalen.dk, in which citizens, companies, NGOs, public institutions and authorities at all levels were invited to contribute with themes and commitments.

The following topics were the focus of the public consultation:

1. Strengthening active citizenship and cooperation with the civil society
2. Transparency and accountability

3. Co-creation and open innovation processes
4. Open data and open source
5. GDPR management/implementation
6. Democratic decision-making
7. Efficient public service
8. Anti-corruption, whistleblowing and beneficial ownership

At an open meeting of the Danish Multi-Stakeholder Forum in January 2023, the commitments received were subsequently presented by the commitment owners and discussed in the Multi-Stakeholder Forum in relation to the primary principles (participation, transparency, accountability as well as technology and innovation) that OGP works to promote.

The parties also discussed incoming consultation responses and input from civil society organisations for further work with OGP. Five commitments were approved as a preliminary list to be included in the further work. The commitments of the fifth action plan focus on the following themes:

- Strengthening active citizenship and cooperation with the civil society
- Co-creation and open innovation processes
- Open data and open source

Co-creation

After the Multi-Stakeholder Forum meeting, the Danish Agency for Digital Government was in continuous dialogue with the commitment owners regarding the preparation of the concrete commitment descriptions for the action plan.

Hence, the draft of the descriptions of the five commitments has been prepared through ongoing dialogue between the commitment owners and the Danish Agency for Digital Government. Subsequently, the overall action plan has been submitted for consultation to the commitment owners and the Multi-Stakeholder Forum prior to further political approval.

Scope and delivery window of the action plan

Not all topics from the public consultation are addressed in the 2023–2025 Action Plan. This does not mean that the public sector in Denmark does not focus on the remaining topics. The work on open governance in Denmark goes far beyond the commitments in this action plan, but experience shows that it is not possible to include commitments from all focus areas in the two-year action plans. This is partly because the requirements for content, form and timeline of the action plans can be a challenge for a number of relevant commitments, which in terms of content would be obvious to include. This fifth action plan should therefore be seen as a sample of the current work in Denmark on the transparency agenda.

One example of the work on open and inclusive governance in Denmark, which is not included in the fifth action plan, is that the Danish government, as stated in

section 7.1 of the Government Platform *Ansvar for Danmark (Taking Responsibility for Denmark)*, will commit to establish an expert committee to create the basis for proposing a new Danish law on public access. It will give the public better opportunity to gain insight into the political decision-making processes. The Danish government will also emphasise the public's ability to submit consultation responses to legislative proposals⁵. In Denmark, there is also a continued focus on whistleblower schemes, where the Ministry of Justice has prepared guidelines to be used in both public and private workplaces⁶. In Denmark, there is an obligation for workplaces with more than 50 employees to set up an internal whistleblower scheme. This obligation to establish whistleblower schemes for private sector workplaces with between 50 and 249 employees will not come into force until 17 December 2023. The Danish Parliament passed the Whistleblower Act in June 2021 based on the EU Whistleblower Directive⁷.

Denmark's fifth action plan was scheduled to be completed by the end of 2022. However, due to the announcement of parliamentary elections in the autumn of 2022, Denmark postponed the Multi-Stakeholder Forum autumn meeting, and, in agreement with OGP, chose to submit the action plan in the next possible delivery window in a new two-year cycle, which runs from 30 June 2023 to 30 June 2025.

⁵ <https://www.stm.dk/statsministeriet/publikationer/regeringsgrundlag-2022/> (in Danish)

⁶ <https://www.justitsministeriet.dk/temaer/whistleblowing/> (in Danish)

⁷ <https://www.retsinformation.dk/eli/ta/2021/1436> (in Danish)

Commitments in the 2023–2025 Action Plan

2. Commitments in the 2023–2025 Action Plan

The 2023–2025 action plan focuses on active citizenship and cooperation with the civil society, co-creation and open innovation processes as well as open data. Among other things, these themes play a crucial role in contributing to increased transparency for the civil society in public projects and processes. At the same time, several commitments focus on the active involvement of citizens, both when it comes to contact with the public sector through digital tools and to the use of state-owned nature areas. The civil society is also involved in local development processes, for example in the health sector where co-creation and open innovation processes help to increase the civil society's influence on political decisions.

Two commitments in the action plan deal with open data, which has great potential for enhancing the culture of transparency in Denmark through increased digitalisation. Denmark is one of the most digitised countries in the world and the Danish public sector has undergone an extensive digital transformation since the turn of the millennium. In Denmark, trust in the public digital sector is generally high⁸. The commitments on open data contribute to strengthening the health sector using citizen-generated behavioural data and to providing easier access to public data for researchers, companies and civil society. Access to open data also contributes to solving major societal challenges, for example with respect to climate issues, and can improve public services.

⁸ The Danish Agency for Digital Government (2023): Tilliden til den digitale offentlige sektor 2022 (Trust in the digital public sector in 2022) (in Danish).

2.1 The municipalities' common chatbot and voicebot: The Digital Hotline MUNI

The commitment focuses on supporting citizens' use of digital self-service by offering an additional citizen-oriented channel that can be used for both writing and speech. With the chatbot and voicebot, the commitment contributes to improving citizens' opportunities for participation in the digital society by increasing accessibility to the public sector. The solution uses a high degree of technology and innovation, which also contributes to the democratisation of the solution.

Table 1

The municipalities' common chatbot and voicebot: The Digital Hotline MUNI

Lead implementing actor	Aarhus Municipality
Commitment start and end date	1 August 2020 – 30 June 2025
What is the societal problem that the commitment will address?	<p>Citizens in the Danish municipalities are increasingly interacting with the public sector. Hence, the citizen services in the municipalities experience a pressure on resources, which can result in longer waits for citizens, both for physical appearance and for telephone inquiries. The number of citizen inquiries to the joint municipal contact centre, the Digital Hotline, has doubled if you look at the number of calls from 2019 to 2021.</p> <p>COVID-19 has also influenced citizens' preferred access to the public sector, with self-service solutions and telephone contact increasing in the period 2019–2021, while email and physical appearance declined in the same period. By 2022, one in three citizens would prefer to contact the public sector by telephone.</p> <p>33 percent of the Danish citizens find that the public sector is not doing enough to help them use digital self-service solutions. As digital self-service is mandatory in Denmark, there may be challenges for certain parts of the population.</p> <p>The project originates from the inter-municipal community, the Digital Hotline MUNI, which aims to offer one common channel to citizens that is available 24 hours a day and that provides relevant and correct information in a user-friendly interface so that citizens can be immediately attended to in the chatbot and voicebot.</p> <p>From 2024, a new technological feature will be added to the chatbot that will enable it to use voice in its dialogue with citizens. This means that citizens will also be able to talk to MUNI, the robot, accessing it through the Digital Hotline's telephone. This is a special focus area in order to create greater accessibility for the citizens.</p>
What does the commitment entail?	<p>The commitment deals with citizens' use and attitude towards a chatbot and voicebot as a way to access the public sector.</p> <p>The commitment is divided into two phases:</p> <ol style="list-style-type: none"> 1) 2023: Chatbot operation – How do citizens use the chatbot with its existing knowledge and functionality? 2) 2024–25: Voice functionality operation – How do citizens use this new way of communicating with the municipality? <p>The chatbot has knowledge of 55 different topics on everything from passports to assignment of day-care for children in childcare facilities. The chatbot can also book an appointment at the Citizen Service in selected municipalities. The voice function is expected to be operational in 37 municipalities in selected areas in 2024.</p>

	<p>The Digital Hotline contact centre and the chatbot are collaborating. Therefore, the aim of the commitment is <i>not</i> for the chatbot and voicebot to replace the contact centre. The citizen will still be able to call the municipality and talk to an employee. The chatbot and voicebot are to reduce the number of citizens waiting in the telephone queue by providing the necessary assistance to citizens who are able to find the answer themselves without talking to an employee.</p>	
<p>How will the commitment contribute towards solving the societal problem?</p>	<p>The commitment contributes to solving the challenge of an increasing number of citizen inquiries and to support citizens in their use of mandatory digital self-service by:</p> <ul style="list-style-type: none"> • Offering an accessible channel to citizens. • Citizens have the option of contacting the public sector in either writing or speech so that they can participate in the digital society. • Integrating with professional systems to ensure that citizens see a renewed and streamlined interface, where they can get answers to questions as well as perform tasks in a self-service solution. 	
<p>Why is the commitment relevant to the OGP values?</p>	<p>The commitment contributes to improving citizens' opportunities for participation in the digital society by increasing accessibility to the public sector. The new dimension of voicebot increases accessibility and contributes to the democratisation of the solution.</p> <p>The commitment uses a high degree of technology and innovation, as the solution is based on robot functions that can both write and talk to citizens.</p>	
<p>Additional Information</p>	<p>General information about the DDH collaboration: https://dendigitalehotline.aarhus.dk/ (in Danish)</p> <p>It is possible to access a test link to the chatbot via the following link: https://chatbot.dendigitalehotline.dk/?municipalityCode=751&name=Muni (in Danish)</p>	
<p>Activities or milestones with verifiable deliverables</p>	<p>Start date</p>	<p>End date</p>
<p>Launch integration of front desk appointment in 21 municipalities.</p>	<p>1 May 2022</p>	<p>31 March 2023</p>
<p>Launch IBM Watson Discovery functionality in the chatbot.</p>	<p>31 December 2022</p>	<p>31 March 2023</p>
<p>Target: 150,000 chatbot conversations.</p>	<p>01 January 2023</p>	<p>31 December 2023</p>
<p>Chatbot Rating Target: 2.5 out of 3.</p>	<p>01 January 2023</p>	<p>31 December 2023</p>
<p>Voicebot in operation.</p>	<p>01 January 2024</p>	<p>30 June 2025</p>
<p>30 percent of all citizen inquiries handled by MUNI (voice and chat).</p>	<p>01 January 2024</p>	<p>31 December 2024</p>
<p>Increase categories and communication between citizens and the public sector.</p>	<p>01 January 2024</p>	<p>31 December 2024</p>
<p>Contact Information</p>		

Name of the responsible implementing authority	Aarhus Municipality Department: Borgerservice Rikke Bækgaard Christensen: ribch@aarhus.dk
Other actors involved	<i>Involved public actors:</i> At the beginning of 2023, 37 municipalities participated in the DDH Chatbot project. The number is expected to increase during the period of the action plan. <i>Other actors involved:</i> IBM, Frontdesk, NTT Data

Source: Aarhus Municipality

2.2 Local stakeholder committees for state forests and nature areas

The purpose of local stakeholder committees for state-owned forests and nature areas is to strengthen local involvement and enhance citizens' influence on the management and use of state-owned nature areas. The commitment creates value for society by establishing a sound framework for outdoor recreational activities as well as nature conservation and efficient forestry operation of the state-owned areas. The commitment provides a scene for dialogue with citizens, associations and organisations as well as direct involvement in public decision-making processes. It offers an opportunity for civil society to influence the strategic and political work of the authority.

Table 2
Local stakeholder committees for state forests and nature areas

Lead implementing actor	The Danish Nature Agency
Commitment start and end date	01 January 2023 – 31 December 2024
What is the societal problem that the commitment will address?	<p>The Danish Nature Agency manages approximately 200,000 hectares of state-owned nature areas with more than 200 million visits per year. These state-owned nature areas constitute Denmark's primary places for enjoyment of nature and cover 5 percent of Denmark's land area. The state-owned areas managed by the Danish Nature Agency simultaneously form an important basis for the authorities' activities towards supporting citizens' exercise and health, tourism and school education.</p> <p>A prerequisite for creating the greatest possible value for society in the form of a good framework for outdoor recreation, protection of nature and efficient operation of the state-owned nature areas is to involve stakeholders of these areas and strengthen their influence on the management and use of the areas. This is exactly what the "local stakeholder committees" commitment aims to do.</p>
What does the commitment entail?	<p>Each of the 16 local administrations of the Danish Nature Agency establishes a local stakeholder committee. The members of the committees must represent the following three groups:</p> <ul style="list-style-type: none"> • Stakeholders with a primary focus on active use of nature combined with outdoor recreation, e.g. mountain biking and horse-back riding. • Stakeholders with a primary focus on nature conservation regarding animals and plants combined with nature experiences. • Stakeholders with a primary focus on nature as part of tourism. <p>In addition to the local stakeholder committee, public involvement will be further supported with initiatives and events.</p>
How will the commitment contribute towards	The purpose of local stakeholder committees is to enhance local involvement and citizens' influence on the management and use of the state-owned

solving the societal problem?	nature areas managed by the Danish Nature Agency. This adds value to society in general through a good framework for outdoor recreation, for conservation of nature and for efficient forestry operation of the state-owned nature areas.	
Why is the commitment relevant to the OGP values?	<p>Local stakeholder committees for state-owned nature areas contribute to the involvement of and dialogue with citizens, associations and organisations in public decision-making processes for the use of nature areas. The involvement strengthens cooperation and interaction between citizens and the state institution, the Danish Nature Agency. The involvement also increases the possibility of creating local solutions to local issues in the local area.</p> <p>When the public has the opportunity within a defined framework to comment on and make proposals to the Danish Nature Agency's management of forests and nature areas it also gives civil society the opportunity to provide input and feedback to the authority's work with nature areas.</p>	
Additional Information	<p>The commitment is developed from an earlier form of local stakeholder committees in the management of the Danish Nature Agency. Following the implementation of the new commitment,</p> <ul style="list-style-type: none"> • Authorities will no longer have members in the committees. This is to separate the role of authority from that of management. • The local stakeholder committees are responsible for their own tasks and act as an umbrella organisation for the special forums associated with each local unit's management. • Membership composition and focus areas will be expanded with representatives focusing on nature experiences, nature conservation and tourism. • The number of meetings in the local stakeholder committees has increased to at least two meetings per year. • There is a greater focus on the involvement of local residents. 	
Activities or milestones with verifiable deliverables	Start date	End date
Establishment of the local stakeholder committee and appointment of members.	01 January 2023	30 June 2023
At least two meetings of each local stakeholder committee per year.	01 January 2023	31 December 2024
In connection with user council meetings, at least one excursion is held per year, where the public is invited.	01 January 2023	31 December 2024
At least one event per year, where the public is invited to participate and contribute with suggestions and comments on the Danish Nature Agency's land management.	01 January 2023	31 December 2024
At least once a year, commitments are launched with	01 January 2023	31 December 2024

the aim of increasing stakeholder involvement.

Review of the new local stakeholder committee setup.

The Danish Nature Agency is conducting a review of the new rules and framework after 2024.

Contact Information

Name of the responsible implementing authority

The Danish Nature Agency
Department: Arealer og Friluftsliv
Lars Bendix Poulsen: LBP@nst.dk

Other actors involved

Organisations offered permanent representation:

Danish Outdoor Council, Danish Sports Confederation, Danish Society for Nature Conservation, Birdlife Denmark, DGI.

Organisations that, according to local needs, can be included with representation:

Danish Equestrian Federation, Danish Botanical Society, Danish Hunters' Association, local farmers' association, local clubs focusing on active outdoor activities or nature conservation, individuals.

Source: The Danish Nature Agency

2.3 Citizen involvement in political processes in the Region of Southern Denmark

Citizen involvement must be a natural part of the regions' work, and focus is on strengthening cooperation between civil society, politicians and the public administration. With public meetings and outreach dialogue forums, the commitment will make it more accessible for citizens to engage in dialogue with politicians regarding local decisions, for example in the field of health and regional development strategies. The Region of Southern Denmark facilitates the dialogue and interaction between civil society and the region. Hence, the commitment seeks to increase citizen involvement and participation in democracy.

Table 3
Citizen involvement in political processes in the Region of Southern Denmark

Lead implementing actor	The Region of Southern Denmark
Commitment start and end date	February 2022 – February 2024
What is the societal problem that the commitment will address?	<p>Citizen involvement must be a natural part of the regions' work, and there is a need to focus on strengthening cooperation with both politicians and administration.</p> <p>The following issues have been identified in relation to this:</p> <ul style="list-style-type: none"> • There is a need to enhance trust in democracy and trust between citizens, politicians and administration. • There is a need for citizens increasingly to engage in the democracy through debate in political processes, party politics and electoral participation. • There is a need for citizens to contribute to qualifying political processes and decisions. <p>Danish Regions is the interest organisation for the five regions in Denmark. In the years 2019–2021, the individual regions continued to work on the recommendations of a temporary political working party, aiming to make the 205 regional politicians better at setting a public agenda – also in-between the electoral periods.</p> <p>The Region of Southern Denmark has decided to budgetise citizen involvement in the period 2022–2024 and has established a project to enhance citizen involvement in the political processes in the Regional Council – partly inspired by the recommendations of Danish Regions.</p>
What does the commitment entail?	<p>The Region of Southern Denmark's primary objectives for citizen involvement are:</p> <ul style="list-style-type: none"> • To further enhance citizen involvement. The involvement must therefore be taken into account in the political decisions of the Regional Council in the coming years. • Citizens must be involved in themes where there is real policy space so that it supports the mandate, which the Regional Council wants to provide. • Citizen involvement must be broadly anchored as a method in the organisation in the Region of Southern Denmark.

	<p>The Region of Southern Denmark must ensure broad anchoring of citizen involvement, which is to become a natural part of the region's work in the future. Citizens will be involved using various formats, including citizens' assembly, theme days, workshops, anthropological studies, panels, etc.</p> <p>After two years with the project, the experiences with citizen involvement will be analysed.</p>																		
<p>How will the commitment contribute towards solving the societal problem?</p>	<p>With citizen meetings and outreach dialogue forums, the commitment will make it easier for citizens to engage in dialogue with politicians on topics and decisions that concern them.</p> <p>Examples of topics for the citizens' meetings:</p> <ul style="list-style-type: none"> • Input to a new profile for OUH Svendborg Hospital • Panels on food quality: Patients who are in dialogue with politicians about food in hospitals. • Input to challenges and opportunities for a new regional development strategy. <p>The measures are continuously evaluated in order to continue to strengthen the internal processes and create the greatest possible value for citizens and politicians.</p>																		
<p>Why is the commitment relevant to the OGP values?</p>	<p>The project seeks to increase citizen involvement in political processes and decisions. The Region of Southern Denmark does this by facilitating the dialogue and interaction between the civil society and the region. Citizens' participation in democracy will increase, and citizens will be given a greater role and can thereby influence the implementation of political decisions.</p>																		
<p>Additional Information</p>	<p>https://regionsyddanmark.dk/politik/borgerinddragelse-og-indflydelse (in Danish)</p>																		
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Midterm review of involvement initiatives: Discussion in the executive committee about initiatives and lessons learnt from the initiatives in the first year.	Q1 2023	Q1 2023
Ongoing activities with citizen involvement based on lessons learnt from the midterm review.	Q1 2023	Q1 2024
Evaluation of the initiatives.	Q2 2024	Q2 2024
Contact Information		
Name of the responsible implementing authority	Region of Southern Denmark Department: Koncern Kommunikation John Lassen: jfl@rsyd.dk	
Other actors involved	<p><i>Involved public actors:</i></p> <p>Ærø Municipality, Middelfart Municipality and Nyborg Municipality are involved in certain activities as local partners.</p> <p><i>Other actors involved:</i></p> <p>-</p>	

Source: The Region of Southern Denmark

2.4 DataDonor

Society is increasingly being digitised, thus providing new opportunities for knowledge sharing, streamlining and citizen involvement. There is great potential for the health sector in using citizen-generated behavioural data for good purposes, for example in development and research projects and for citizens' active participation in their own treatment. The commitment will enable citizens to donate citizen-generated behavioural data on an informed basis with informed consent and data transparency. Among other things, the commitment aims to increase transparency for the civil society and create openness and increased trust in the use of data in the health sector.

Table 4
DataDonor

Lead implementing actor	Health Innovation Centre of Southern Denmark, Region of Southern Denmark
Commitment start and end date	01 January 2023–30 June 2025
What is the societal problem that the commitment will address?	<p>Society is increasingly being digitised, thus providing new opportunities for knowledge sharing, streamlining and citizen involvement. In addition to focusing on the misuse of data, there is also a need for focus on transparency and information to citizens concerning when citizens share data, to whom data is given, for what purpose as well as what rights the citizen has. On an informed basis, the citizen must be able to decide actively whether to participate in data sharing.</p> <p>There is great potential for the healthcare sector in the use of citizen-generated behavioural data to transform the healthcare sector into a more holistic and predictive paradigm. This requires the citizen to participate actively in his or her own treatment. The use of the citizens' own data can be one method.</p> <p>As more people use wearables such as smartphones, tablets and smartwatches, large amounts of data about the individuals are collected. DataDonor allows the citizen to donate this data for good purposes and on an informed basis.</p> <p>In Denmark, the citizens are generally positive towards the use of digital tools in the healthcare sector. More than 40% of the population uses health apps. Data altruism is a term that describes how people want to share their data for a common good, for example, for the benefit of research or improved healthcare. Denmark is well placed to obtain, collect and use the data generated by many citizens.</p> <p>Strengthening the individual's right to control his or her own health data is a highly topical issue both nationally and internationally.</p>
What does the commitment entail?	<p>The DataDonor platform enables citizens to donate their own activity data to development and research projects in the public health care system based on informed consent and thus data transparency.</p> <p>For example, citizens and patients can donate data such as steps, sleep or heart rate data from smartwatches or smartphones to a research project – or heart rhythm data, as part of a course of disease. Activity and health data already available on iOS and Android smartphones is retrieved using the DataDonor app, which integrates with Apple HealthKit and GoogleFit.</p> <p>The DataDonor platform is a project platform where researchers and clinical departments can create projects that use citizen-generated data. Citizens</p>

participate in the projects free of charge and on a voluntary basis by giving their consent. Consent may be withdrawn at any time.

DataDonor works with three different types of projects:

- *Overall trends*: Where no distinction is made between individuals' data.
- *Individually anonymised projects*: Participants are pseudo-anonymised to enable comparison between participants x and y.
- *Clinical Projects*: The system handles sensitive personal data. Hence, it is possible, for example, to track a patient's heart rhythm as part of monitoring in a patient's course of disease.

The donated data is initially only available to the donor. The donor chooses what information to transmit to the platform, such as step count, workout time and sleep analysis. The donor can provide access to data on a project basis where it matches specific projects with relevant donors using a dynamic consent model. It is easy for the donor to withdraw the consent at any time.

The purpose is, among other things, to enable consent-based data donation, to promote discussions and data transparency and to provide a platform for projects.

In addition to developing innovative solutions for the benefit of the community, the commitment aims to promote an informed debate about what value citizen-generated data can contribute. At the same time, the commitment supports the debate on security and ethical use of data.

The overall objective of the project is threefold:

How will the commitment contribute towards solving the societal problem?

- Further development of DataDonor for projects that wish to collect activity data.
- Further development of access for citizens via app, where citizens can share activity data via the platform.
- Education of students and other citizen groups in data management (public education).

The development of digital data sharing platforms can be expensive, which can cause inequality among countries. DataDonor conditions private suppliers and partners to use open source elements in microservice modules, thus allowing other countries to integrate the platform into their own solutions. This can contribute to supporting local health research and help create more equality in health at a global level.

Why is the commitment relevant to the OGP values?

Transparency in the use of citizens' data and their active involvement in the collection of data contribute to creating openness and increased trust in the use of data in the healthcare sector. The project increases transparency for the public in an area that can be difficult to understand as a citizen.

As citizens are active participants in both data collection and the use of data, this can lead to increased innovation and information in the healthcare sector, which can benefit both researchers and citizens.

Technology and innovation are drivers for the commitment, as it is precisely by using technology that citizen participation is made possible and transparency about health data can be increased.

Additional Information

Datadonor's project website:

<https://syddansksundhedsinnovation.dk/projekter/datadonor-platformen> (in Danish)

Activities or milestones with verifiable deliverables

Start date

End date

Three new project applications with a research institution.

01 January 2023

31 December 2024

Three new projects with private companies (OPI/OPP).	01 January 2023	31 December 2023
Awareness: Focus on citizen-generated data through a minimum of 10 presentations or workshops (nationally/internationally).	01 October 2022	30 June 2025
Objective of 2,500 users on the DataDonor platform.	11 November 2022	30 June 2025
Contact Information		
Name of the responsible implementing authority	Health Innovation Centre of Southern Denmark, Region of Southern Denmark Morten Sønderkov Frydenberg: msf@rsyd.dk	
Other actors involved	<i>Involved public actors:</i> The Region of Southern Denmark <i>Other actors involved:</i> Capgemini, Sigma	

Source: Health Innovation Centre of Southern Denmark, Region of Southern Denmark

2.5 Datavejviser (National Data Portal) – One access point to public data

High-quality public data already exist in Denmark, and these years investments are made in more and better public data. However, navigating the available public data can be difficult. The commitment will make it simpler for companies, researchers, authorities and the civil society to find and create value with data from the public sector. The commitment establishes a unified access point to public data, which will increase both reliability and transparency of society's common database. This will contribute to solving societal challenges and improving public services.

Table 5
Datavejviser – One access point to public data

Lead implementing actor	The Danish Agency for Digital Government
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Commitment start and end date	January 2022 – December 2025
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What is the societal problem that the commitment will address?	<p>There is already a lot of high-quality public data available today, and a number of authorities are investing in even more and better public data these years.</p> <p>However, it can be difficult to assess and navigate the many exhibitions and distributors of available public data. Consequently, there is an untapped potential in making it simpler for companies, researchers, authorities and civil society to find them and create value with them.</p> <p>The Danish Agency for Digital Government has therefore developed Datavejviser, a digital catalogue of available data from the public sector.</p> <p>Easier access for researchers, companies and authorities to public data contributes to innovation and growth and to addressing major societal challenges such as climate change and labour shortages.</p>
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What does the commitment entail?	<p>A technically focused operations organisation as well as a service organisation aimed at both data exhibitors and data users will be established.</p> <p>The following four tasks are prioritised throughout the effort:</p> <p><u>Development of the IT solution Datavejviser</u> A user-friendly overview will be put into operation and be continuously further developed. Users' demand for functionality is to be given priority if possible.</p> <p><u>Descriptions of ever-increasing public data</u> The service organisation continuously facilitates onboarding of new authorities and the authorities' preparation of metadata for their available data.</p> <p><u>Dialogue and dissemination efforts</u> The service organisation supports users' knowledge of and use of displayed public data through, for example, dissemination or communication activities, regular discussions with representatives of relevant users, etc.</p> <p>The service organisation is a service and solution-oriented point of contact for users' inquiries about the public sector's exhibition of data.</p> <p><u>Suggested actions to improve the availability of public data</u> The service organisation promotes improvements in the availability of public data by creating a better informed basis for decision-making, for example through analysis of the quality of the displayed metadata or an examination</p>
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	<p>of barriers to improve availability of requested data, and by sharing good practices.</p> <p>In order to best satisfy user requests, ongoing dialogue with, and knowledge sharing between the large public data distributors should be given priority due to their expertise and the reusable IT systems for data distribution.</p>															
How will the commitment contribute to solving the societal challenge?	With the Datavejviser, a unified access point to public data is established. Here you can get an overview, search across and find descriptions of the many public data made available.															
Why is the commitment relevant to the OGP values?	<p>By creating a reliable and up-to-date overview of available public data, the Datavejviser increases the transparency of society's common database.</p> <p>In addition, easy access to public data contributes to innovation and to addressing major societal challenges through, among other things, research, new business models and improved public services.</p>															
Additional Information	https://www.datavejviser.dk/ (in Danish)															
Activities or milestones with verifiable deliverables	<table border="1"> <thead> <tr> <th></th> <th>Start date</th> <th>End date</th> </tr> </thead> <tbody> <tr> <td colspan="3"><i>The project is agilely managed, i.e. based on demand from users and political prioritisation. Hence, the Datavejviser has fewer and to a lesser extent fixed milestones for the entire project period.</i></td> </tr> <tr> <td>Minimum Viable Product has been developed and launched with metadata from a number of significant data distributors.</td> <td>January 2022</td> <td>September 2022</td> </tr> <tr> <td>Recommendation on the use of CC licenses for open public data prepared and published.</td> <td>September 2022</td> <td>March 2023</td> </tr> <tr> <td>Contributions to projects of other authorities that increase the availability of public data.</td> <td>1-3 times a year</td> <td>December 2025</td> </tr> </tbody> </table>		Start date	End date	<i>The project is agilely managed, i.e. based on demand from users and political prioritisation. Hence, the Datavejviser has fewer and to a lesser extent fixed milestones for the entire project period.</i>			Minimum Viable Product has been developed and launched with metadata from a number of significant data distributors.	January 2022	September 2022	Recommendation on the use of CC licenses for open public data prepared and published.	September 2022	March 2023	Contributions to projects of other authorities that increase the availability of public data.	1-3 times a year	December 2025
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Contact Information																
Name of the responsible implementing authority	The Danish Agency for Digital Government Kontor for teknologi og data Kontorchef Nikolai Bülow Tronche, niktro@digst.dk															
Other actors involved	<p><i>Involved public actors:</i></p> <p>Datavejviser is in dialogue with agencies and institutions under almost all ministerial departments, as well as representatives of municipalities and regions.</p> <p><i>Other actors involved:</i></p> <p>Datavejviser is based, among other things, on a recommendation from Digitaliseringspartnerskabet (The Digitalisation Partnership), which consisted of a wide range of stakeholders such as business and industry organisations, research institutions, social partners and municipalities and regions.</p>															

Source: The Danish Agency for Digital Government

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