

Denmark



Country Profile

Information Society Indicators

- Percentage of households having internet access to the Internet at home, 2005: 83%
- Percentage of households with a broadband connection, 2005: 51%
- Percentage of individuals (55-74 years old) using the Internet at least once a week, 2005: 47%
- Percentage of individuals (55-74 years old) having ordered/bought goods and services for private use over the Internet in the last 3 months, 2005: 10%
- Percentage of individuals (55-74 years old) using the internet for interacting with public authorities, 2005: Obtaining information: (confidential) , downloading official forms: (confidential), returning filled forms : (confidential)

(Source: Eurostat, 2005)

I. e-Inclusion History

- “The centre of competence IT for All” was established in 2003 as a project and since 2006 has been a part of the National IT and Telecom Agency’s regular operation. The centre is dealing with e-accessibility on public websites, public procurement and other accessibility issues in general.

II. e-Inclusion Strategy

- It is the aim of the Danish government that all people should be able to benefit from digital opportunities.
- Focus areas for the work in Denmark
 - ⇒ Public procurement
 - ⇒ Improved understanding and knowledge about implementation of e-Accessibility guidelines
 - ⇒ General guidance in how to make a digital solution accessible to all.
 - ⇒ Active participation in the development of the information society.

Important policies in place

Public Procurement Toolkit

Danish speech technology (DICTUS)

By January 1, 2008:

Mandatory use of Open Standards for software in the public sector including web accessibility recommendations. From January 2008 it is mandatory for all public websites to use the WCAG guidelines on all new websites and major developments on existing sites.

Comply- or explain: The mandatory use of Open Standards is followed by an obligation to explain non-compliance to the recommendations.

Guidance to interpreting WCAG AA. Many public web developers find it difficult to understand and implement the WCAG guidelines. In January 2008 the National IT and Telecom Agency has launched an improved online guidance initiative about web accessibility issues including explanatory text, practical examples and video.

III. e-Inclusion Legal Framework

Law in practice

- In Denmark there is no single act or strategy that directly addresses e-Inclusion. However, all documents describing the building of Information Society in Denmark recognise the need to address the special needs of groups in the risk of exclusion.
- The Executive Order on USO Services include provision of a PC-based text telephone service, Internet access, and a provision of a nationwide directory enquiry service

IV. Research in Practice

- In 2008 The National IT and Telecom Agency has performed a survey of the accessibility of public websites in Denmark. The results of this survey will be presented on the Internet in the end of June.

The National IT and Telecom Agency is doing an annual test of the digital literacy and competences among the citizens. The next results will be published online early 2008.

V. e-Inclusion Actors

- Ministry for Science, Technology and Innovation

- National IT- and Telecom Agency
- Ministry of Social Affairs
- Ministry of Employment

VI. e-Inclusion Who is Who

- Mr. Helge Sander: Ministry for Science, Technology and Innovation
- Inclusion Sub Group Contact:
 - ⇒ Center of competence IT for All, National IT- and Telecom Agency, Holsteinsgade 63, DK 2100 Copenhagen. KIA@itst.dk, Coordinating contact with other ministries.
 - ⇒ Susanne Bro Lundgren, ICT-attaché Danish Permanent Representation to the EU Rue de Arlon 73, 1040 Bruxelles

VII. e-Inclusion Progress by Riga Areas

ICT & Ageing

- Status in ICT & Ageing

The work on ICT & Ageing is in the responsibility of the Ministry of Social Welfare in Denmark along with the Ministry of Employment. The National IT and Telecom Agency is currently representing these parties in the e-Inclusion subgroup of the European Commission.

- A project done by the Social Development Center has the title “Implementation and use of new technology in relation to citizens with communication handicaps”

57 % of the population aged 60-74 has access to the internet at home (2007 figures).

32 % of the population aged 60-74 uses the internet on a daily basis.

54 % of the population aged 60-74 uses the internet to find information on public web sites.

30-35 % of the population aged 60-74 uses the internet to download and complete online forms.

41 % of the population aged 60-74 that has used the internet within the last three months has tried e-commerce.

Source: Statistics Denmark, 2007

- Actions to support ICT& Ageing

- In relation to the national campaign "Netsafe now! 2008", the Danish organization for elderly citizens ‘Eldremobiliseringsen’ have established IT-drop-in centers for elderly people. This is to support the IT skills of the elderly people since they are still seen as lacking some skills and knowledge when it comes to the use of ICT. It can be seen that elderly people are increasingly willing to learn more about the use of ICT and the Internet and they want to manage the use and access the services independently. By establishing IT-drop-in centers, it is aimed that the elderly will learn more about safe Internet use to take into consideration privacy issues when giving out personal information in the Internet.

Geographic digital divide

- Status of Common access to electronic content and services

- There is 98 % coverage of ADSL connections in Denmark.

- Actions to support Common access to electronic content and services

- Continuous expansion of the broadband coverage

e-Accessibility

- Status of e-Accessibility

- In 2006 The National IT and Telecom Agency has performed a survey of the accessibility of a) public websites, b) most commonly used work tools and c) the cost of providing accessible sites and work tools. The results of this work are gathered in a report, which was published in the end of 2006.
- In the annual Best on the Web competition 2007, public websites scored an average of 60 % compliance with e-accessibility criteria representing the most basic accessibility demands. Winners in the competition must show a 75 % compliance with the e-accessibility criteria.

- Actions towards e-Accessibility

Public Procurement Toolkit

- In order to secure that public procurement of ICT products addresses the requirements of all citizens, including disabled users, the National IT and Telecom Agency has created an on-line “public procurement toolkit”.

- When using the toolkit, the procurer can be assured that any procurement complies with the demands to be met to make any ICT product or ICT system accessible.
- The toolkit will be continuously updated to keep it in conformance with the newest standards for digital accessibility.

Open Standards

- Mandatory use of Open Standards for Software in the Public Sector including web accessibility recommendations. From January 2008 it has been mandatory for all public websites to use the WCAG guidelines on all new websites and major developments on existing sites.
- Comply- or explain: The mandatory use of Open Standards is followed by an obligation to explain non-compliance to the recommendations.

Other national initiatives to improve e-Accessibility:

- An annual benchmarking of web accessibility in public websites – from 2008 an annual benchmark will evaluate all public websites according to WCAG AA and publish the results on the internet.
- Guidance to interpreting WCAG AA. A 2006 mapping concluded that many public web developers find it difficult to understand and implement the WCAG guidelines. In January 2008, the National IT and Telecom Agency launched an improved online guidance effort about web accessibility issues including explanatory text, practical examples and video.
- The Minister for Science, Technology and Innovation has started a cross-departmental initiative to work for the introduction of more accessible digital applications within the public administration. One purpose is to make more public positions open to people with disabilities.
- A publicly funded free-of-charge Text-to-Speech application called Adgangforalle.dk has been launched, which is available for PC, MAC and Linux. It enables the user to mark virtually any Danish language text on a computer, and have it read out aloud.

Digital Literacy and Competences

•Status on Digital Literacy and Competences

- The Ministry of Science, Technology and Innovation conducts a yearly measurement of the digital literacy in the Danish population. The latest results were published in February 2008. The measurement showed that 61 percent of the Danes have strong or very strong digital skills while 20 percent have weak digital skills. The remaining 19 percent have never used a computer.

•Actions towards stimulating Digital Literacy and Competences

In December 2007, the Minister for Science, Technology and Innovation launched five new initiatives to further improve the digital competences among the Danish citizens. The initiatives contain motivational elements as well as education and certification of skills. The initiatives focus extensively on the elderly and the unemployed although their general approach is rather broad. The elements focusing on education and certification of skills are strongly network based in order to include as many organisations as possible and thereby to secure a broad societal effort. Some of the initiatives will be supported by e-learning. The first initiatives are to be launched in late 2008.

Additionally, the Minister for Science, Technology and Innovation launched a national strategy for e-learning in June 2007. The strategy aims at increasing the use and quality of e-learning in Denmark. The strategy includes several initiatives with the aim of developing the citizens' digital competences in order to make them capable of exploiting all the benefits of digital services provided by local and national governmental institutions and private companies.

e-Inclusion and Cultural Diversity

- Status on e-Inclusion and Cultural Diversity

- Actions towards e-Inclusion and Cultural Diversity

Inclusive eGovernment

- **Status on inclusive eGovernment**

According to the statistics, 71 % of Internet users have used the net to get information from public websites while 23 % use the net to download and complete online forms. (Statistics Denmark)

- **Actions towards inclusive eGovernment**

The initiatives focusing on digital competences as well as the e-learning initiatives implemented under the national strategy for e-learning take into account the general e-Accessibility policies.

VIII. Challenges