

Danish municipalities

- Digital Government-2-Citizen platform

Danish municipalities

DIGITAL BORGERSERVICE

The client

The Danish municipalities had 130 forms for use by citizens and a few forms for use by businesses (see Virk.dk above).

Public digital signatures for citizens had been released for free downloading.

Citizens were already used to filing tax statements online, and there was an obvious need to bring the remaining citizen services online.

The challenges

Citizens wasted time and were inconvenienced by having to print out paper-based forms from the municipalities' web sites and submit them by regular mail.

Processes involving many forms – such as moving from one municipality to another, which involves a change of residence, change of children's schools, change of doctor, etc. – were error-prone and imposed a burden on both citizens and case workers.

Processes such as acquiring a construction permit were virtually always associated with an incomplete application, so case workers had to spend time getting back to the citizen for more information before being able to process the application. This often led to significant backlogs.

What Resultmaker did

Resultmaker, together with its partner, Kommuneinformation, deployed an e-government platform involving the following steps:

- Creating a common data model for the 130 municipal forms (Kommune-information was already the official supplier of paper- and PDF-based forms to the Danish municipalities).
- Using Resultmaker XML Factory™ to express the entire data model as XML Schemas.
- Using Resultmaker XML Factory™ to generate the 130 forms as e forms, applying layout to all the forms and creating business logic in excess of the data model.
- Creating automatically generated transactions (with digital signature) for all the forms

Resultmaker later took over the full responsibility for Digital Borgersevice.

Results delivered

The municipalities that have purchased the Digital Borger-service solution have now become the first places on Earth where businesses and citizens can opt to never use a paper form for interacting with the public sector (since Virk.dk for businesses is nationwide – see above).

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Resultmaker is a danish company specialized in the development of intelligent software for improving mission critical business processes across humans and systems – the essence of running and developing the business of our customers.

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