

BILDERBEEK

TECHNOLOGY – RESEARCH – MARKETING - CONSULTING

The Digital Government: Smarter, Better, Faster

Pim Bilderbeek

Principal Consultant

pim@bilderbeekconsulting.com

Agenda



Four Scenarios for Digital Europe



Europe's Digital Agenda



Digital Denmark in the World



Cloud Computing



What Drives High Performance?

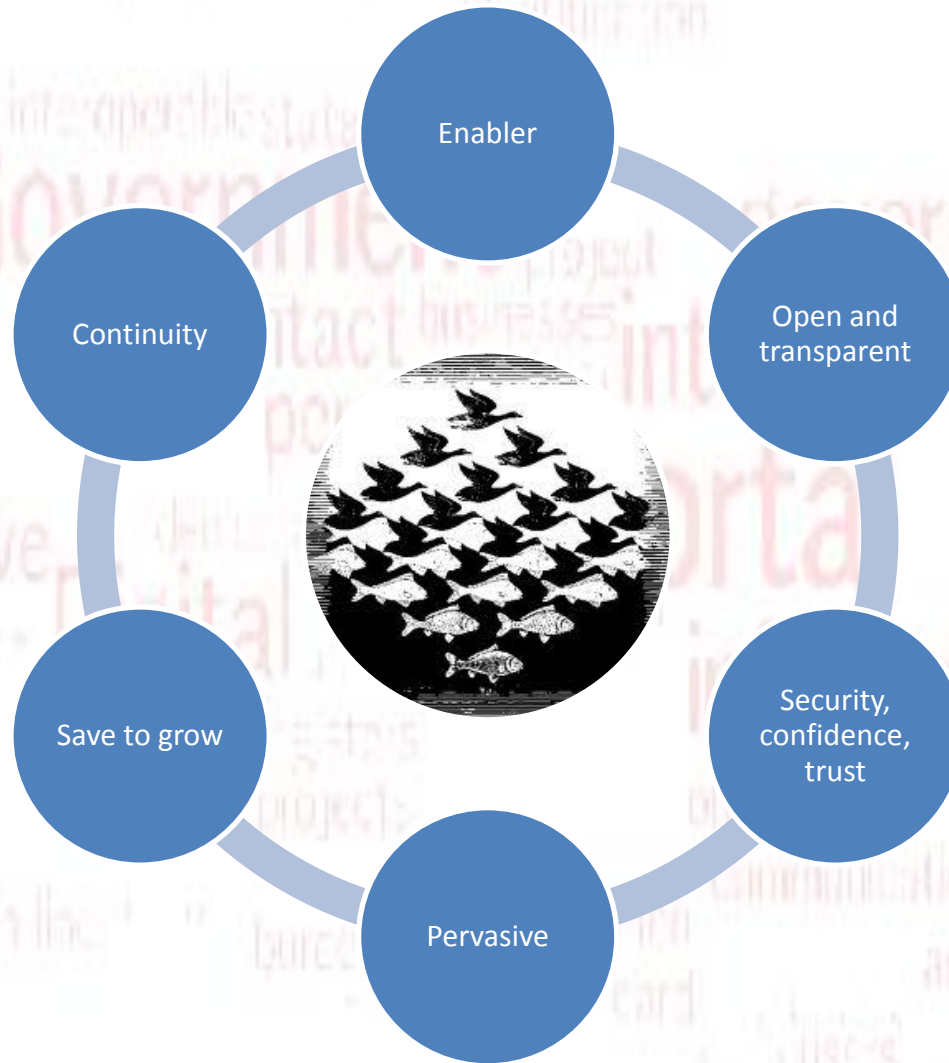


Focus on the Customer



Digital Society Continuity

Digitalization is Tool for Transformation



Four Scenarios for Digital Europe

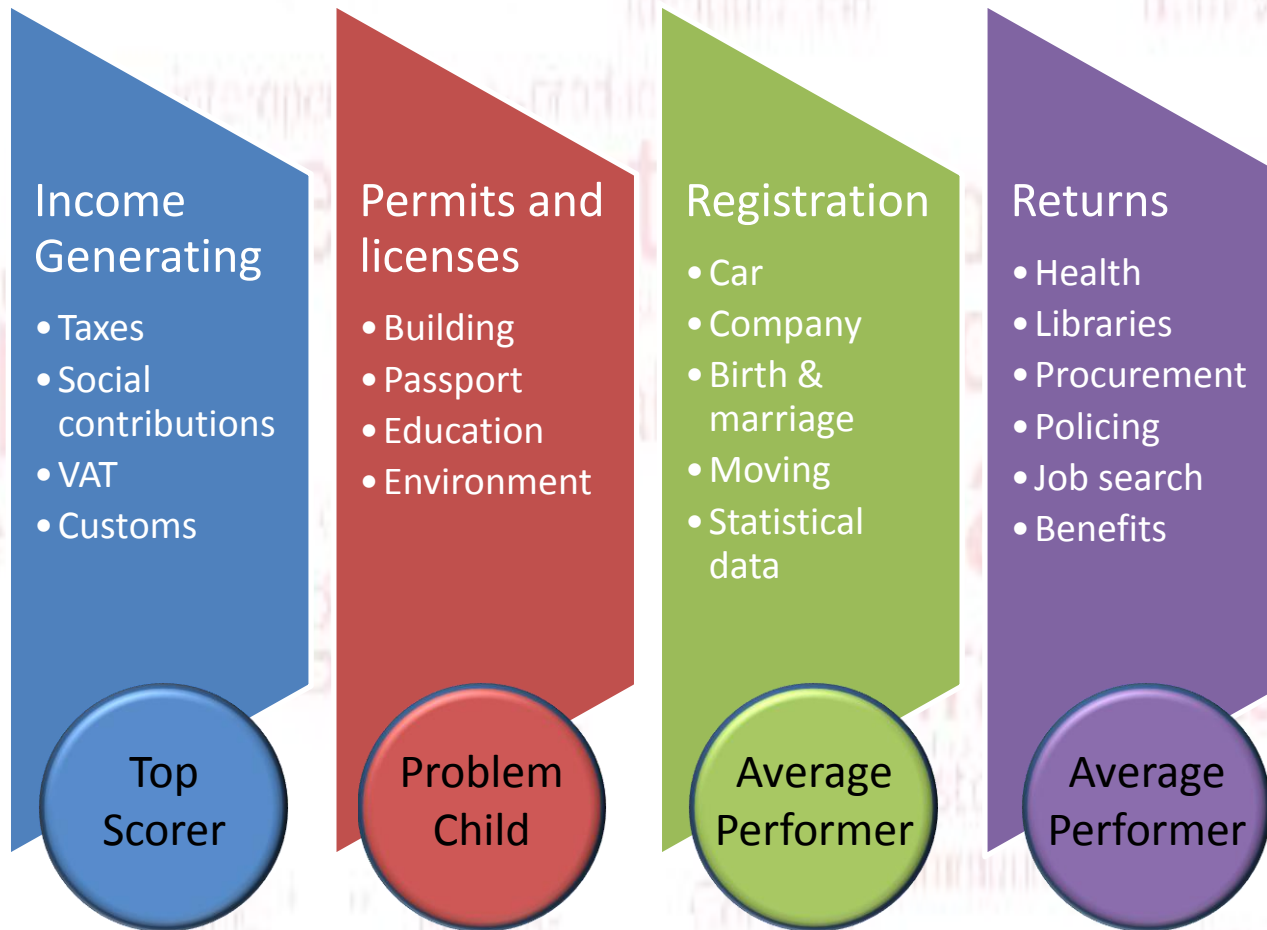


Europe's Digital Agenda

- Digital Single Market
- Interoperability and Standards
- Trust and Security
- Very Fast Internet
- Research and Innovation
- Enhancing e-Skills
- ICT for Social Challenges



EU Digital Government Service Status



[Source: 8th eGovernment Benchmark Measurement, November 2009, European Commission](#)

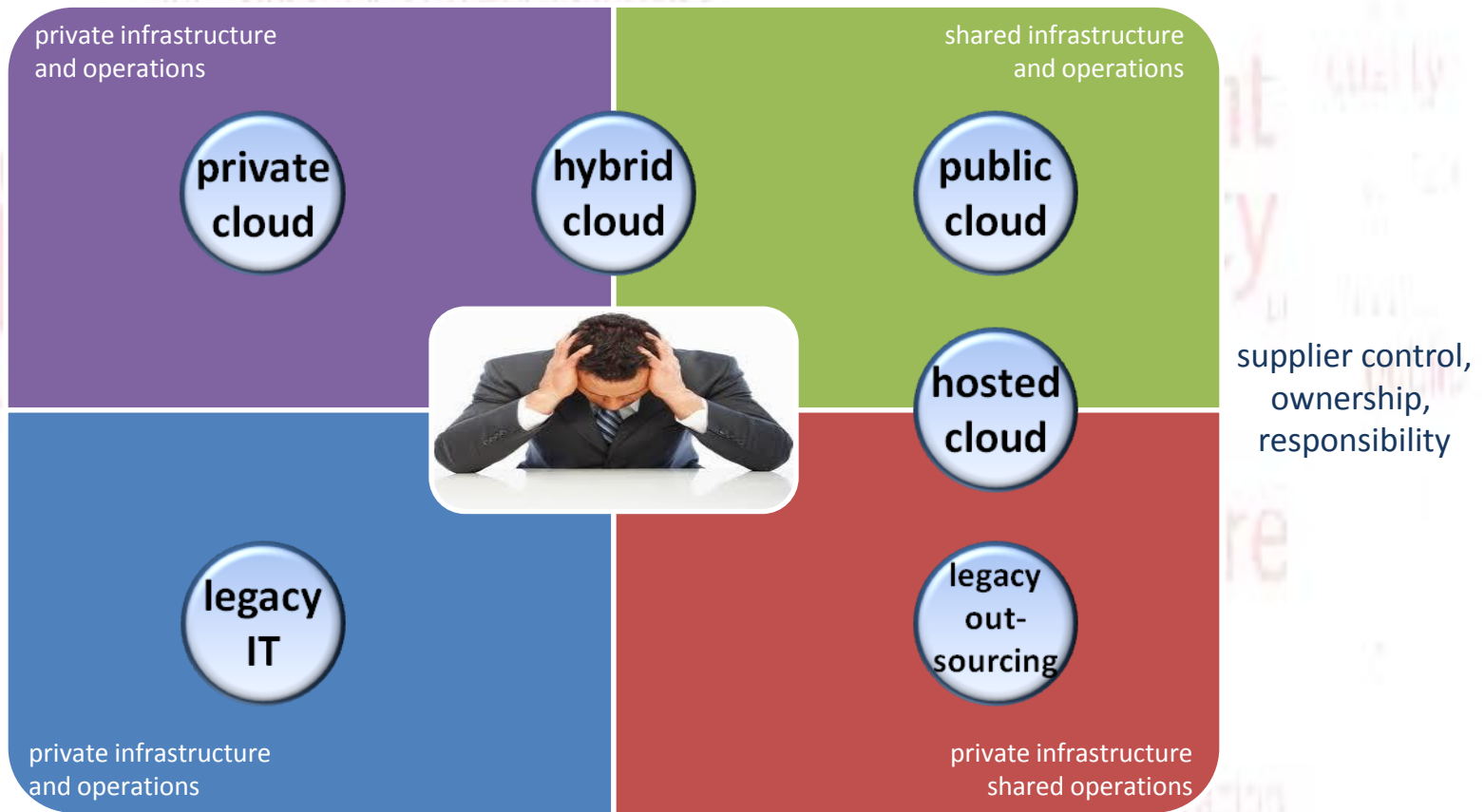
Digital Denmark in the World



Benchmark	Ranking	Size Peer Group
EC eGovernment Benchmark 2009	9/10	31
UN eGovernment Readiness Index 2008	2	189
WEF Global Competiveness Index 2009-2010	5	133
WEF Networked Readiness Index 2008-2009	1	134
EIU Readiness Index Ranking 2009	1	70

Clouding the Issue....

on-demand,
virtual, automated



scheduled, physical,
manual

What Drives High Performance?



Top level political sponsorship



Sustained professional leadership



Broad coverage



Collaboration across public bodies



A customer mindset



Unified access



Due care to data privacy and security

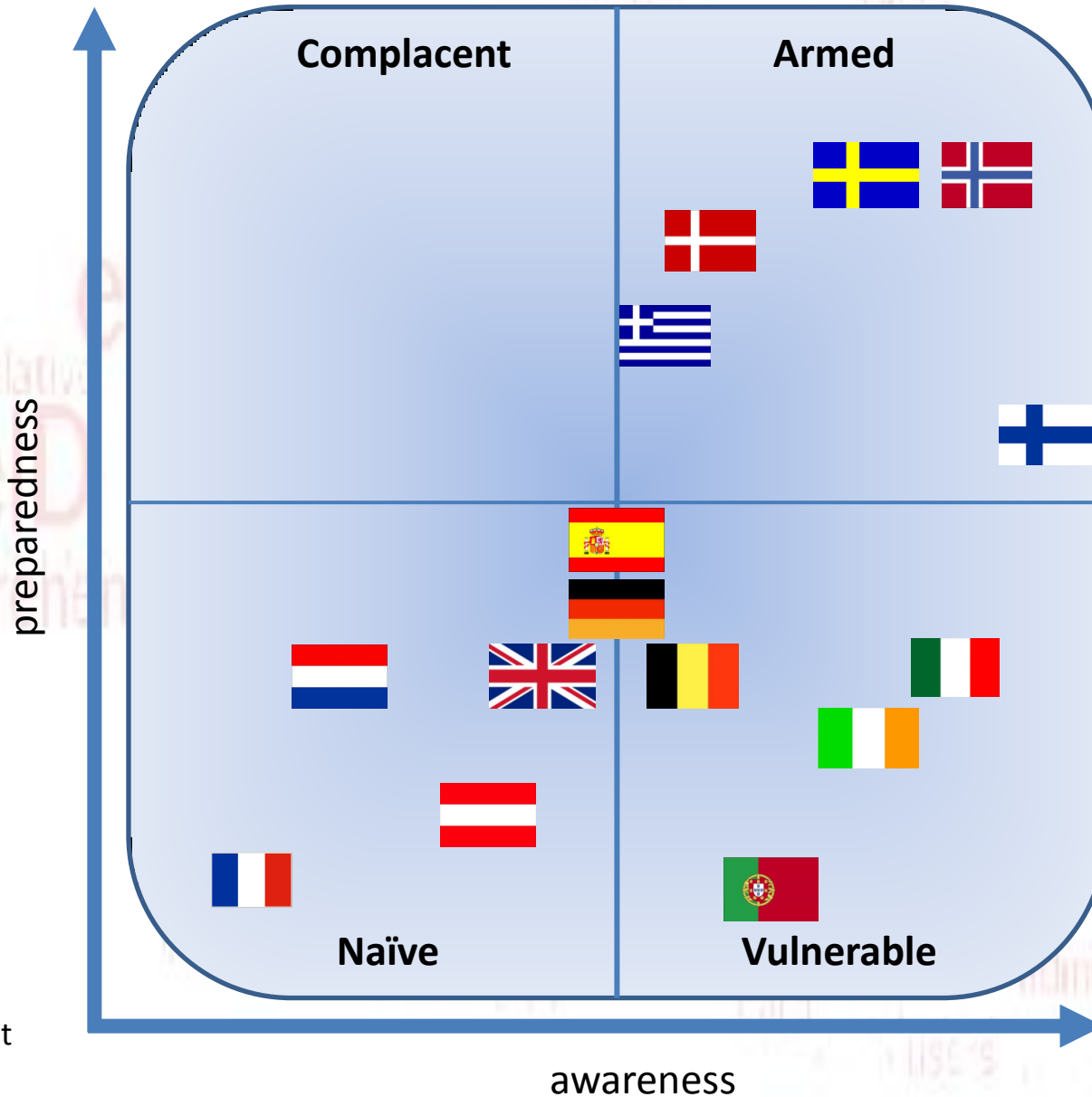


Discrete tangible visible gains

Focus on the Customer



Digital Society Continuity



Source: Eurostat

[bilderbeek insight](http://bilderbeekinsight.com)

SMARTER

BETTER

FASTER

Net
Neutral

High
Performance

Customer
focus

Trust

Continuity