2. **Innovation of public service delivery and system digitalisation:**

Safety and security are key considerations when it comes to technology adoption. Platforms and regulations work hand in hand to facilitate transactions between public agencies, citizens and businesses. Thus, managing data security while ensuring seamless service delivery has posed a tough challenge for the public service. Going forward, the challenge can only be overcome through strict regulations and SOPs.

Countries such as Denmark, Finland, Norway and Sweden have adopted robust reform approaches by applying digital technologies as a key part of their governments' modernisation and innovation strategies.

INNOVATION OF PUBLIC SERVICE DELIVERY AND SYSTEM DIGITALISATION

DENMARK

More than 200 of Denmark's government and private agencies' services are now available digitally.

Following the launch of the country's single sign-on system, a smart electronic identification and signature solution allows citizens to sign legal documents and access government services or websites with sensitive personal data.

A two-factor authentication guarantees high level of security, enabled via a password and a code from printed cards or electronic dongles.

Now, the public, businesses, ministries and government agencies can easily, quickly and reliably access basic data using only one online portal.

FINLAND

Similarly, the Finnish government introduced a new system that simplifies communication across government agency databases by providing an IT-architecture, which enables databases from institutions to communicate.

Through a central database, the Finnish government provides its agencies, businesses, banks, and citizens access to basic data in just one portal.

This new architecture promotes a cost-effective instrument to agile government services.

It simplifies and facilitates citizens, companies and organisations' transactions with the government, thereby improving security and public service's quality.

NORWAY

Norway's government procurement system is now operated via an e-platform.

The system saves agencies and suppliers time without the confines of rigid procurement procedures.

The platform secures alignment and compliance with procurement policies while saving time for both public costumers and suppliers.

SWEDEN

Sweden created an easy and secure access point for all citizens to the Swedish social security system following the launch of its 'Mina Sidor' (My Pages) website.

It allows users to apply for a wide variety of welfare benefits such as unemployment benefits and sick and absence leaves.

The platform was launched with simplicity as its main development criteria to keep costs of development down and make the platform as user-friendly as possible.