

Norway's digitalisation journey

Kick off REG-PUBLIC

September 19th 2024

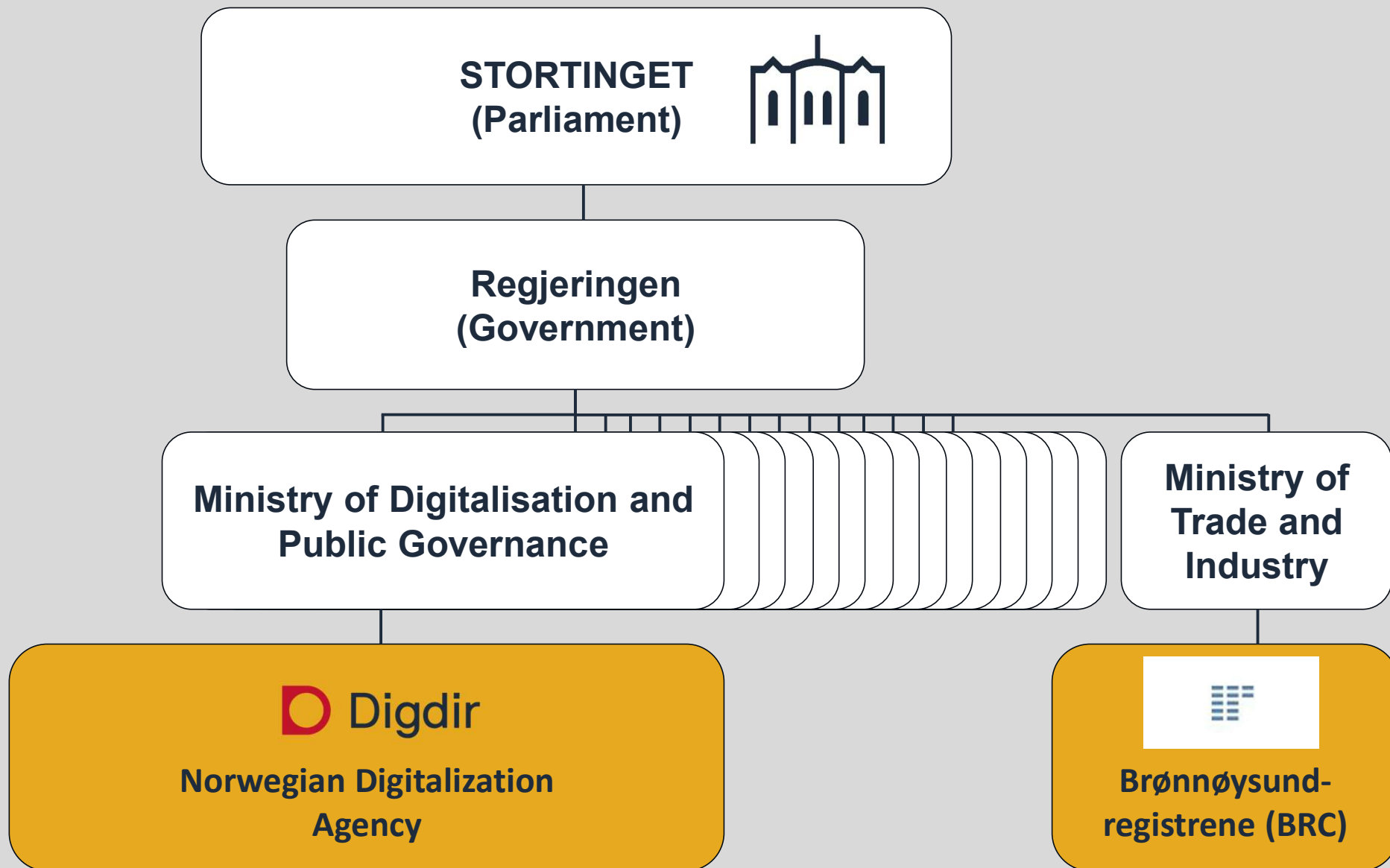
Topics covered

Public sector and digitalization of the public sector in Norway (Digdir)

- Public sector structure in Norway
- Digdir and it's role
- Current digitalization strategi: Life events focus

Base registries in general in Norway (Digdir)

Public administration



Government layers

- Central government
 - Defence, police, country wide roads, rail, specialized health, security, universities ...
- County municipalities (15)
 - County roads, high schools, public transportation, public dental services ...
- Municipalities (357)
 - Health/ welfare services, transport and technical tasks, schools, Culture... around 200 services to be provided
 - People live and run their businesses in a municipality. Each municipality design and run the day-to-day services production

Key word: decentralized governance

Digitalization as a key tool is highly agreed upon by all the political parties

Governance

- Through legislation
- Implementing EU legislation
- Digitaliseringsrundskrivet / The digitization circular
 - is a compilation of orders and recommendations on digitization in the public sector.
 - applies to the ministries, the state's ordinary administrative bodies, administrative bodies with special powers and administrative companies. Municipalities not covered
 - “Soft law”
- Yearly «tildelingsbrev» (letter of award) to legal entities
 - Goals, budget and tasks
- Digdir’s products (standards, guidelines, principles for architecture ...)

4 (5) common *solutions* for data registries

- National Population Register (Folkeregisteret/TAX).
- Cadastre/Land Registry (Matrikkelen/Kartverket)
- Contact and reservation register (KRR/DIGDIR)
- Business Register (Enhetsregisteret/BRC)
- Employer and Employee Register (Aa register/NAV)
 - The AA register is a register of employment relationships in Norway that NAV owns and manages. Not yet defined as a common solution

Please also check: [Nasjonale grunndata \(informasjonsforvaltning.github.io\)](https://informasjonsforvaltning.github.io)

The National Population Register

Central registration

- Contains personal information of all residents in Norway, including birth, marriage, and residence details.

Unique ID

- Assigns a unique 11-digit personal identification number to each individual.

Mandatory Registration

- Required for everyone residing in Norway, whether citizens or immigrants.

Real-Time Updates

- Keeps up-to-date records on changes in personal status and residence.

Essential for Services

- Crucial for accessing public services, tax administration, and voting rights.

Central Coordinating Register for Legal Entities (CCR)



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Repository for all legal entities in Norway, including essential details like names and contact information.



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Assigns a unique nine-digit organization number for official identification of all registered entities.



Mandatory Registration

Legal requirement for all economic entities, including companies, non-profits, and public organizations.



Public Access

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Role Information

Details on key positions within entities such as general manager, chairman, as well as accountant and auditor.

Matrikkelen (cadastre) – Kartverket (The Norwegian mapping authority)

- Matrikkelen - Norges eiendomsregister / The land register - Norway's property register
 - is Norway's official property register.
 - contains information on property boundaries, area, buildings, homes and addresses.
 - All houses, cabins, other buildings and properties in Norway should have a street address.
 - Where you do not have street addresses, the official address is a series of numbers based on farm and utility numbers, called a cadastral address.

(some of the) Registers in Norway

- **National Population Register (Folkeregisteret):** A database of all residents in Norway, containing information about names, addresses, birth dates, marital status, and more.
[Link to the Norwegian Tax Administration](#)
- **Brønnøysund Register Centre (Brønnøysundregistrene):** A collection of several registers, including the Business Register (Enhetsregisteret), Enterprise Register (Foretaksregisteret), and Pledge Register (Løsøreregisteret). These registers contain information about businesses and enterprises in Norway.
[Link to Brønnøysund Register Centre](#)
- **Norwegian Tax Administration (Skatteetaten):** Registers handling information about taxpayers, including income, wealth, and tax payments.
[Link to Norwegian Tax Administration](#)
- **Health Registers (Helseregisteret):** Contains information about health services, patient records, and epidemiological data.
[Link to the Norwegian Directorate of Health](#)
- **Statistics Norway (Statistisk sentralbyrå - SSB):** Collects and publishes statistics about population, economy, education, and other societal conditions.
[Link to Statistics Norway](#)
- **Food Safety Authority (Mattilsynet):** Maintains registers related to animal husbandry, food production, and public health.
[Link to the Food Safety Authority](#)
- **Vehicle Register (Kjøretøyregisteret):** Contains information about registered vehicles in Norway, including ownership and technical data.
[Link to the Norwegian Public Roads Administration](#)
- **Land Registry (Grunnboken):** An official register that contains information about property rights and encumbrances related to real estate.
[Link to the Land Registry](#)
- **Norwegian Directorate for Education and Training (Utdanningsdirektoratet):** Registers of educational institutions and student data.
[Link to the Norwegian Directorate for Education and Training](#)
- **Contact and Reservation Register (KRR - Kontakt- og reservasjonsregisteret):** A register that helps manage contact and reservation preferences for citizens in Norway, used by public authorities to ensure proper communication.
[Link to Digdir - Digitaliseringsdirektoratet](#)

Digdir – our mission

TSO

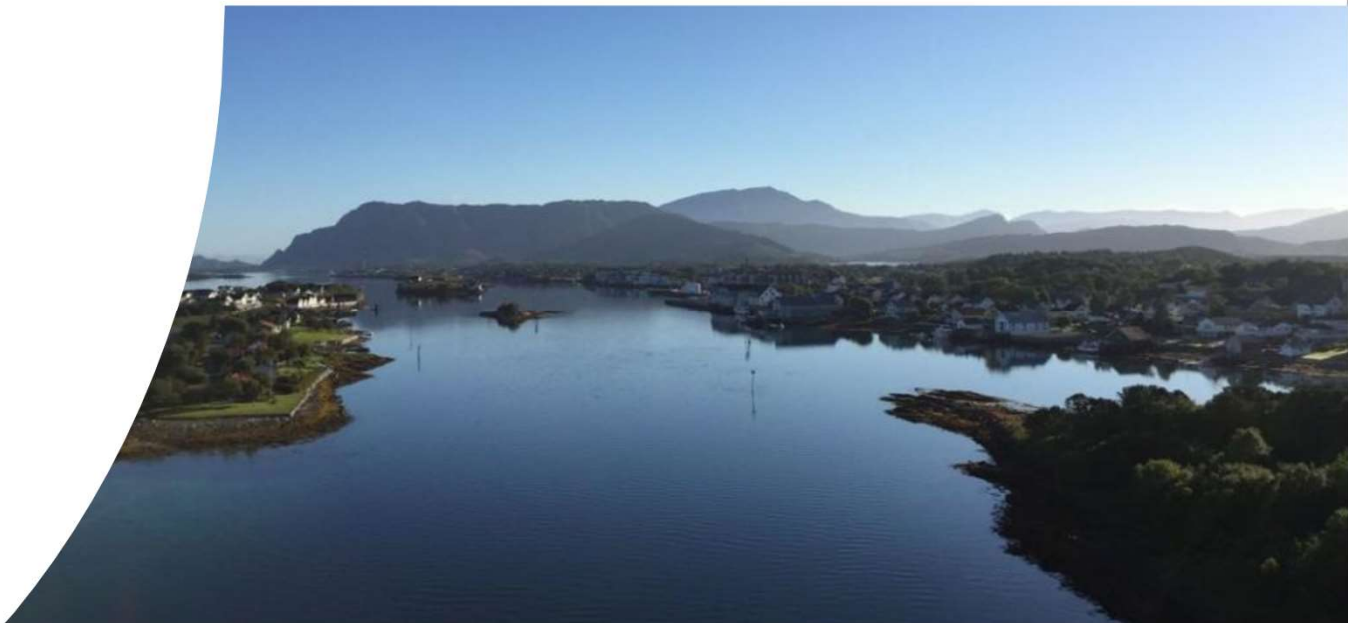
Digitalization = simpler
everyday life for citizens
and businesses

Lysbilde 12

TS0 Dette kommer to ganger. Holder vel med en gang.
Slide 4 er god
Sunnevåg, Tor Arild; 2024-09-16T08:22:52.919



- 92 % of Norwegians interacted digitally with public services the last 12 months
- 99,1 % of Norwegian households have access to broadband
- 8 out of 10 Norwegians have trust in our government (OECD 2022)



Volumes

- 296 millions authentications in the ID port(+3,7 %)
- 98 millions messages and forms passed through Altinn (+6,2 %)
- 17 290 entities using the Machine port (+25,8 %)
- 4 mill consents given (+26,5 %)
- Authorizations in 2023 255 mill (+61 %)

We work towards

by

to achieve

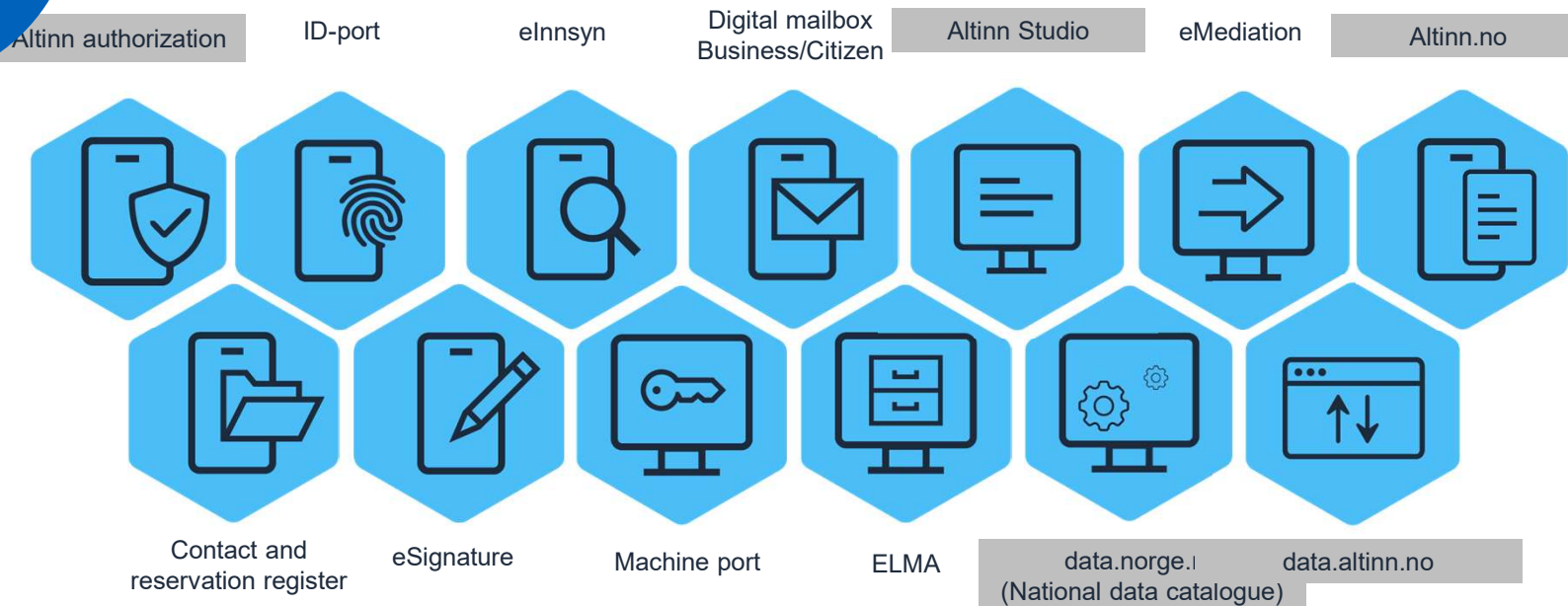
Faster and more
coordinated digitalisation
of society



1. Coordinated digitalisation and innovation that meet user needs and ensures an efficient public sector
2. Trustworthy and coordinated public services
3. User friendly, modern, secure and efficient digital solutions
4. Universally designed and accessible private and public digital services

Supplier

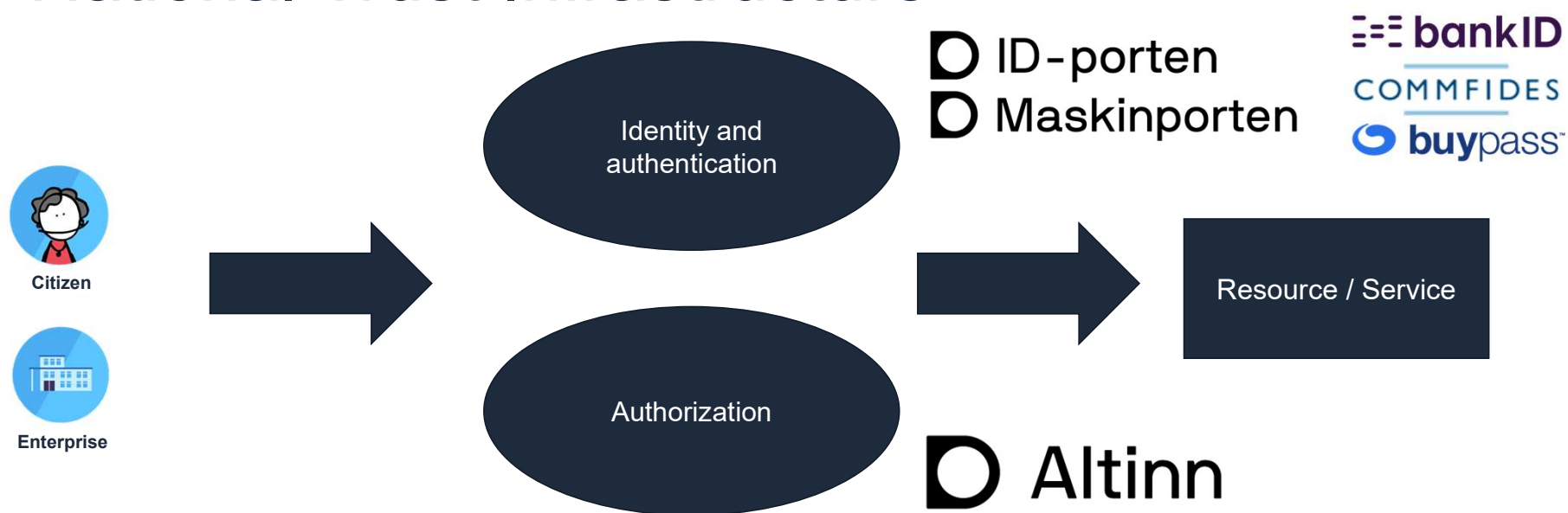
The agency's products – shared digital solutions



Attributes of Norway's “digital infrastructure”

- Developed through evolution
- Trust and cooperation within a distributed public sector
- Good and mature infrastructure for communication
- Drivers
 - Skilled population and limited workforce
 - There is an understanding between politicians that digitalization is a must to
 - to uphold distributed population throughout Norway
 - reduce the growth of public sector
 - Improve the competitive advantage of businesses in a high-cost country
 - Fairly mature and active cooperation between private and public sector

National Trust Infrastructure



- Obligatory
- Unique IDs
- Real-time updates
- Roles and rights



Between two strategies










One digital public sector

Digital strategy for the public sector 2019–2025



- Seamless services
- Coordination across administrative levels and sectors
- Digitalisation friendly regulations
- Data sharing
- Common national solutions in a shared ecosystem
- Public-private cooperation
- Digital security
- [Link: One digital public sector - regjeringen.no](https://regjeringen.no)

7 life events with high priority towards 2025

-  Having children
-  Having a seriously ill child
-  Losing and finding a job
-  New in Norway
-  Death and inheritance
-  Starting and managing a voluntary organisation
-  Starting and managing a business

Main goals – status report 2024

Goal 1: The public digitalizes in an open, including and trustworthy way.

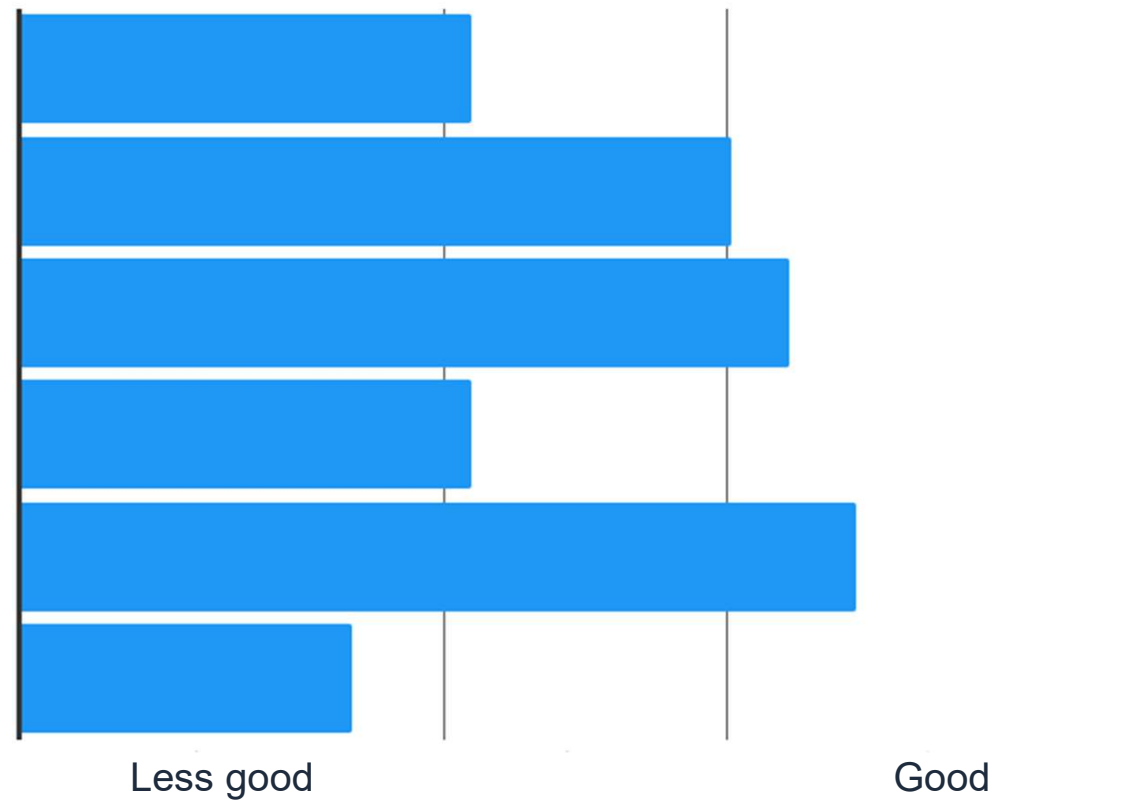
Goal 2: More tasks are solved digitally as connected services

Goal 3: All that can, communicate digitally with the public sector

Goal 4: Public sector uses the potential in sharing and using data

Goal 5: public sector build their services based on a common digital ecosystem

Goal 6: The public sector benefits from digitization in a systematic way



COMING UP: New strategy

Digital strategy 2024 - 2030

Our main priority:

**Commitment to
Digdir's Roadmap**



September 26th

2024-2030 Nasjonal digitaliseringsstrategi

på Samfundet med Karianne Tung

Gratis og spent for alle!

Torsdag 26/9
Klokken 15-18
Samfundet Trondheim

Programledere:
Aksel Faanes Persson
Liv Dingsør

Inga Strømke
er med fra scenen

Torsdag 26. september legger regjeringen frem sin Nasjonale digitaliseringsstrategi 2024-2030 i Trondheim.

Bli med på etterfest med digitaliseringsministeren og en rekke spennende gjester på scenen.



Main priorities for Digdir now

- Modernising Altinn
- New strategy:
Commitment to Digdir's Roadmap
- A better model for managing, financing and organising digitalisations across the public sector.
- AI
- Digital security
- eID





The Norwegian Digitalization Agency (Digdir) is the primary tool of the Norwegian government for faster and more coordinated digitalization of its public sector. Digdir is subordinate to the Ministry of Digitalization and Public Governance



Purpose for the Joint National Solutions (DPI)

Addressing common needs for digital solutions for public entities by creating joint digital services.

Building blocks for the governmental entities and municipalities

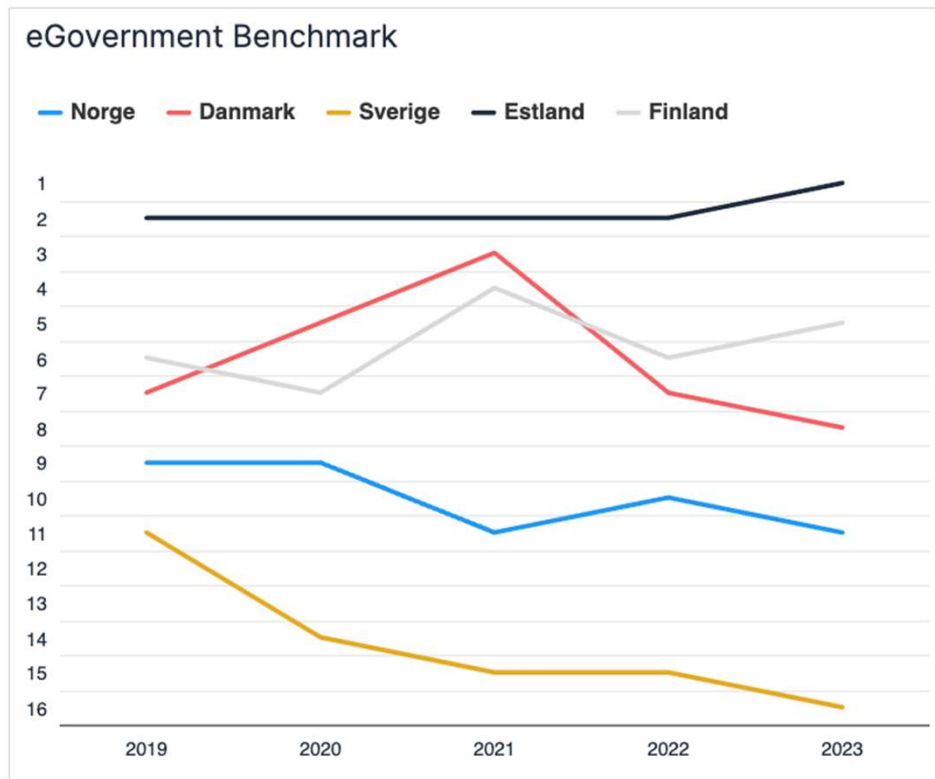
> 1.200 public entities have adopted the joint national solutions
> 14.000 digital services uses one or more of the solutions as building blocks
Most citizens and all business have access and can use digital services

Benchmarking



Norway among
the best, but not
keeping up

Norway among the best, but not keeping up



TRUST

Solid, but needs strengthening

USER INVOLVEMENT AND TRANSPARENCY

Improvement potential

AI:

Growing need for expertise

TECHNICAL INFRASTRUCTURE

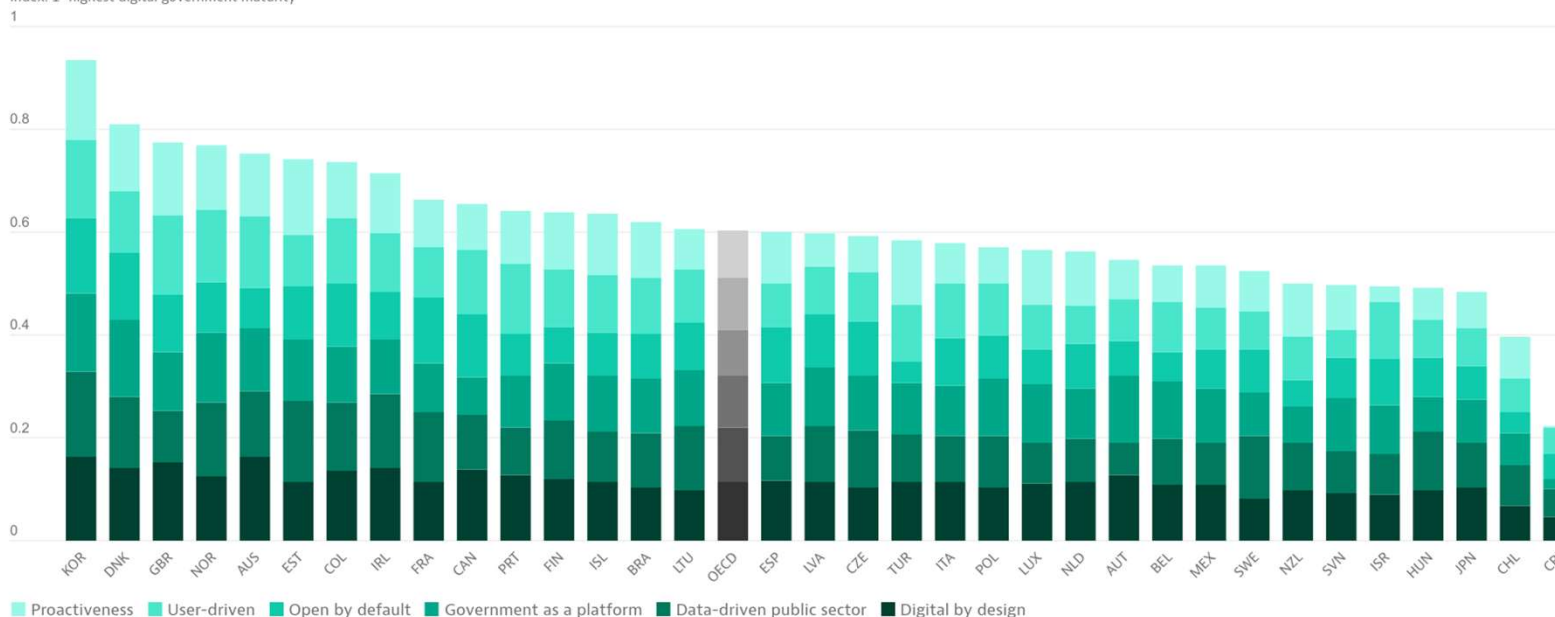
High score, need to improve accessibility for foreign users

EU is a driving force for Norway

OECD Digital government index 2023

2023

Index: 1=highest digital government maturity



Source: The OECD Going Digital Toolkit, based on the OECD Digital Government Index, <https://oe.cd/il/dgi-2023>.

The statistical data for Israel are supplied by and under the responsibility of the relevant Israeli authorities. The use of such data by the OECD is without prejudice to the status of the Golan Heights, East Jerusalem and Israeli settlements in the West Bank under the terms of international law.

Examples of Norway's Common Digital Solutions

Mr. Tor Arild Sunnevåg

Examples of common components in the Norwegian ecosystem



National Population
Register



Digital Contact and
Reservation
Register



Central Coordinating Register
for Legal Entities



Cadastre and Land
Registrar



ID Gateway



Digital Mailbox



 Supplier

of shared digital solutions

Altinn authorization

ID-port

elnnsyn

Digital mailbox
Business/Citizen

Altinn Studio

eMediation

Altinn.no

Contact and
reservation register

eSignature

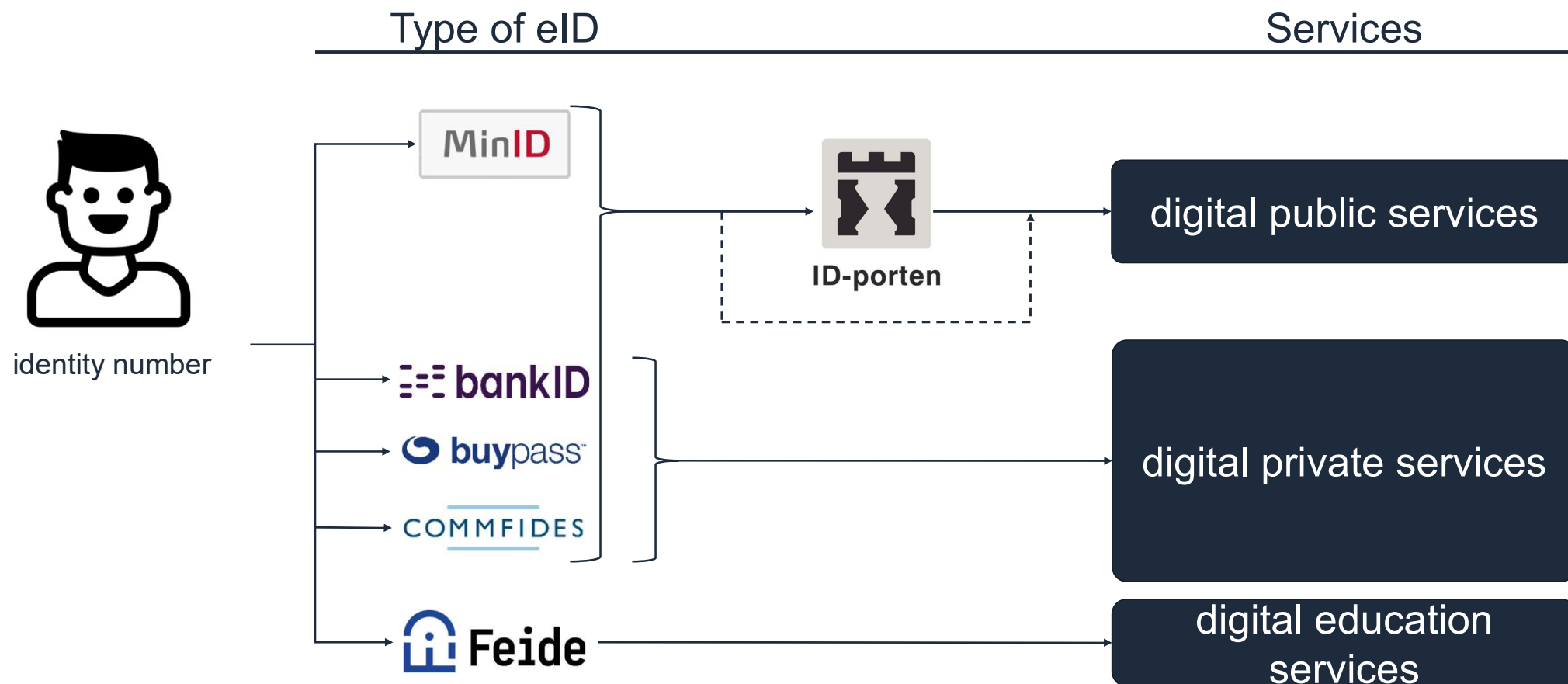
Machine port

ELMA

data.norge.no
(National data catalogue)

data.altinn.no

eIDs in Norway



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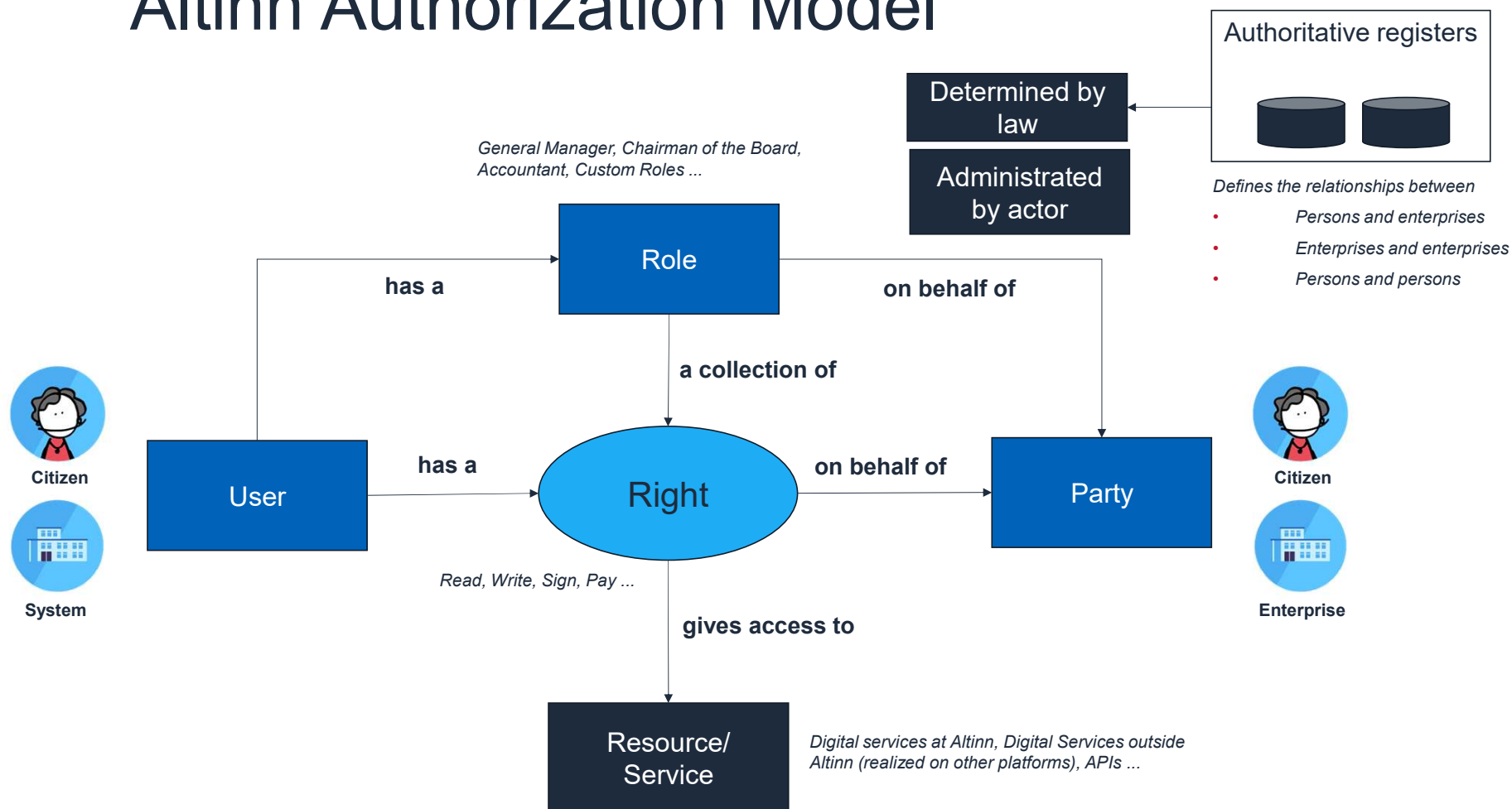
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Objective of Altinn Authorization

- National authorization solution for the entire public and private sector
- Interact well with national solutions for authentication (ID-porten, Maskinporten)
- Allow public actors to define access policies for their services
- Simplify access control for end users
- Allow for delegation of rights

Altinn Authorization Model



A critical common solution



Central and local government use Altinn to develop digital services for their users.



Altinn has helped simplify everyday life for businesses for more than 20 years. The gain from time saved on reporting is estimated at NOK 15 billion per year.



Altinn addresses the need for digital dialogue between public agencies, citizens, businesses and the voluntary sector.

The co-operation



The Altinn platform

History

Altinn 1 launched 2003

Altinn 2 launched 2009

Altinn 3 launched 2020

Volumes

4 000 000+ active users (practically everybody)

900 000+ active organizations (almost all)

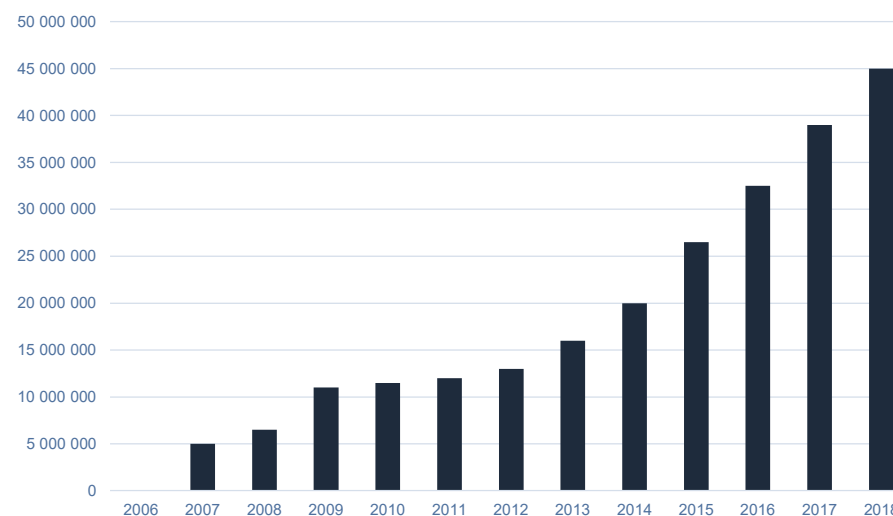
500 000 system integrations

> 190 000 000 forms submitted

> 250 000 000 messages

Category	2022	2023	% change
Authorization	158 171 070	255 627 166	61,61 %
Messages	68 419 581	73 714 709	7,74 %
Concent	3 139 946	3 976 068	26,63 %
Submissions 2.0	17 622 461	17 395 225	-1,29 %
Submissions 3.0	1 601 460	3 017 137	88,40 %
Distribution	5 622 924	6 550 454	16,50 %

Messages each year



<https://www.altinn.no>

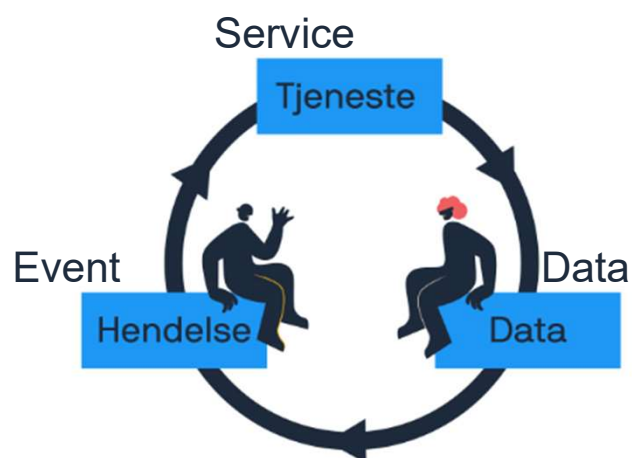
What's next step?

- Realize the benefits of digitization and artificial intelligence
 - Information management and data sharing
 - Data driven; organizations and processes
 - Users and businesses centric; supporting life events and connected services
 - Digitalization friendly legislation
 - Keep on developing joint solutions; strengthen security, new needs to be realized, event driven, standards matured/established....
 - Ensure knowledge about WHY – create sense of urgency
- Why: Climate crises, demography, meet expectations, falling income from oil & gas

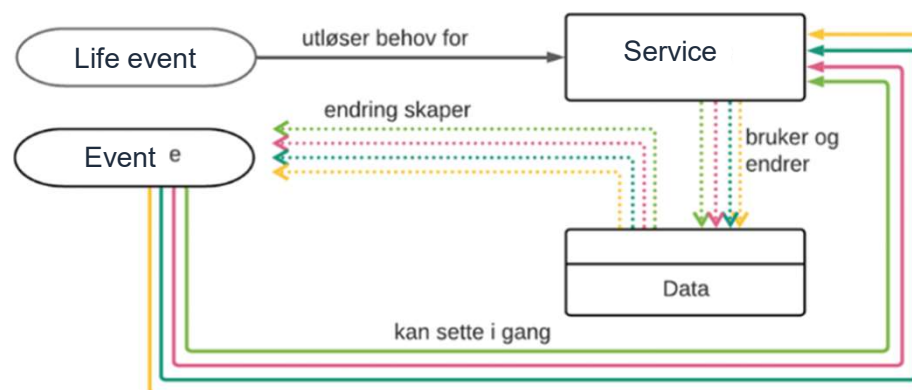
Event driven

Choreography – we don't really know how, but we have a fairly good idea that we need a robust infrastructure that will meet a rush of new needs, expectations, treats, changing environment, user groups etc;

We are, in principle, adding an abstraction layer where we change a public sector that does not have digitalization as it's basic idea.



Meta model for connected services



The risk:

If the joint solutions stops - Norway stops



Digdir.no

About the Norwegian Digitalisation Agency

The Norwegian Digitalisation Agency (Digdir) is the primary tool of the Norwegian government for faster and more coordinated digitalisation of its public sector. Digdir is subordinate to the Ministry of Digitalisation and Public Governance.



Foto: Digdir

The Norwegian government aspires for the public sector to become a global frontrunner in digitalisation. Achieving this goal involves collaborative efforts and the provision of shared services to establish a unified digital public sector.

To accomplish this, it is imperative for the government, municipalities, and the entire administrative system to collaborate with the private sector and voluntary organisations. This collective effort will harness the potential of digitalisation and seize opportunities it offers, in order to create a more digitally advanced society.

Digdir's role is to steer development in the direction that best serves the community.

Our mission and vision

Digdir's societal mission is to serve as the government's foremost instrument for expediting and harmonizing the digitalisation of society. This is encompassed in Digdir's vision: "Together for a simpler digital everyday life."

Links

- <https://kudos.dfo.no/>
 - Kudos is a document collection and search solution for public knowledge and management documents.
- <https://www.digdir.no/>
 - Various information about tools, principles, guidelines common solution etc