



Norwegian Ministry
of Local Government
and Modernisation

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Digital agenda for Norway in brief

ICT for a simpler everyday life and increased productivity



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Introduction

A simpler everyday life and increased productivity

The purpose of this white paper is to present the Government's policy on how Norway can exploit ICT in the best interests of society.

The ICT policy must be based on the major, real challenges the public and private sectors are facing with respect to productivity, restructuring and rationalisation.

In light of this, the Government's ICT policy has two main objectives:

- A user-centric and efficient public administration
- Value creation and inclusion

Digitisation is a cross-sectoral issue

The Government holds high ambitions for modernising, simplifying and improving the public sector, while private citizens and business and industry are expecting solutions that will simplify everyday life. By using ICT and taking full advantage of the opportunities that digitisation offers, we can achieve both these goals.

Digitisation implies challenges which individual sectors cannot resolve alone. The Government therefore sees the need to raise cross-sectoral digitisation issues for which a national, coordinated approach will bring added value to society.

1 Key priorities in the ICT policy

The Government has set five key priorities that give the policy direction and highlight which areas should be focused on going forward.

I. A user-centric focus

The users (inhabitants, public and private enterprises and the voluntary sector) and their needs shall be the starting point. Users shall perceive public services as seamless and integrated, regardless of which public agency provides them. Public administration shall reuse information instead of repeatedly asking users for information they have already provided.

II. ICT constitutes a significant input fact for innovation and productivity

Efficient use of ICT strengthens industry's competitive ability and increases society's overall productivity. This is a precondition for financing future welfare services. The Government wants to make it easier for business and industry and wider society to exploit the opportunities that digitisation offers. The authorities shall accommodate increased digital innovation by adapting regulations, creating favourable framework conditions, removing obstacles to digitisation, and facilitating a world-class infrastructure providing high-quality electronic communication networks and services. Norway shall participate in Europe's digital single market.

III. Strengthened digital competence and inclusion

From primary education up through all life phases, digital competence shall be improved to ensure inclusion to and confidence in digital solutions. Digital services shall be easy to understand and to use. Advanced ICT competence and ICT research constitute fundamental preconditions for the digitisation of Norway.

IV. Effective digitisation of the public sector

Public digitisation projects shall be planned and implemented professionally and in a way that reduces complexity and risk so that benefits are realised. The market shall be used where appropriate. Central and local government and the different sectors shall use common solutions to meet common needs. Common solutions shall be used to create effective, user-friendly digital services for the whole of the public sector. Interoperability with European solutions shall be facilitated.

V. Sound data protection and information security

Data protection and information security shall be integrated elements of the development and use of ICT. Citizens shall, as far as possible, have control over their own data. Processing of personal data shall be based on sound proportionality considerations according to purpose. Information security and ICT security are preconditions for maintaining confidence in digital solutions. Information security shall be maintained using a risk-based approach based on updated threat and vulnerability assessments, and shall be monitored by a sound system of internal controls.