

**Capacity Development Webinar on
“Accelerating Digital Transformation for Sustainable and
Resilient Recovery from COVID-19”**



SESSION 2: BUILDING CAPACITIES AND MINDSETS FOR ACCELERATING DIGITAL TRANSFORMATION

Ms. Rikke Zeberg

Director General, Agency for Digitalization, Denmark



Strategic cross-sector digitisation since 2001



**Digitisation a
priority early on**

**Public sector
collaboration**

**Common digital
solutions
widely used**



National digital solutions – high satisfaction

**Key solutions
(borger.dk,
NemID, Digital
Post)**

**Development
together with
private sector**

**High user
satisfaction and
trust**



United Nations

Department of
Economic and
Social Affairs



**COVID-19
RESPONSE**

UN DESA WEBINAR SERIES

Digital solutions and key enablers during COVID-19



**Swift digital
transition
during
COVID-19**

**Contact-tracing
app developed
in record time**

**Trust as key -
user concerns
addressed**