

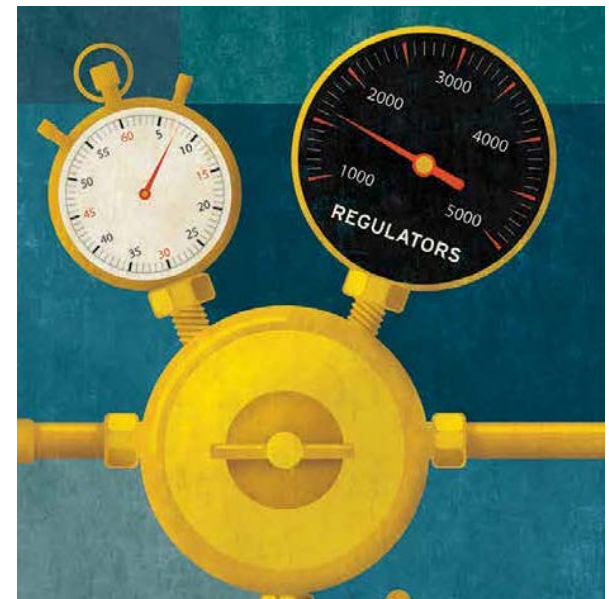


Experimentation:
Designing policy
in a rapidly
changing world



The speed of change is increasing

- Disruptive change
 - ... meeting public sector realities
- Designing policies when you do not have the answer when you start
 - Culture of change: Fail fast
 - Data
 - Partnerships



Promoting a change in culture

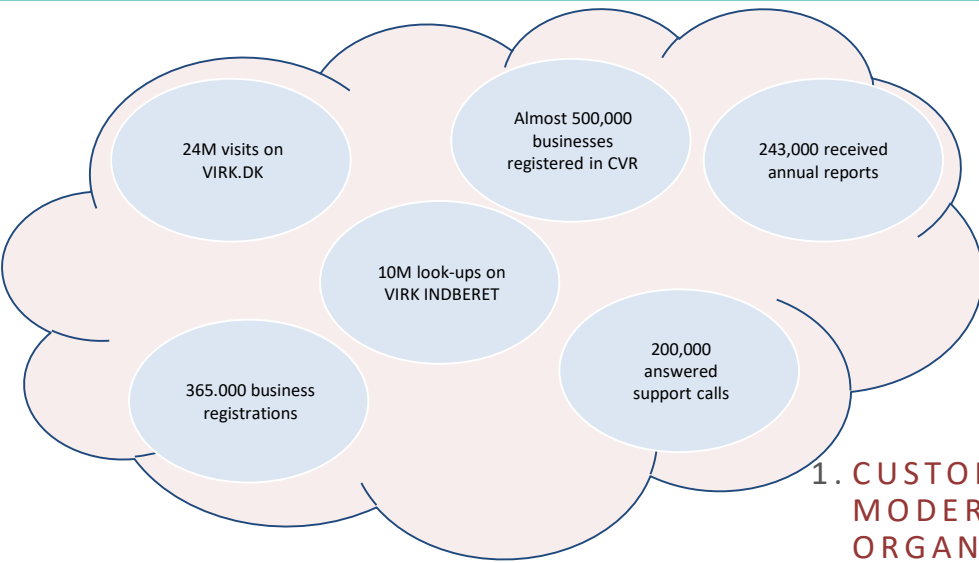
Before: Analysis → policy

Now: Agile development
and constant feedback
loops.

Culture of experimentation,
test and user involvement



The data journey



1. **CUSTOMER CENTRIC & DIGITAL SOLUTIONS** based on a stable and constantly evolving platform

2. **AGILE CULTURE** with a focus on **CONTINUOUS IMPROVEMENTS**

3. **DATADRIVEN** insights and **"DIGITAL" LAWS, REGULATION AND PROCESS**

1. **CUSTOMER-CENTRIC AND MODERN SERVICE ORGANIZATION** focused on educated case handling

2. Created a **DIGITAL BUSINESS DEVELOPMENT** model

3. **MODERN IT PLATFORM** and agile development organization

2017

2015

1. Organization focused on cases and inwards

2. Limited ability to change

3. **LEGACY IT** and traditional IT development organization

2009



Some examples

Faster



Data reduces the duration of an average phone call to our customer support by 25 per cent.

On a short term, this will save both DBA and the industry 200,000 minutes annually

Better



Data-driven user-friendliness.

Data from Virk Tæller lets us know how to improve our registration systems.

New



By analyzing data, we can foresee business that who risk bankruptcy – and offer counseling in due time.

Examples of new(ish) services

- Reducing uncertainty for new business models in the collaborative economy

- Challenges.dk



challenges.dk

FINTECH OPEN DATA CHALLENGE

Indsend din løsning indtil d. 3. november 2017

Du kan vinde 100.000 kr. inden for hvert af de tre spor: InsurTech, Banking & Investering, og Fintech generelt

Bag denne challenge står Partnerskab for åbne offentlige data (Erhvervsstyrelsen, Open Data DK, KL, Danske Regioner) og Copenhagen FinTech

LÆS MERE

FINTECH OPEN DATA CHALLENGE 1

Hvilke nye teknologiløsninger i den finansielle sektor kan skabes og kommerialiseres med udgangspunkt i udbuddet af åbne offentlige data?

Tidslinje og idéer >

Conclusion: Towards experimentation

- Key levers
 - Culture
 - Data
 - Partnerships
- Reconciling different logics
- A continuous journey



Looking forward to discussions!

