IT-governance

Facilitators

Jens Nonboe Andersen, *Chief Advisor at Division for Government ICT Management within Agency for Public Finance and Management at the Danish Ministry of Finance.* Jens holds a Master's Degree from the Technical University of Denmark. Currently, he works with the management of the portfolio of IT systems within the governmental authorities providing support to the Danish National ICT Council.

Sander Andreas Schwartz, *Special advisor at Division for Government ICT Management within Agency for Public Finance and Management at the Danish Ministry of Finance.* Sander holds a PhD from the IT University and has a background as Associate professor at Roskilde University before he recently started a career in public governance. Currently, he works with the management of IT projects within the governmental authorities providing support to the Danish National ICT Counsil.

Thomas Schou Eistrup, *Chief Adviser at the Division for Government ICT Management within the Agency for Public Finance and Management at the Danish Ministry of Finance*. Thomas holds a Master's Degree in Business Administration and Commercial Law from Copenhagen Business School. Thomas has 27 years of experience working with public management, 21 of which have been in IT-related areas, primarily focusing on IT contracts, IT tenders, and management of IT systems portfolios.

Introduction

The Danish EUPAN Presidency has conducted a survey among the EUPAN member states aiming at investigating the extent to which management of existing IT systems, IT projects and existing digital infrastructure within ministries and government agencies is centralized and how it is executed. A variety of factors influence the degree of centralization in the individual countries, such as the country's size and autonomy of government agencies. The survey is not an assessment of what the right approach is, but rather a description of the state of affairs in the individual countries.

In this break-out session we will do a deep dive into the different dimensions an organization has to consider when managing an IT portfolio. The Danish governmental model for IT system portfolio management has six dimensions, which the authorities must assess for each individual system:

- Technical condition
- The IT system's support of business processes

- Documentation and internal knowledge of the system within the organization
- Economy
- Contracts and sourcing
- ICT security

At the session, the participants will discuss in groups how they, with limited economic and employee resources, will prioritize the different elements of the IT portfolio management model, and which elements they will emphasize - both in the work with individual IT systems and in relation to the entire IT system portfolio.

Each group will briefly present the results of their discussions in plenary, and there will subsequently be a joint discussion of the results

Questions for reflections
Below are some questions the groups might consider including in their discussions.

1. *IT technical skills.* How do you ensure that you have the necessary technical skills and competencies to perform the necessary maintenance and development of your existing IT systems?
2. *Use of AI.* To what extent are you introducing the use of AI in case management and processing and other public administration throughout the governmental authorities?
3. *IT projects.* How do you promote IT projects aiming at increasing the digitalization of public administration?
4. *Technical debt in IT systems.* What measures do you use to reduce or avoid technical debt in your existing IT systems?
5. *IT security.* What measures do you apply to increase IT security?
6. *Usability of IT systems.* What measures are you taking to enhance the user-friendliness of your existing IT systems in relation to citizens as well as users within the governmental authorities?
7. *Existing digital infrastructure.* How do you promote the use of existing digital infrastructure and common public digital services such as IT systems for budgeting, accounting, payroll and pension payments, central citizen service systems, or similar?
8. *Shared information and transparency on economy.* How do you increase the financial governance of operation and maintenance of existing IT systems and of projects for development of new IT solutions?

Outline:

Introduction	15'
Practical session	45'
Discussion and conclusions	30'

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