

Thematic Panel Discussions

European  
Social Services  
Conference

# 1. Social Services and Care Transformation

10.00 – 11.15



Generalitat  
de Catalunya



almannaverkið



REGIONE  
LAZIO



Microsoft

Moderator

**Greg Wilson**

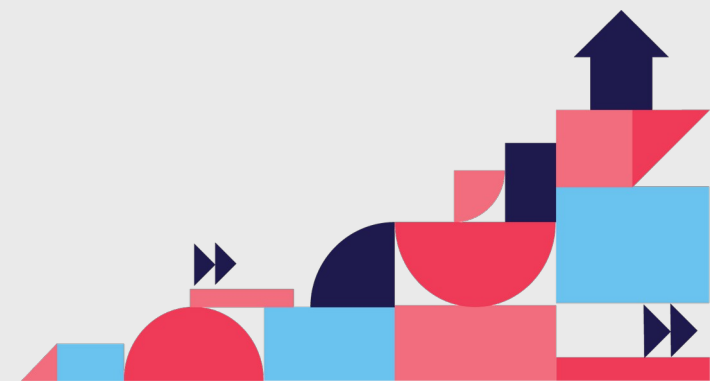
World Wide CTO  
(Government), Microsoft

Room

HIGH

1

Session in:



Thematic Panel Discussion

# Social Services and Care Transformation

**Jens Petur Andreassen**

Key Account Manager,  
National Digitalisation Programme,  
Faroe Islands





A large crowd of people is gathered in a town square. In the background, there is a red building with white windows and a harbor filled with many boats. A large flag is visible in the foreground.

European Social Services Conference 2023

# Building empathic citizen centric services - on a decentralized public platform

Jens Petur Andreassen



# The Faroe Islands



# The Faroe Islands

- 18 islands
- 54,000 inhabitants
- Self governing part of the Kingdom of Denmark
- Share governmental and welfare traditions with Nordic neighbours





# Transforming a Small Nation to a Digital Pioneer

*A quick look back to 2015*

## Challenges

- Duopoly economy
- Lack of investment in e-services
- Brain drain
- Demographic
- Reliant on fishing

## Opportunities

- World class connectivity
- Digital literacy
- Strong public administration
- Steady economy





## Our Vision

- Modernisation
- Immigration
- Economic diversification
- Efficiency
- Simplify administration
- Democratisation

# The Building Blocks of our e-Service Infrastructure



A single eID for authentication & signature



Standardised interoperability framework



A single point of entry for e-services

## BASIC DATA

Civil Registry

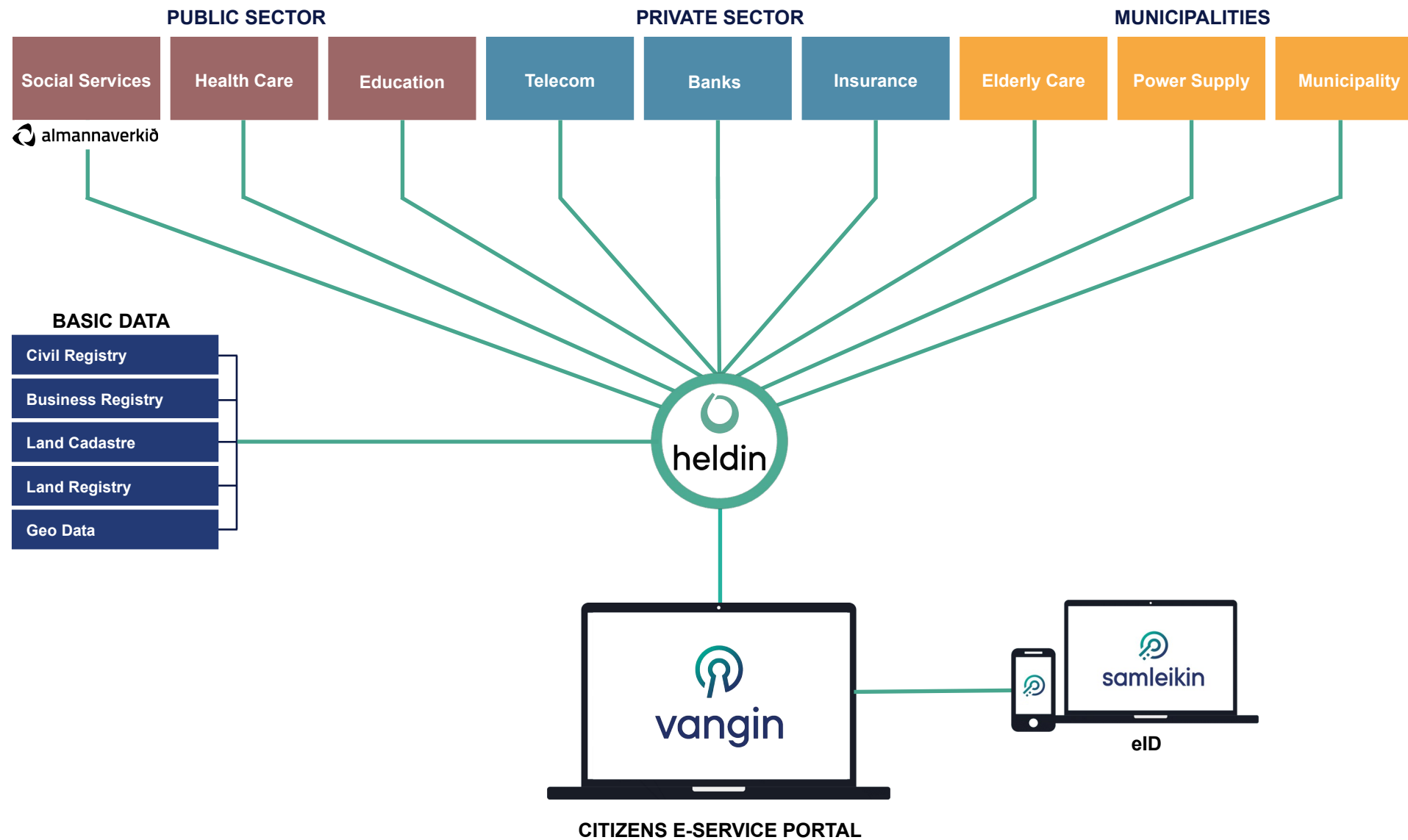
Business Registry

Land Cadastre

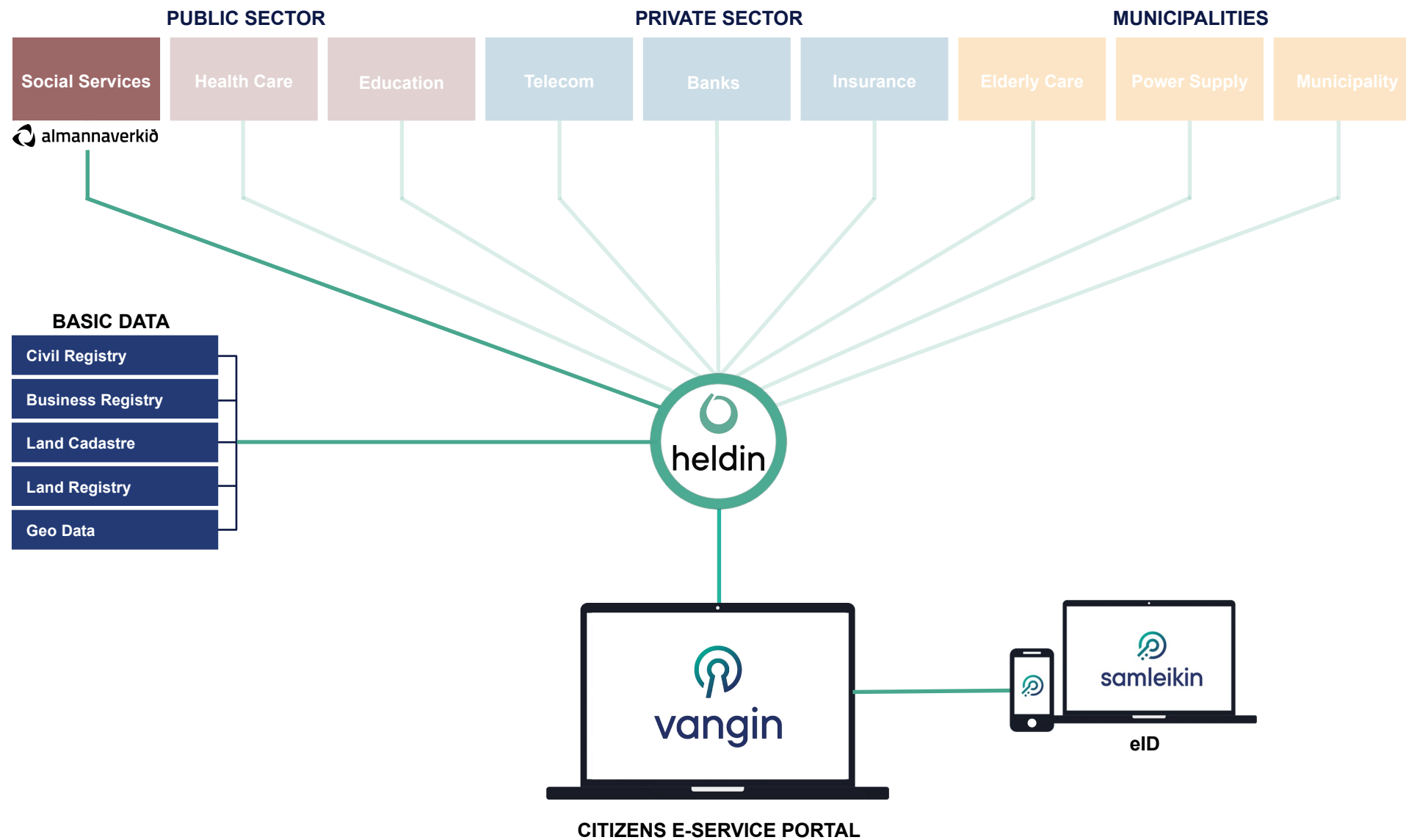
Land Registry

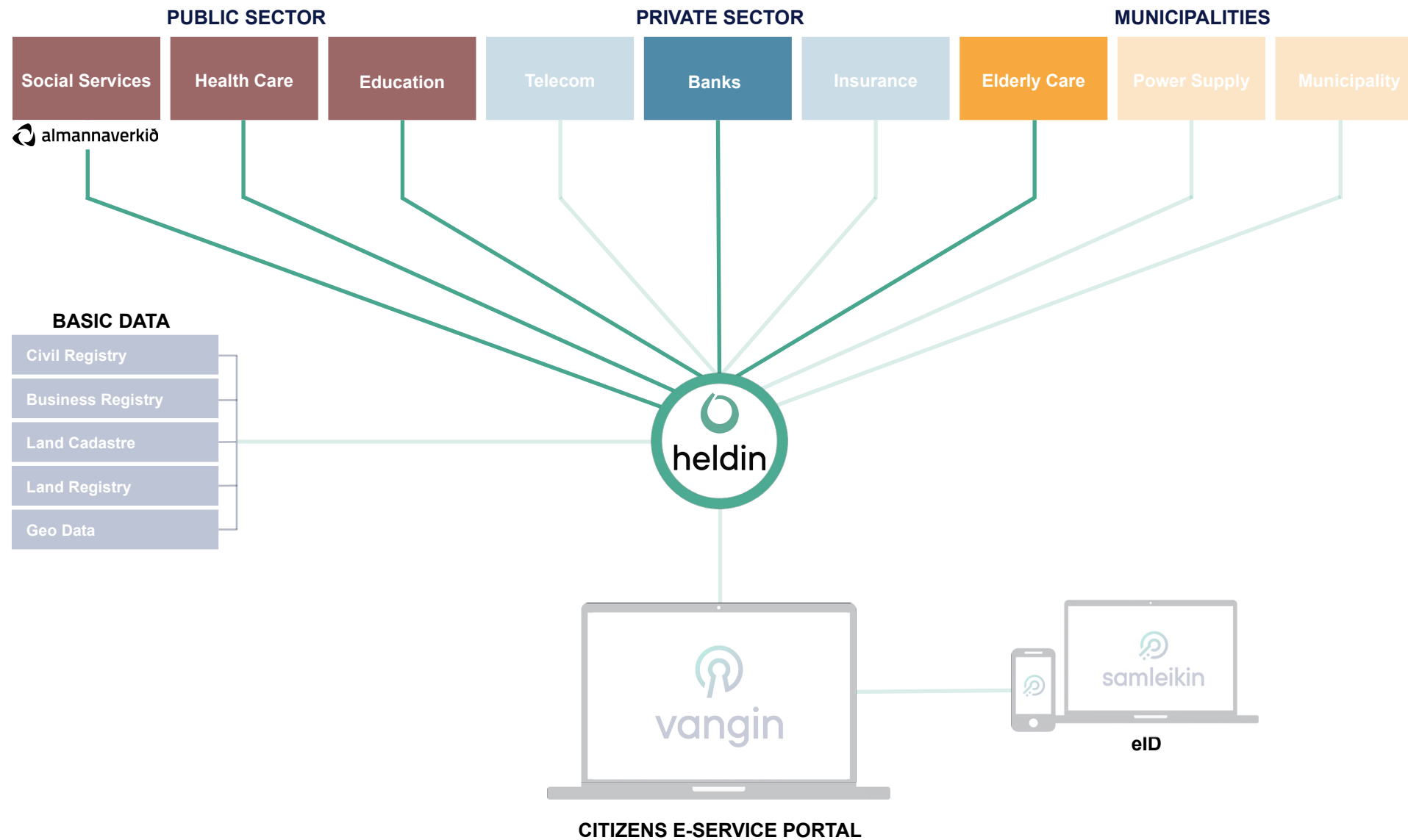
Geo Data

All data standardized, open, reliable and free





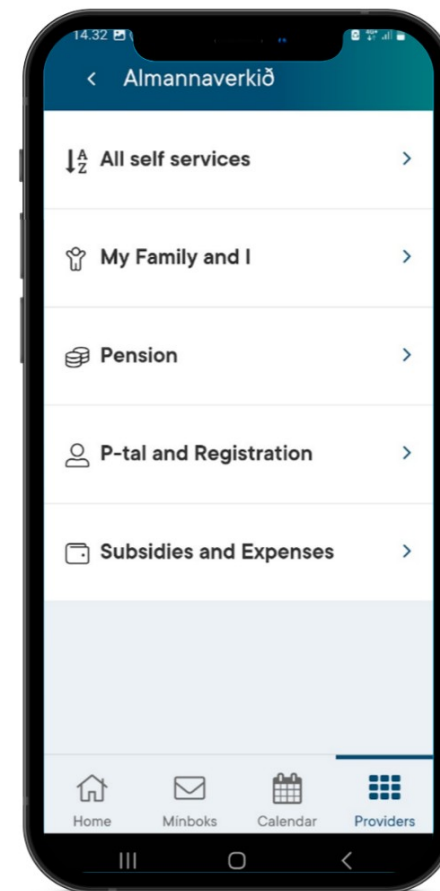
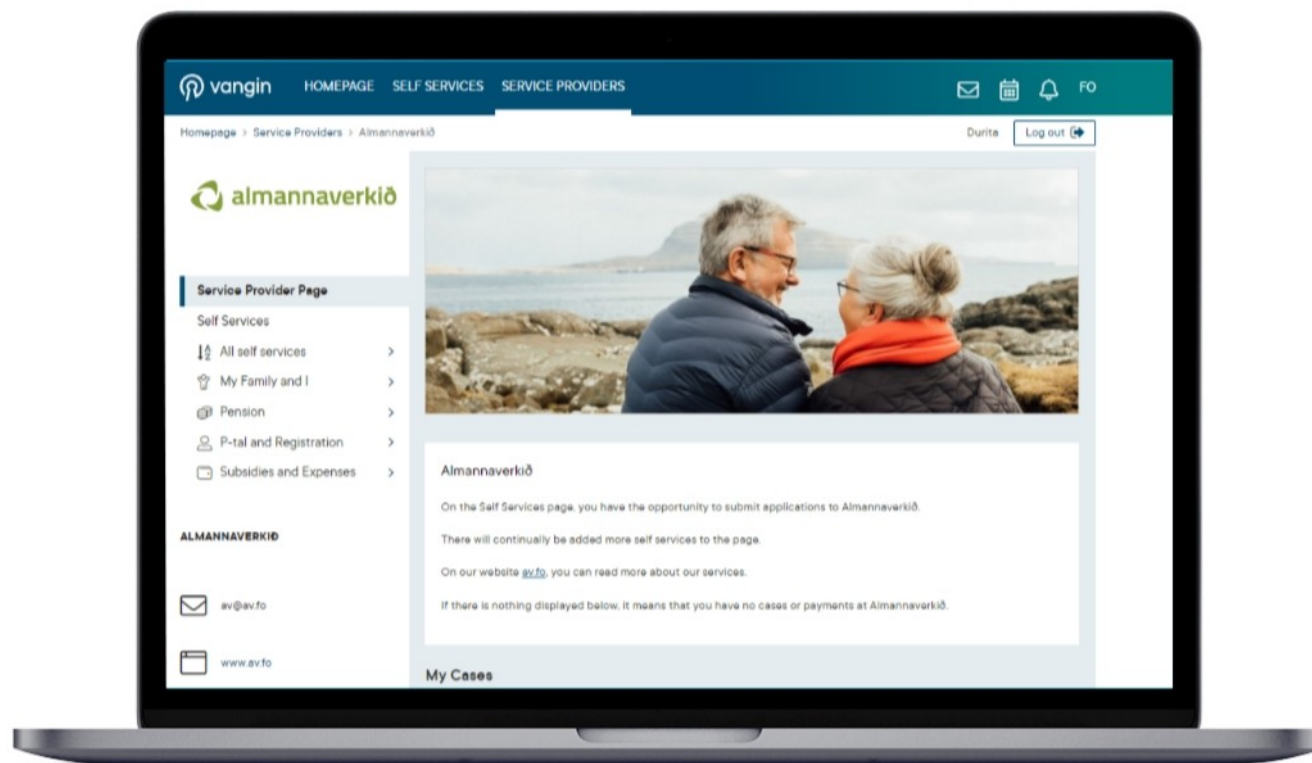




# All-in-One Service Portal

Our Gateway to Comprehensive Services





# Key Considerations

## Organisational

- Unlocked resources and enhanced processes
- Greatly reduced risk of fraud and errors



## Citizens/Societal

- Improved services
- Citizen empowerment

- Organisational maturity
- Transparency comes with responsibility



- Citizens with special needs
- Retaining the human element



# Lessons Learned

- Usability is crucial
- Daring decisions reap rewards
- Resources for other tasks
- Using data directly from the source



# Going Forward

- Coherent user-journeys
- More transparency
- Improve digital proficiency
- Utilize data for automation
- Expand usage of the public infrastructure





## *Digital Faroes*

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