

Digihjelpen – National Municipal Digital Guidance Service

Digital Inclusion · Good practice · Norway

Quality score: 68/100

Evidence strength: Descriptive / self-reported

Summary

Norway's national programme supporting 100+ municipalities to establish free walk-in digital guidance for citizens with low digital skills, run since 2018 by KS, Skills Norway and the Ministry of Local Government; by 2022 over 70 municipalities had an active local service.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-06-21

[Norwegian Association of Local and Regional Authorities \(KS\)](#) — accessed 2026-06-21

[Digital Watch Observatory – Digital Throughout Life](#) — accessed 2026-06-21

[EUROSHIP Research – Digitalization of the Welfare State in Norway](#) — accessed 2026-06-21

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