Citizen Centric Access to Statistics
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eGovernment in Estonia – policies, frameworks, services

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e-Governance Academy

www.ega.ee
E-Governance Academy: non-government, non-profit foundation

- Central e-government program 2002
- Local and regional e-governance program 2005 (eCitizen EU, Balcans ...Macedonia and Serbia, eStrategy for Estonian LG-s, etc.)
- eDemocracy program 2004
- ICT in education 2004
- Mobile governance 2008
- Geographic Information Systems in public administration - 2008
- eGovernment in the field of Social Security – 2008
- Cyber security – policies and frameworks…
eGovernance Academy:

• **Training**
  – In Estonia: 5-day programme or tailor-made trainings
  – In relevant country: tailor-made programmes

• **Advisory**
  – Strategy planning
  – Strategy implementation
  – Handbooks for central and local governments
  – Current situation analysis, proposals and guidelines

• **Research**
  – Electronic governance and electronic democracy research
E-Estonia

- 76% of population are Internet users
- 63% of the households have a computer at home, 82% of home computers connected to Internet.
- over 700 Public Internet Access Points in Estonia, 51 per 100,000 people.
- More than 1,100,000 smart-card type ID-cards issued
- 92% (citizens) of tax declarations were e-declarations (2010), 97% businesses
- 1 place in Internet Banking – (next are Norway, Nederlands, New Zealand…. Finland in the 6th place)
- 18th (all 134) place in Network Readiness index, 3th in eGov, 1 in eGov services (Global IT Report 2008-2009 for World Economic Forum)
Balanced e-Governance

Combination of electronic services and participatory services

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e- GOVERNMENT
Transaction of user-oriented services offered by government that are based on information and communication technologies.

e-DEMOCRACY
Digitally conveyed information (transparency) and the political influence (participation) exerted by citizens and business on the opinion-forming processes of public – state and non-state – institutions
eGovernment example:

Parental benefit – best eGov service in 2004 (interoperability of 5 information systems from 5 government institutions)
eParticipation example: E-Voting in Estonia (140846 e-voters in 2011!)
Progress of e-voting

![Bar chart showing progress of e-voting over years 2005, 2007, and 2009. The chart indicates a significant increase in 2009.]
Example: Fixed info-political principles

- Citizen (customer) orientation
- Leading role for the private sector
- Finance model – eServices free of charge
- Efficient and transparent public sector. eDemocracy and participation.
- Functioning model for protection of personal data
- Measures against digital divide (ID-cards example…)
- Ownership of data
- etc.
VISION

More and better services, More locations, 24/7, smaller Government, lower costs
Legislation

- Public Information Act (2001)
- Act on Intellectual Property (applicable also for state databases)
- Personal Data Protection Act (1996)
ICT Infrastructure:

- PKI
- National chip-based Identity Cards
- “Peatee” and “Külatee” projects

Issuing authority:
Estonian Citizenship and Migration Board

Service contractor:
TRÜB Switzerland

Start of issue: January 1, 2002

Conformance with:
ICAO Doc. 9303 part 3

Inside 16 Kb RSA crypto chip are:
- 2 private keys;
- authentication certificate;
- digital signature certificate;
- personal data file
ID card as key

- ID-card is key component
  - e-police
  - e-health record
  - e-school
  - e-elections
  - ...

ID card is key component
ID card based public transportation tickets

- Phone/GSM
- Internet bank
- Service points

ID-card is used to purchase ID-ticket and on validation
Estonian Registers and Databases

- Population register
- Business register
- Cars database
- Driving licenses database
- Passports register
- Land register
- Buildings register
- Ships register
- ...
- All together more then 200

Case: Estonia

110 DB

Public sector

Population Register
Health Insurance Register
Vehicle Register
Document record management systems
Documents repository

Security server
Security server
Security server
Security server
Security server

Private sector

Energy
Telecom
Banks

Security server
Security server
Security server
Security server
Security server

Internet X-ROAD

Security server
Security server
Central server I
Central server II
Central monitoring
HelpDesk
Security server

E-institution - institutionview
E-county - countyview
Governmental Portal - Your Estonia
State portal www.eesti.ee

Adapter server

X-GIS

X-road certification center

Central monitoring

550 org.

500 DB

1,100,000

ID-card & Mobile ID

Certification Center

~ 400 000
~ 45 000

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Thank you for your attention!

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