

e-governance e-Estonia

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SISEMINISTEERIUM



KÜSK Kodanikuühiskonna
Sihtkapital

KODANIKUÜHISKONNA TOETUSEKS

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e-Governance Academy creates and transfers knowledge and best practices concerning e-governance, e-democracy and national cyber security in 50+ countries.



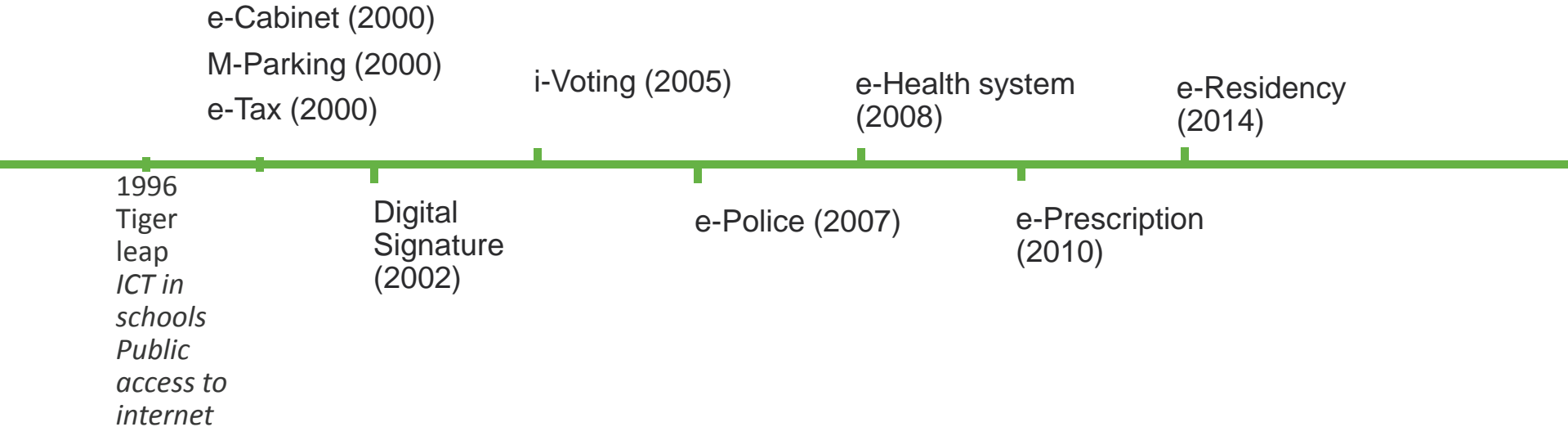
Estonian information society indicators

- Internet access is a social right
- Free public Wi-Fi areas
- Internet users (among 16-74 years) – 84%
- Any document can be signed digitally
 - Using the digital signature effectively we save 1 working week per year, 2% of GDP saving

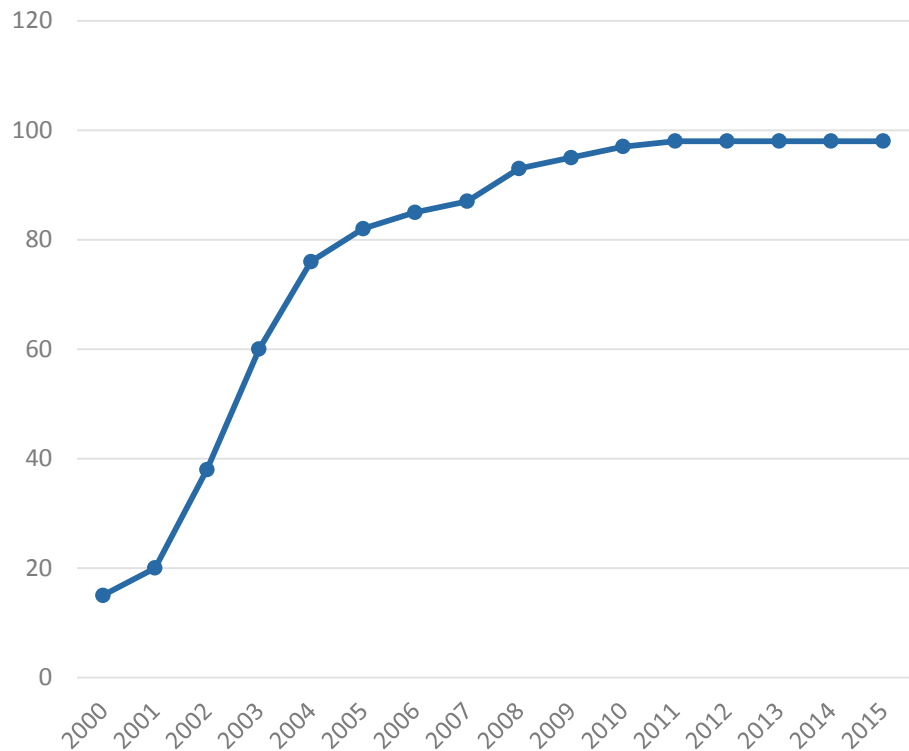
Estonian Information society indicators

- 99% bank transfers are digital
- 98% medicines are prescribed electronically
- 30% of the votes in elections were cast over the internet on 2015
- Time to set up functioning company: 18 minutes
- Essential features of e-Governance:
 - *Interoperability - Interactivity*

Achievements

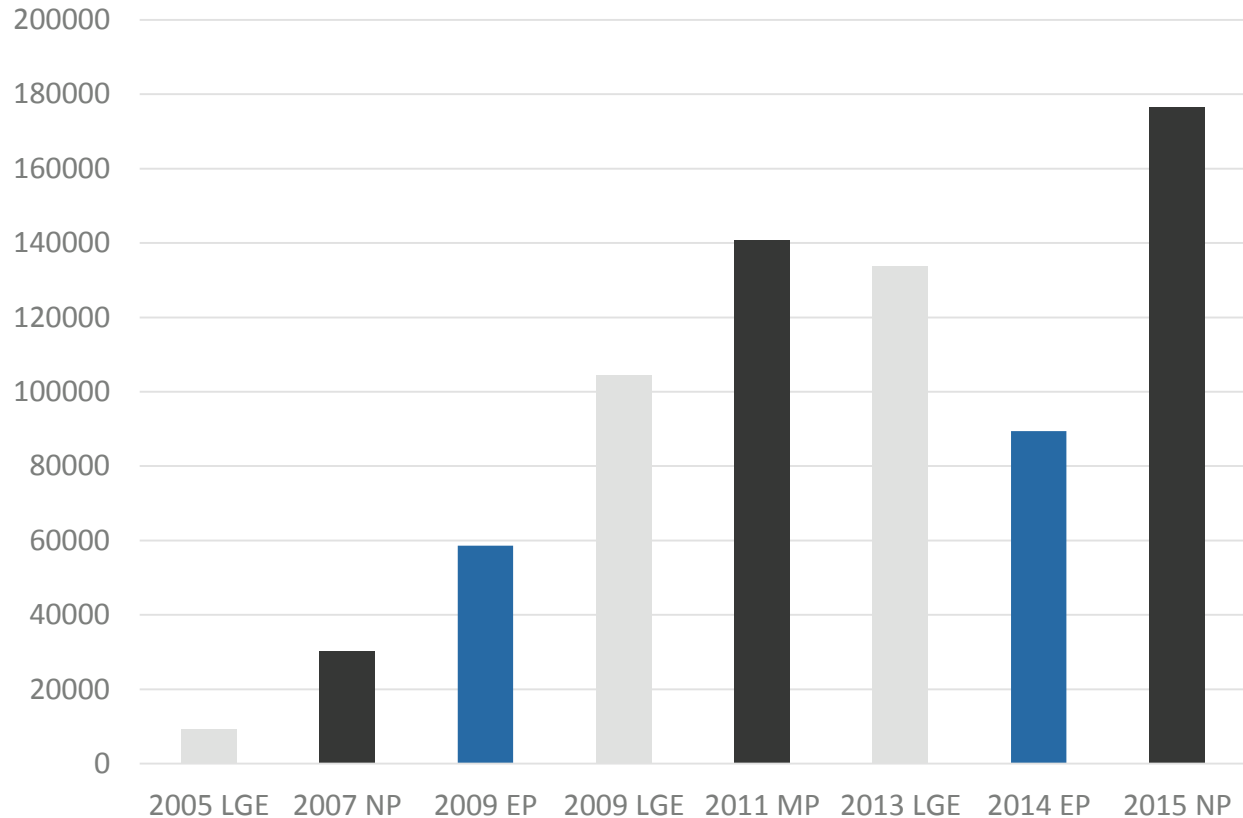


**Tax
declarations
submitting
average time
2 minutes**



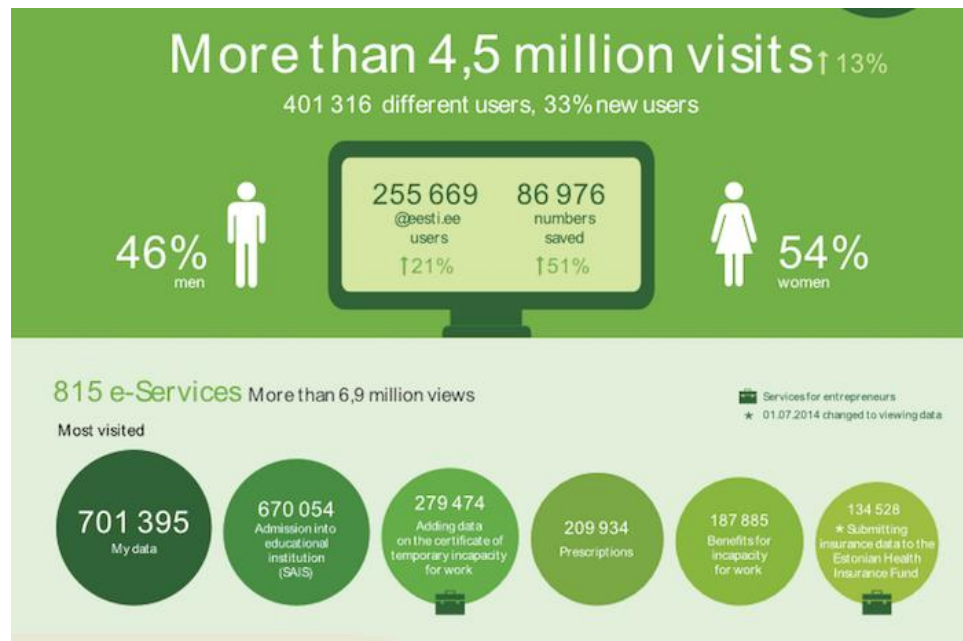
i-Voting Statistics

(number of casted votes)



State portal

65% of internet users
are visiting **eesti.ee**



e-Services on portal eesti.ee

For a citizen

For an entrepreneur

For an official

Services A-Z

Role: Jelizaveta Krenjova (48803190312)

Set role

Services

Descriptions of e-services are available in English, all official forms are in Estonian.



For a citizen Help

- ▶ Benefits for incapacity for work
- ▶ Viewing pension, allowance, benefits
- ▶ Prescriptions
- ▶ Health Insurance and family physician

[View all](#)



For an entrepreneur Help

- ▶ Entering the Register of Economic Activities
- ▶ Notarized documents
- ▶ Company search
- ▶ Activity license search

[View all](#)



For an official Help

- ▶ Entering the Register of Economic Activities
- ▶ Notarized documents
- ▶ Company search
- ▶ Activity license search

[View all](#)



Services A-Z

[View all](#)

Services and forms for a citizen

All services

Show me services without target group

Search

Cancel



Housing

- ▶ Master plan application
- ▶ Master plan application (Halinga)
- ▶ Master plan application (Otepää)
- ▶ Movable property registered in the Register of Construction Works
- ▶ Valuation of suitability of construction area

[Show all services](#)

Environment

- ▶ Submitting a forest notice electronically
- ▶ Enter the e-Pria portal
- ▶ Earthwork application (various institutions)
- ▶ Earthwork application (Halinga)
- ▶ Cancellation of organized waste collection (Halinga)

[Show all services](#)

Traffic

- ▶ Digital tachograph charts for citizens



Education and Science

- ▶ Archival notice - studying
- ▶ Data from the Estonian Education Information System (EHIS)
- ▶ Entering the Admissions Information System (SAIS)
- ▶ Estonian language proficiency examination e-certificate validity control
- ▶ Registering to the Estonian language proficiency examination

[Show all services](#)

Culture and Leisure Time

- ▶ Public event permit (Tallinn)
- ▶ Archives of the Estonian Public Broadcasting
- ▶ Allowance application for nonprofit organization (Jõgeva)
- ▶ Report of nonprofit organization allowance usage (Jõgeva)
- ▶ Project application form (Kehtna, Rapla, Raikküla, Märjamaa, Kanepi)

[Show all services](#)

Family

- ▶ Housing
- ▶ Education and Science
- ▶ Environment
- ▶ Culture and Leisure Time
- ▶ Traffic
- ▶ Family
- ▶ Money and Ownership
- ▶ Travelling
- ▶ National Defence
- ▶ The State and the Citizen
- ▶ Consumer Protection
- ▶ Health Care and Protection
- ▶ Benefits and Social Assistance
- ▶ Work and Employment Relations
- ▶ Foreigners in Estonia and Estonians abroad
- ▶ Legal Aid
- ▶ Official forms
- ▶ Elector's e-card
- ▶ Police e-services
- ▶ Population Register

For an entrepreneur

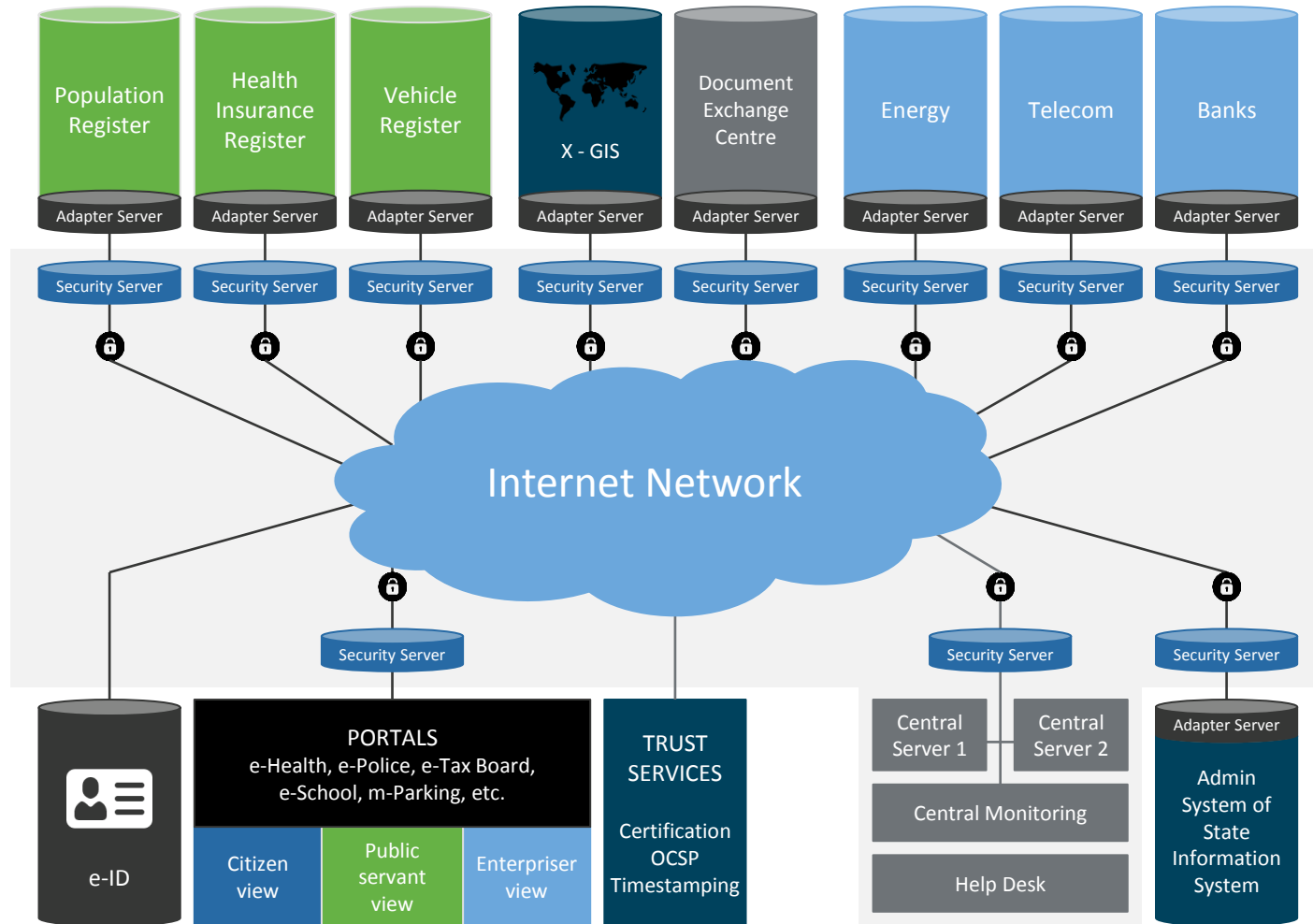
For an official

Services A-Z

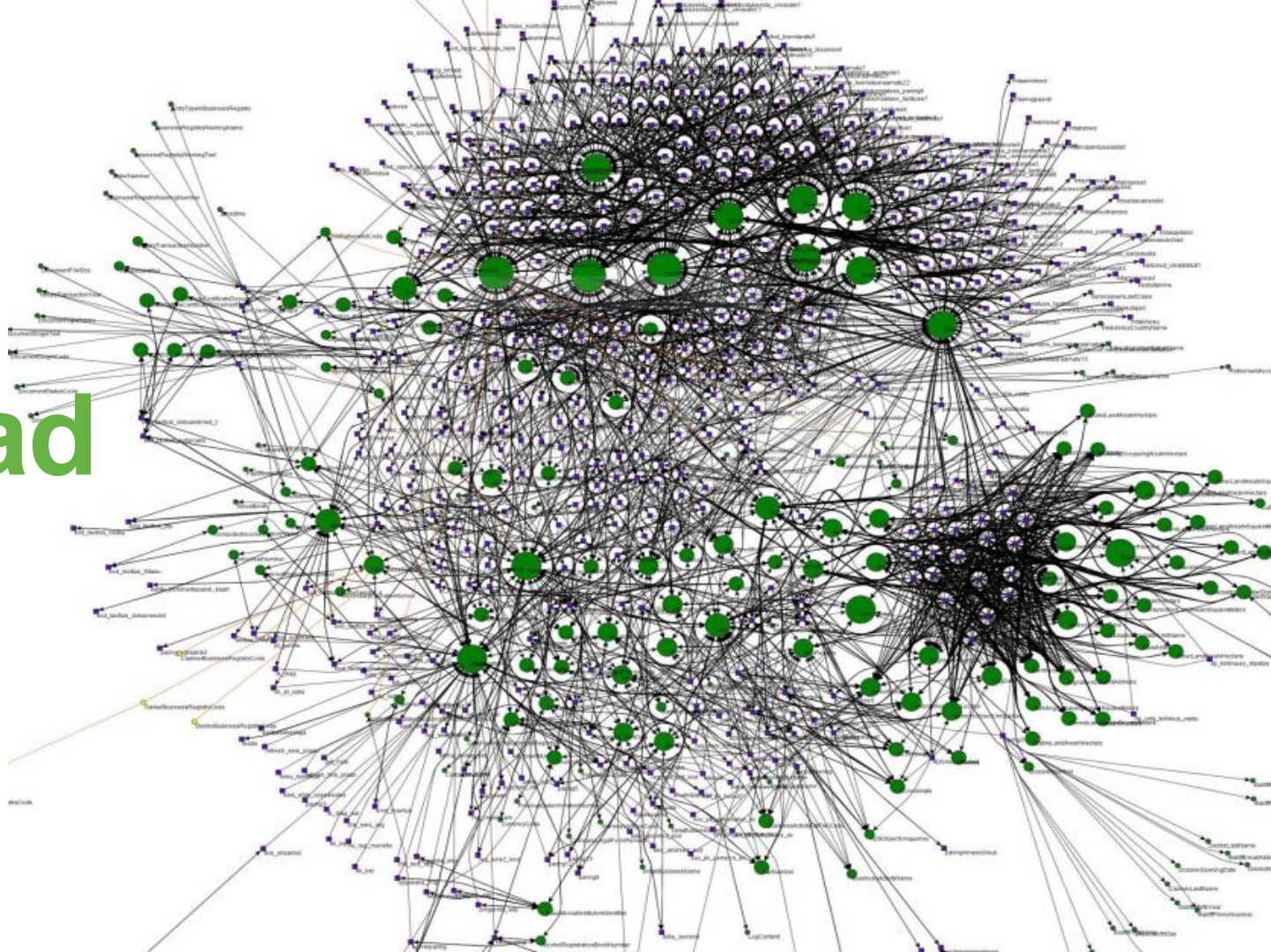
Interoperability: X-Road in Estonia

- Backbone of the Estonian government
- 14 years of active duty, no downtime
- 1500+ services
- 900+ connected organizations, public registers and databases
- 350+ million transactions per year

X-Road



- X-road



Principles

- Once only. Citizens never have to provide the same information twice. No duplicated data.
- Clear data ownership
- Customer oriented, data protection
- No single point of failure

Interactivity: Digital ID and Signature

Since 2002



Active cards: 1 265 423 >92% of the
population

Authentications: 431 537 431

Signatures given: 280 716 198

ID-card

since 2002 (Mobile ID since 2007)

Public e-services (e-Tax, e-Prescriptions
etc)

Applying for driver license, social benefits

E-elections

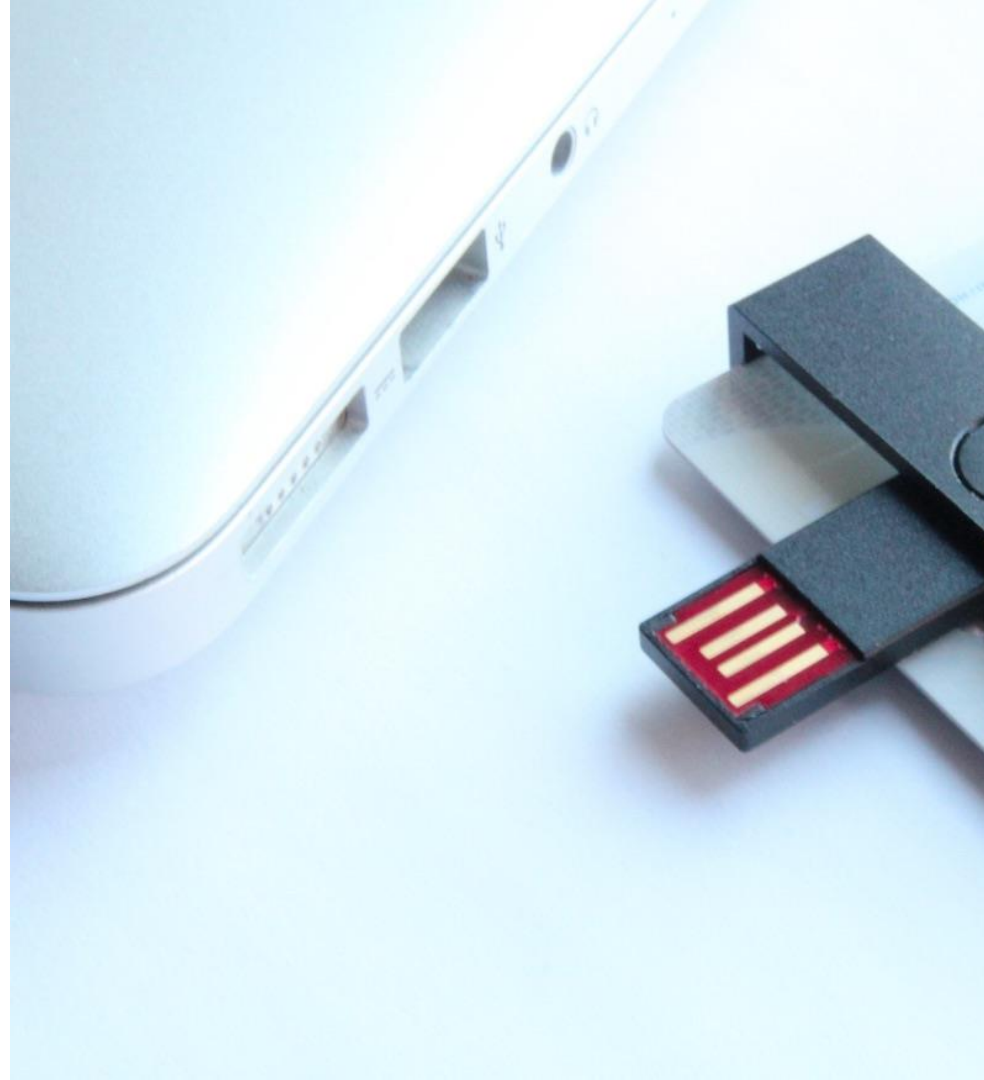
Signing documents

Accessing grades and curriculum @
school

Bank transactions

Register a new business
e.g. ee

Customer identification card, Bus ticket



The legal framework

1. There should *not* be a lot of specialised legislation on e-governance (but a proper analysis of all laws is needed)
2. Data protection is essential (also for the perception of e-governance), focus on content and not form
3. e-identification must be established and regulated by law