

# The development of Estonia’s e-Government and the role of eGA



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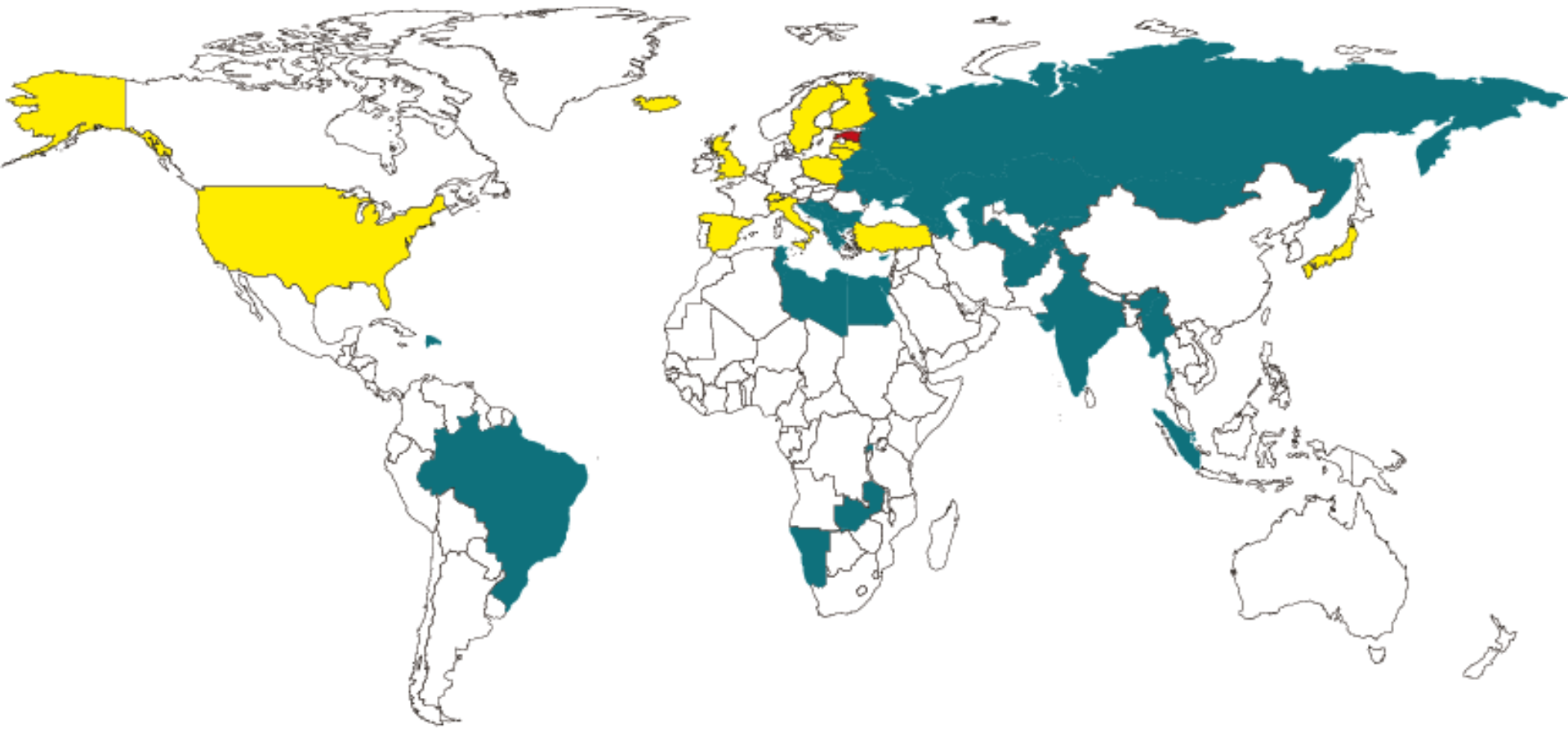
*E-Governance Academy*

*Founding member, Member of  
the Management Board*

# 10 years of e-Governance Academy

# 20 years of e-Government coordination in Estonia

Conference  
“From e-Government to  
Open Governance”



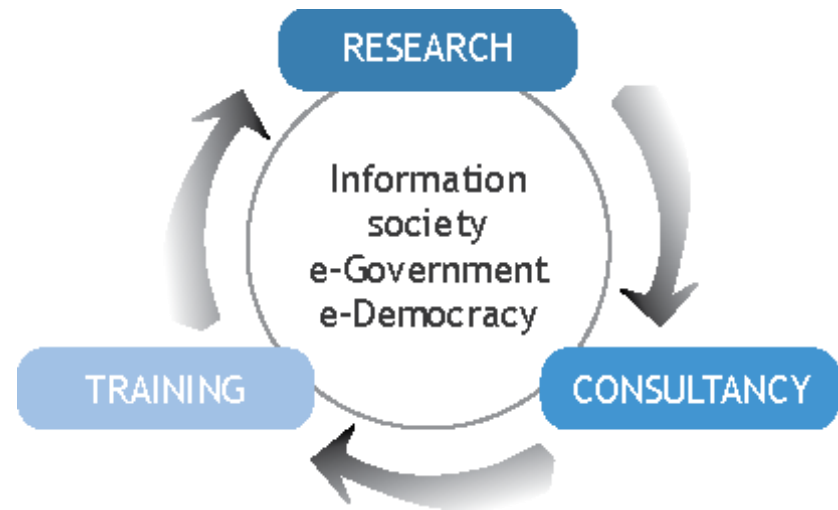
Cooperation

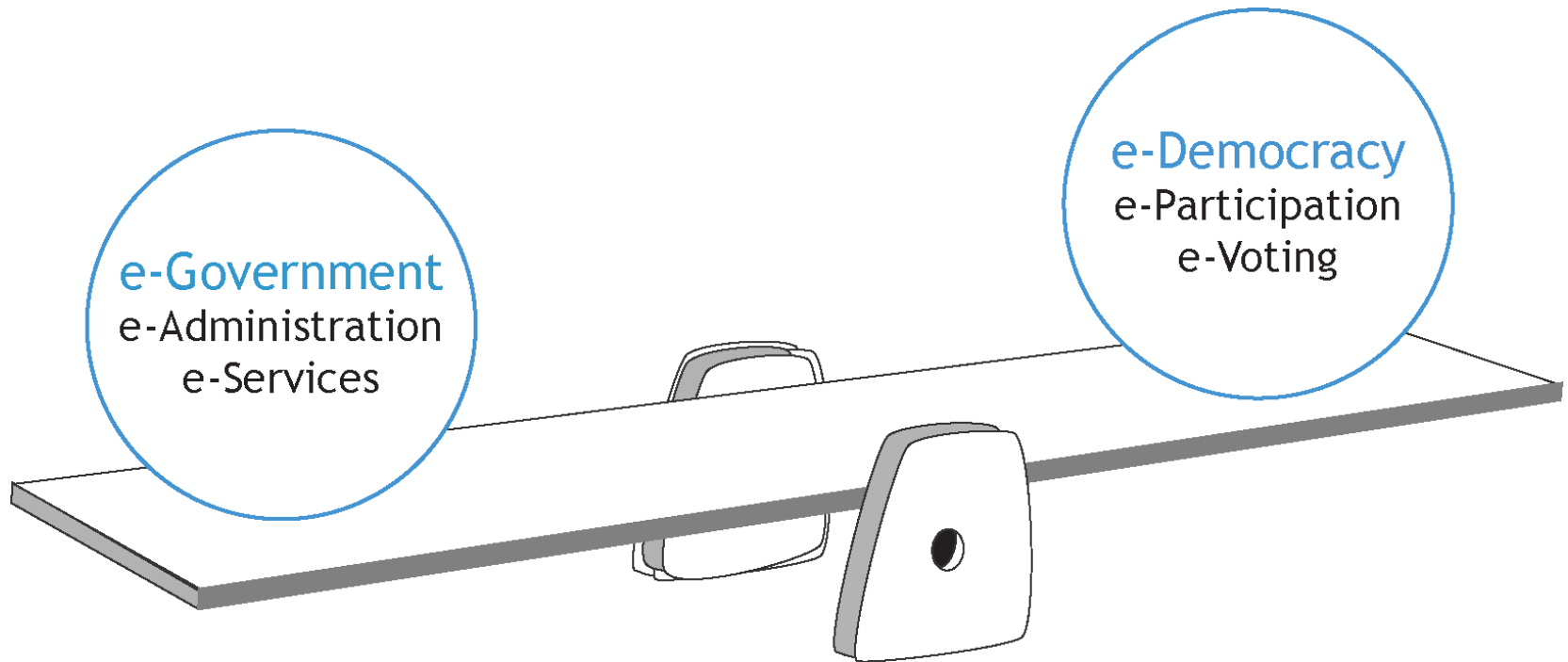
Advise / Trainings

Our mission: to train and advise leaders and stakeholders in using ICTs to increase government efficiency and to improve democratic processes with the aim of building open information societies.

**Over 2500 public officials  
consulted and trained**

**Engaged in more than  
50 countries**





# Training and advice are two way streets



# E-Government infrastructure: a holistic approach

## ✓ Access

- citizens: PIAPs, Look@World
- offices – village road 1, 2, 3

## ✓ Digitalized information

- Information systems and databases in all levels of government

## ✓ Formalized exchange

- x- Road - the connection of government databases by a data exchange service layer

## ✓ Electronic Identity

- Authentication of a user by digital certificate imbedded in the ID card or SIM card



# eGA impact

- ✓ How to measure impact? Dilemmas of donors
- ✓ Some anecdotes from the field ...
  - Tajikistan
  - Myanmar
  - North Cyprus
- ✓ International benchmarks problem “Truth is in the eyes of a viewer “
- ✓ Changing landscape of acceptance of Estonia’s experience

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# Some lessons learned

- ✓ What the hell is e-Government? .... different understandings and attitudes
- ✓ Political will and IT businesses are necessary but not sufficient conditions for success .... Dedicated people in mid-level management should be in place
- ✓ Facebook revolution. Balance between e-Government and e-Democracy is changing... people are driving these processes, not governments ...anymore
- ✓ Technology is overestimated. Problems in e-Government are in organization, management and legislation

# Next 10 years

**Thank you!**

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