

e-Governance Academy

YEARBOOK 2018

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e-Governance Academy – Empowering e-governance around the world

Mission

The e-Governance Academy helps governments increase their governance efficiency and improve their democratic processes. For this purpose, we analyse and create information about e-governance and transfer Estonian and international best practices around the world.

At a glance

5,500

E-governance leaders trained on digital transformation

387

E-governance Conference participants from 76 countries around the world in Tallinn.

200+

organisations collaborated with eGA

130+

countries involved eGA in e-government policy planning and implementation

125

countries listed on the National Cyber Security Index

35

courses delivered in Estonia for e-governance officials responsible for digital transformation in their country

24

projects eGA has successfully conducted

India, Kazakhstan and Ukraine sent the largest delegations to attend courses in Estonia.

Ukraine hosts the **largest eGA project** which improves public service provision and makes governance more transparent and effective

29

employees working in Estonia, Ukraine and Serbia

10

Memoranda of Understanding signed with 10 organisations/institutions

4.47 m

euros turnover



eGA is a non-partisan think tank and consultancy organisation founded in 2002 for the creation and transfer of knowledge and best practice concerning e-governance, e-democracy, national cyber security and the development of open information societies.

Consistency leads to success



Arvo Ott
Executive Director

Looking back on 2018, we are very proud of eGA's continuing development - both in our increasing capacity to provide services and a much wider reach and recognition.

Since its establishment, eGA has worked with more than 200 organisations from 130 countries. In 2018, we launched new collaboration projects with **UNDP, World Bank** and obtained the status of a Full Mandated Body of **European Commission**, which enables us to lead EU Twinning Programme projects similar to public sector organisations.

Moreover, we signed 10 Memoranda of Understanding to enhance cooperation with e-government

organisations from **Afghanistan, Azerbaijan, Benin, Djibouti, Kenya, Nagaland (India), Panama, Zimbabwe** and **Vietnam**.

Last year we teamed up with Strategic Policy Institute from **Australia** in supporting digital transformation in Pacific Island countries including the **Kingdom of Tonga, Kiribati, Papua New-Guinea, Samoa**, among others. We also welcomed an increasing interest in partnerships from African and Caribbean countries like **Benin, Kenya, Cayman Islands** and **Guyana**.

E-government is a complex issue. Any one single technological innovation is usually insufficient to transform a country digitally. On the other hand, some governments still think of e-government purely in terms of hardware and software acquisition. Complexity lies rather in ecosystems, organisation, management and legislation i.e. the crucial elements for successful transformation.

Our main focus is still to remind stakeholders of the basic requirements for developing e-governance and the need for one leading institution which is responsible for digital transformation and able to see the bigger picture, not just a fragmented set of e-services.

Our main advantage is our practical experience, gained from one of the most advanced digital societies in the world- **Estonia**. Transferring this experience has always been one of the main aims of our training programmes. Nevertheless, e-government cannot simply be copied from one country to another.

The only way is to assess a country's situation and needs and to suggest achievable organisational, legal and technological goals.

In 2018, eGA conducted 35 training courses for e-governance officials responsible for digital transformation in their country. The biggest delegations came from **India, Kazakhstan** and **Ukraine**.

eGA's biggest project in 2018 was to assist **Ukraine's** decentralisation reform by improving public service



2019: Exciting challenges await



Hannes Astok,
Director for Development
and Strategy

By 2019, eGA has grown into an e-governance consultancy organisation and think tank with global reach. In addition to the EU Eastern Partnership countries, our operations involve countries in the Pacific as well as the Caribbean, Latin America, Asia and Africa.

Over the years, we have considerably increased our e-governance donor network. In Latin America, we collaborate with the Inter-American Development Bank, in the Caribbean region with the Caribbean Telecommunications Union, in Pacific countries we operate with the support of the Australian and Estonian government, in Africa with the support of the Rockefeller Foundation, in Eastern Europe with the support of the EU, Sweden, Germany and Estonia, and globally with the support of the World Bank as well as the United Nations Development Programme (UNDP).

In 2019, eGA is involved in nearly 20 projects. The largest of these is located in Ukraine, where after the completion of the secure national data exchange platform Trembita in 2018, we will start supporting the

large-scale generation of e-services for government institutions and later also for citizens. We will also be modernizing the service provision of more than 400 local governments in Ukraine and implementing a contemporary information system in service centres. Another large-scale project is taking place in Benin, an African country with a population of 11 million, where we are developing and implementing a secure data exchange environment with our technology partner, Cybernetica. A digital transformation roadmap in Pacific countries will also have to be created for the governments of that region.

We are proud to say that eGA can provide world-class expertise based on the e-government of Estonia as well as our work done in other countries building digital infrastructure, developing cyber security and taking the services and operations of local governments to a new digital level.

We hope to be able to share our know-how with you at training events and seminars, and we also look forward to meeting you and all e-governance enthusiasts at the e-governance conference “Same Goals, Different Roadmaps”, held in Tallinn on 21 – 22 May 2019, where we will talk about how you can find your own way to achieving state development objectives.

See you there!

We look forward to meeting all e-governance enthusiasts at the e-Governance Conference in Tallinn.

Partnerships in 2018

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Estonia and the United Nations Development Programme (UNDP) launched their cooperation project to support the digital transformation of UNDP and developing countries. The aim of the project is to share Estonia's e-governance expertise with nearly 170 countries and territories. The government digital transformation project will be implemented by the UNDP and Estonia's e-Governance Academy.



The World Bank has received multiple requests from client countries to facilitate access to peers, technical experts and practitioners of digital ID solutions. To meet this growing demand, the World Bank's Identification for Development Initiative (ID4D) established a Master Agreement with eGA for flexible and quick contracting of Estonian experts who have practical experience of implementing digital ID solutions. In the scope of this framework contract, eGA has provided 27 highly-qualified experts.

Team up with UNDP



In April 2018, e-Governance Academy was successfully re-accredited by the European Commission and obtained the status of a Full Mandated Body, which enables us to compete in the international arena and work with foreign institutions in EU Twinning Programme development cooperation projects in the field of digital society transformation and e-government alongside other public sector organisations.

Master Agreement with World Bank



THE WORLD BANK
IBRD • IDA | WORLD BANK GROUP

eGA together with the Strategic Policy Institute of Australia successfully launched the project for Pacific island countries to encourage the use of digital technologies by governments and support regional cooperation in the e-government field. The project activities include workshops and roadmap building among others. Seven Pacific island countries are actively involved, including Fiji, Kiribati, Papua New Guinea, Samoa, Solomon Islands, Kingdom of Tonga and Vanuatu.

Collaboration with Pacific island countries



10 Memoranda of Understanding



In 2018, Memoranda of Understanding were signed with 10 organisations/institutions:

- VFS Global,
- Ministry of Communication and Information Technology of the Islamic Republic of Afghanistan,
- e-Government Development Centre – Public Legal Entity of the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan,
- National Agency of Information Systems of the State of Djibouti,
- Ministry of Digital Economy and Communication of Benin,
- Department of IT and Communications, Government of Nagaland, India,
- State of Mombassa, Kenya,
- *Autoridad Nacional para la Innovación Gubernamental*, Panama,
- Tauraco Technologies, Zimbabwe;
- Posts and Telecommunications Institute of Technology, Vietnam.

Highlights of 2019

eGA helped two Georgian cities – Kutaisi and Akhaltsikhe – implement participatory budgeting to engage citizens in the decision-making process and make governance more open. The cities used the Estonian information system for local councils (VOLIS) as a technological base, which was then adjusted for the Georgian context. These two pilot cities attracted a lot of attention in Georgia and hopefully provided a new boost to Georgia's local democracy.

Participatory budgeting reached Georgia



National Data Exchange for Benin



eGA and the National Information Systems and Services Agency (ASSI) of the Republic of Benin started collaboration to design and implement a government interoperability framework including a data exchange platform to enhance secure data exchange between government authorities and develop e-services for the citizens of Benin. "The success of the Estonian e-government model has inspired us to further develop the e-government system in Benin and redefine how we communicate with our citizens and how we build business opportunities. The launch of the secure data exchange framework is one step in our digital transformation process and it will not be the last," said the Director of ASSI Maximilien Kpodjedo. So far, the Estonian data exchange platform has been developed and deployed in Finland, Ukraine, Namibia, Haiti, Kyrgyzstan, Azerbaijan, Faroe Islands, Cayman Islands and Palestine.

The national data exchange platform Tunduk, based on the Estonian data exchange system X-Road and implemented by eGA and Aktors in 2016 has gained trust and support from Kyrgyzstan government organisations. At the end of 2018, there were 35 government organisations and 2 companies interfaced and developed 118 e-services.

Kyrgyzstan's Tunduk gains popularity



10

The e-Governance Conference last year featured participants from 76 countries in Tallinn, five of these countries – Afghanistan, Antigua and Barbuda, Ghana, Santa Lucia and Ukraine – were present at the ministerial level. The conference focused on the challenges governments face when interacting with digital citizens. We discussed this topic from the perspective of digital citizens and their expectations, digital rights and freedoms, personalised e-governance and digital platforms for digital citizens.

387 participants at e-Governance Conference



125 countries have been listed on the National Cyber Security Index



The National Cyber Security Index (NCSI) measures the level of cyber security in 125 countries and identifies the priority fields that need to be tackled in order to improve cyber security. The index also provides an overview of how prepared countries are to prevent and respond to cyberattacks and crimes. The development of the National Cyber Security Index was funded by the Ministry of External Affairs of the Republic of Estonia. The NCSI can be viewed at <http://ncsi.ega.ee>.

In cooperation with IDEMIA France S.A.S, the e-Governance Academy published the e-governance handbook “e-Estonia. e-Governance in Practice” in Russian. “Э-Эстония. Э-управление на практике” is an updated edition of the e-governance handbook published in 2017. This guide presents fundamental aspects of the Estonian digital society and explains how state-level technologies, legislation, engagement systems for citizens and the private sector support e-governance. The publication was prepared by e-Governance Academy experts in cooperation with other experts and practitioners in cyber security and digital identity. Get your copy from the eGA webpage.

e-Estonia: e-Governance in Practice in Russian

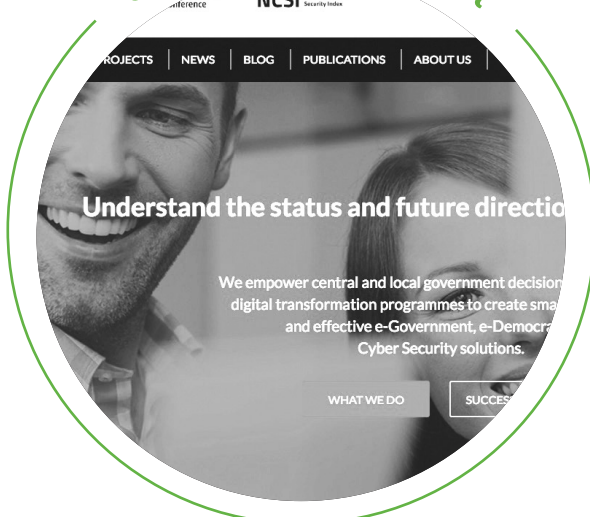


Within the EGOV4Ukraine project run as part of the U-LEAD with Europe programme, eGA and SoftXpansion have developed and piloted the modern information system “Vulyk” in Ukraine, which improves the availability and quality of services provided by Administrative Service Centres (ASCs). Vulyk will enhance communication and work processes and increase the accuracy of data through the reuse of data from national registers via the secure data exchange system “Trembita” and the provision of services directly to citizens. As a result, the speed of public service delivery will increase ten-fold. The information system will be launched in up to 400 ASCs across Ukraine by the end of 2020. Moreover, the secure data exchange system Trembita, developed within the same project by Cybernetica Ltd in 2017 is ready to integrate state databases and registers in Ukraine. The very first organisations that will integrate its information systems and databases in Trembita are the Ministry of the Interior and the Tax Department.

Vulyk and Trembita for Ukraine



ega.ee gets a facelift



eGA renewed its webpage ega.ee to make the most important and useful information for our shareholders and partners easy to find and address our core services and value proposals in a clear and straightforward manner. Go to the web-page to find an overview of our latest work, partners we have collaborated with, publications and news. Subscribing to our quarterly newsletter will guarantee that you are up to date on our latest news and views.

Impact of Digital Transformation on the SDGs



Radu Serrano
Research Fellow

The Sustainable Development Goals (SDGs) were globally adopted through UN General Assembly Resolution 70/1 in 2015. These 17 goals, each with their own associated targets (totalling 169), have created a layout for a better and more sustainable future. The adopters will endeavour to reach the objectives and globally achieve sustainability by 2030. While the commitment has been made at the country level, its implementation requires the participation and assistance of a multitude of stakeholders from all sectors.

There is no doubt that ICTs have a positive effect on all 17 SDGs, if implemented correctly by a nation.

- Radu Serrano

In this regard, information and communication technologies (ICT) are some of the most important tools needed for achieve the objectives. When used correctly by the public sector, they can enable a digital transformation that would benefit a whole society.

eGA empowers decision-makers at all levels of government to spearhead digital transformation programmes. The complexity of such projects can impact any number of SDGs' targets, depending on the context of their implementation. In eGA's case, the services it provides and the undertaken programs have directly assisted in the concurrent implementation of one or more of the following SDGs:



1 NO POVERTY



The **creation, implementation and/or development of a population register, electronic identity, ICT infrastructure**, and the subsequent **training courses** and **guidance** offered by eGA assists in the implementation of this SDG. Appropriate applicable social protection systems (Target 1.3) and equal access rights to economic resources and basic services (Target 1.4) cannot be efficiently delivered without a way to properly identify individuals, nor with lacking infrastructure.

3 GOOD HEALTH AND WELL-BEING



Similarly as with SDG 1, eGA's assistance with **population registries, electronic identities and ICT infrastructure** guarantees an important stepping stone towards the achievement of and access to universal health coverage (Target 3.8). Additionally, eGA provides **consultation in the field of e-health and telemedicine**.

5 GENDER EQUALITY



IT solutions are excellent tools to increase gender equality. X-Road is the **data exchange layer** that creates a secure environment for interconnection, enabling data exchange and service provision between a multitude of different information systems, in both the public and private sectors. As the backbone of **e-services** (including but not limited to e-participation and transparent decision-making processes), it ensures equal opportunities, full participation, and empowerment of women, regardless of their professional or domestic work status (Targets 5.4, 5.5, 5.6 and 5.B).

8 DECENT WORK AND ECONOMIC GROWTH



Digital transformation of the public sector will directly impact the private sphere, due to the inherent relationship that exists between them. Governments must carefully plan and take into account any such disruptions. eGA's **e-governance roadmaps** allow them to develop and implement the aforementioned infrastructure, registries and services, which in turn might lead to higher levels of economic productivity and development-oriented policies (Targets 8.2 and 8.3). Additionally, eGA advocates the use and application of **open data**, which is an enabler of innovation for both sectors.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



eGA's expertise assures knowledgeable assistance in the development of both **digital and physical reliable, sustainable and resilient infrastructure** (Target 9.1). **ICT infrastructure, e-governance roadmaps, X-Road, electronic identity, catalogues of interoperable solutions, blockchain, cybersecurity standards/processes**, are some of the key components of developing electronic services. Fostering and implementing these enablers will increase access to ICTs, in general, and to the Internet (Target 9.C)

The achievement of nine of the 17 SDG goals has been substantially aided throughout the continuous projects undertaken by eGA.

- Radu Serrano

10 REDUCED INEQUALITIES



E-democracy tools and processes can help reduce inequality. **Participatory budgeting**, the **VOLIS information system**, the **KOVTP service portal** and **Internet voting** (i-Voting) are some of the examples of e-democracy tools eGA has implemented in Estonia and/or in other countries. These instances, the use of **open data**, and **access to public sector information and e-services**, empower and promote the social, economic and political inclusion of all (Target 10.2).

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



SDG 16 is one of two goals that are most impacted by eGA's activities. The reduction of corruption and bribery (Target 16.5), the development of effective, accountable and transparent institutions (Target 16.6), ensuring responsive, inclusive, participatory and representative decision-making (Target 16.7) and of public access to information (16.10), and the provision of legal identity to all individuals (Target 16.9) are the main outcomes of digital transformation activities and projects undertaken by eGA. These activities include **road-map development**, **assistance in developing e-solutions** (data exchange platform, electronic identity, blockchain, etc.), **e-services** (citizen portal, e-Police, e-Cabinet, e-Tax, etc.), **e-democracy tools and consultations on legislation development and organisational set up of e-government**.

11 SUSTAINABLE CITIES AND COMMUNITIES



Digital transformation of the public sector goes hand in hand with human settlement planning and management (Target 11.3). eGA has had experience related to **digital engagement plans**, **smart city diagnostics and roadmaps**, **document management systems**, **GIS and mobile positioning**. **Participatory budgeting** can also strengthen national and regional development planning (Target 11.A) as it has done in its implementation in Tartu since 2013, and soon after in other municipalities throughout Estonia.

17 PARTNERSHIPS FOR THE GOALS



SDG 17 is the second of the two most impacted goals by eGA's portfolio of solutions. **e-Tax services**, and its enablers (e.g. cybersecurity, X-Road, electronic identification, etc.) directly improve the domestic capacity for tax and revenue collection (Target 17.1). Targets 17.6, 17.7 and 17.8 can benefit from the implementation of the **data exchange platform** internationally (as proven by the secure data exchange solution created between Finland and Estonia in 2017). **Capacity building** (Target 17.9) is another competence of eGA. Ranging from technical and process-based to legal and administrative courses and workshops, eGA has provided such opportunities to more than 5,500 participants scattered all around the globe. Additionally, as a proponent of the **Open Government Partnership**, eGA encourages and promotes effective public, public-private and civil society partnerships (Target 17.17) and assists in implementing e-democracy tools, in order to make governments more open, accountable, and responsive to citizens.

In conclusion, there is no doubt that ICTs have a positive effect on all 17 SDGs, if implemented correctly by a nation. The achievement of nine of those goals has been substantially aided throughout the continuous projects undertaken by eGA. With the evolution of technology and eGA's never-ending improvement cycle, it is clear that future digital transformation endeavours will foster the achievement of these Sustainable Development Goals.

Smart Governance

E-Governance is responsible for driving sustainable digital transformation



Linnar Viik
Programme Director of
Smart Governance

Global trends show the continuous increase in the dissemination of digital technologies, making digital transformation a real opportunity for any country or society wanting to achieve their development goals. Most of the United Nation's Sustainable Development Goals (SDGs) benefit from the application of digital solutions and countries that have higher digital adoption rates also perform well on their SDGs. Governments play a key role in this process and the broader economic and social benefits brought on by e-governance solutions need to be reckoned with.

It is also worth noting that although the majority of the long-term development agendas in countries often overlap, their digital transformation roadmaps may differ. There are no regions that can be viewed as a homogeneous set of countries where a harmonized approach to using digital tools can be considered practical in achieving their development agendas. Quite the opposite; most countries and regions are extremely diverse with considerable regional variation. It is true in most countries that the full potential of digital technologies is not yet used and their digital maturity levels differ. There can also be differences within countries; for example, between urban and rural areas, and the cities are often in a position to show evidence of what digital solution may soon be a reality.

A digital transformation roadmap is paramount to the work the eGA has done with central governments in 2018. The majority of our partner countries have recognized the importance and momentum of digital transformation and they are already looking beyond the implementation of core e-governance



components towards public administration efficiency and transparency. Governments are focusing on the full potential of the sustainable social and economic impact of digital solutions. These new goals need to be addressed in the digital strategy at the national level as does the overall coordination of the implementation process. More and more focus and energy is placed on non-technological aspects to drive the planning of the overall process and its expected impact.

Roadmaps always start with a recognition of where you are and then defining where you want to go. Digital transformation roadmaps are no exception and a well-planned strategy with broad acceptance from partners and society builds trust in the process. A vision of where you want to be is a great asset and it fuels the transformation process but to get closer to your vision one needs to take steps every day.

Small steps every day, keeping in mind the broader vision and the good partners available for advice and mentoring – this has been the success formula for the countries eGA has collaborated with.

- Linnar Viik

16

MAIN PROJECTS

Empowering administrative service delivery with in Ukraine

11/2016 – 10/2020

The project contributes to Sustainable Development Goals (SDG)



eGA improves public service provision in Ukrainian communities (*hromadas*) and cities by developing and implementing the *Trembita* government data exchange system and the *Vulyk* information system for ASCs. The project tasks are conducted within the EGOV4UKRAINE project as part of the U-LEAD in Europe support programme.

The *Trembita* ICT solutions data exchange system and *Vulyk* information system for administrative service centres created within the project make governance more transparent and effective at the national and municipal level and support the development of public services. *Trembita* helps combat corruption, operates as a fundamental infrastructure for providing e-services and as a basis for the provision of public services in ASCs. It makes the EU once-only principle a reality in Ukraine by allowing authorities to reuse and exchange data with other authorities. *Vulyk* is a modern information system for ASCs. It helps to improve the availability and quality of services provided by ASCs by developing communication and work processes, and by increasing the accuracy of data.

Vulyk automates the work of the ASCs and speeds up the delivery of services by up to 10 times through the reuse of data from national registers via the *Trembita* system and the provision of services directly to citizens.

Funded by the EU and its Members States Denmark, Estonia, Germany, Poland and Sweden



Hannes Astok playing the Ukrainian national instrument Trembita.

Strengthening e-governance management in Armenia

07/2017 – 09/2018

The project contributes to SDGs:



eGA consulted the EKENG CISC, the coordinator of e-government projects in the Republic of Armenia, to strengthen the policy and institutional setup for e-governance management. During the project eGA developed the necessary documentation, tools and applications for launching and applying a single source state information system (CatIS). This system works as a catalogue of IT resources in the public sector serving as the main source of data for securing interoperability as well as presenting recommendations for e-government policy planning and implementation. Moreover, in cooperation with partners, eGA developed a new solution and design for the public services portal e-gov.am. EKENG is currently preparing the portal for launch.

Funded by the World Bank

Deployment of the secure data exchange solution in Kyrgyzstan

11/2017 - 11/2018

The project contributes to SDGs:



eGA supported the government of the Kyrgyz Republic in deploying the Tunduk secure data exchange solution created there in 2016. The project task included upgrading Tunduk, training IT-specialists and providing technical support for the development of public e-services.

Funded by the Estonian Development Cooperation, OSCE

Data exchange platform for Benin

2018 – 2020

The project contributes to SDGs:



The aim of the project is to develop the readiness for the government interoperability in Benin. The project will see the implementation of a catalogue of interoperability solutions (CatIS) and the launch of a secure data exchange framework in Benin. The secure data exchange framework will be based on the Estonian X-Road model with Unified eXchange Platform (UXP) software. eGA experts support the development of the organisational setup, regulatory framework, guidelines, procedures and key standards related to the data exchange platform.

Funded by the Benin Government



Raul Rikk meeting Beninese officials.

Electronic identity for Malaysia

04/2018 – 12/2019

The project contributes to SDGs:



eGA and RaulWalter experts are advising the Malaysian Communications and Multimedia Commission (MCMC), under the Ministry of Communications and Multimedia on establishing an electronic identity for Malaysia. The current plan is to establish the electronic identity for Malaysia in December 2019.

Funded by the Malaysian Communications and Multimedia Commission

Reviewing Albanian e-services

04/2018 – 11/2018

The project contributes to SDGs:



eGA experts advised the Albanian government on Albanian e-services development by assessing 35 key services provided through the e-Albania Portal. Moreover, experts reviewed the e-service registers and provided a comparative analysis of key findings, alongside suggestions for improving the current content of these registries.

Funded by the World Bank in Albania

Vietnam e-Government Action Plan

06/2018 – 01/2019

The project contributes to SDG:



eGA assists the Government Office of the Socialist Republic of Vietnam in devising a credible and realistic plan to advance e-Cabinet and e-Consultation processes and eventually move towards e-Services development. The action plan also entails how e-Cabinet, e-Consultation and e-services will fit into a data exchange platform, which will be developed in the near future.

Funded by the World Bank



E-governance workshop in Guyana.

Concept for an e-Learning Platform

04/2018 – 12/2018

The project contributes to SDGs:



Concept development for an e-learning platform to support capacity development for local government was a preliminary project for the public procurement of designing the e-learning environment for local governments in Ukraine. Within the project a concept outlining specific requirements for the e-learning environment and for establishing a sustainable governance organisation and preparing a sustainable governance model with a budget plan was developed.

Funded by GIZ within the framework of U-LEAD programme

Awareness Raising of Pacific Island Development Aid Countries

09/2018 – 12/2019

The project contributes to SDGs:



eGA raises awareness about the opportunities for digital service delivery among the governments of Papua New Guinea, Solomon Islands, Vanuatu, Samoa, Tonga and Fiji in the Pacific region. The project encourages the use of digital technologies by governments in the Pacific region, enhances their ability to define, develop, implement and resource roadmaps on e-governance, enables governments to engage donors, investors and other service support providers by fostering enduring and creative public-private partnerships.

Funded by the Australian Government, the Estonian Development Cooperation

Digital Governance Roadmap for Guyana

07/2018 – 11/2018

The project contributes to SDG:



eGA developed a Digital Governance Roadmap and Costed Action Plan for the Government of Guyana based on the existing digital governance situation.

Funded by the National Data Management Authority of Guyana

E-democracy: Focus on OGP and participatory budgeting

19



Kristina Reinsalu
Programme Director
of e-Democracy

As the health of democracy is ever more fragile, more attention should be paid to the skills and (e-)tools that empower the community.

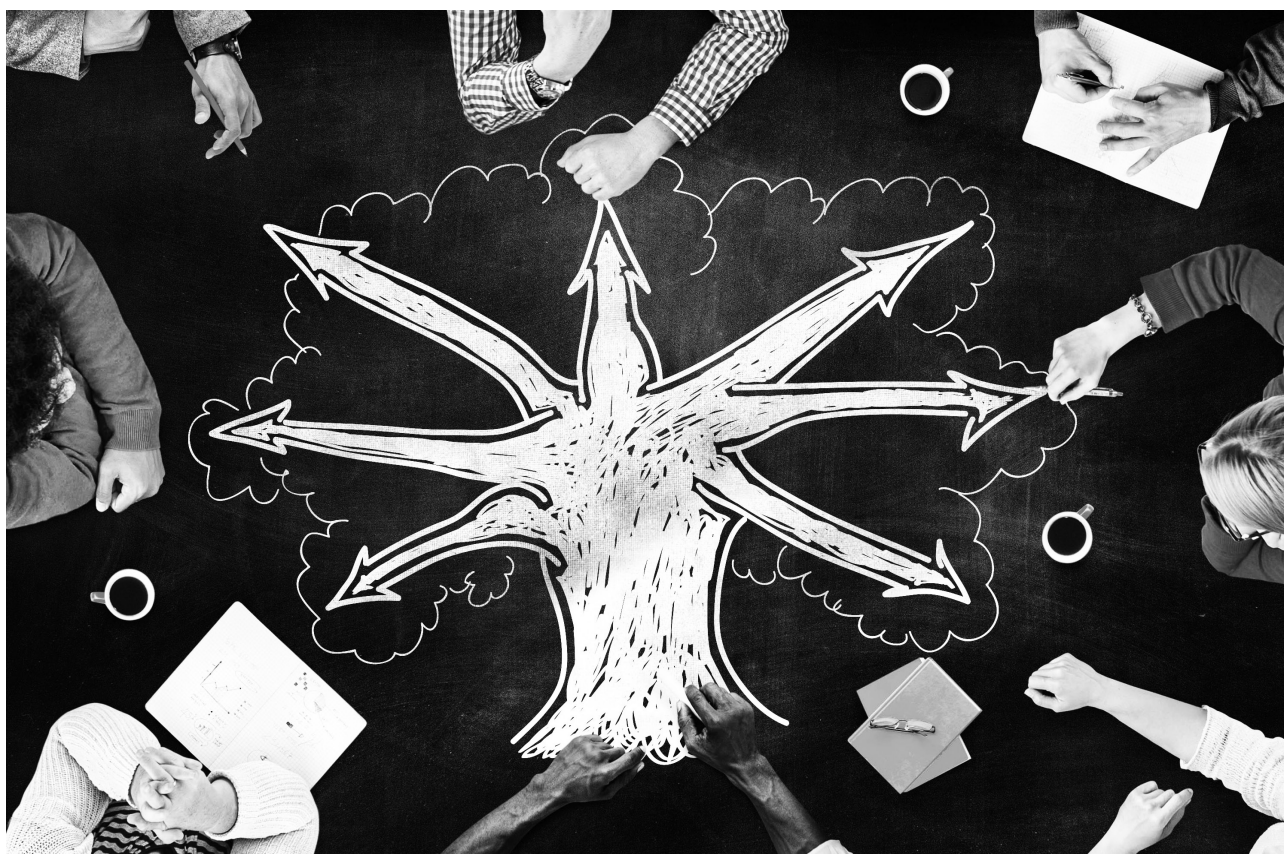
- Kristina Reinsalu

In the field of e-democracy, 2018 was characterised by the re-use of existing knowledge and practices, which we have successfully applied outside Estonia in recent years. Besides mediating this knowledge, we also piloted Estonian e-applications in Georgia.

First, we adapted and tested the local government information system VOLIS (used in Estonia since 2011) in the Georgian cities Kutaisi and Akhaltsikhe and piloted participatory budgeting (PB) using this solution. Over two years, we introduced the principles of Open Government Partnership (OGP) and Estonian solutions to more than 100 representatives of public sector and civil society organisations (CSOs) in Georgia.

Second, we re-used the knowledge gained last year from conducting the review of e-democracy in EaP countries and advised ten CSOs in the region on how to use technology to increase transparency and civic engagement.

In Estonia, we are still influencers of open governance and PB. We consulted new municipalities (e.g. Tartu municipality) on launching PB. On our initiative, the new OGP National Action Plan also includes a commitment concerning developing OGP action plans and activities in local governments. Moreover, we shared our experience of implementing an OGP methodology with delegations from countries visiting Estonia and eGA from all corners of the globe, as well as from our own municipalities here in Estonia.



Furthermore, we had the honour of organising and leading a session on PB at the OGP Summit 2018 in Tbilisi with the aim of examining the different experiences with PB and lessons learnt from Portugal, Spain, Ukraine and Estonia. We looked at PB from the civil society and local authority perspectives and discussed drivers of the PB process and barriers to its success. We shared our experience also at e-democracy events in the US, Hungary, Scotland and Austria.

The New Year brings us new challenges. As the health of democracy is ever more fragile, more attention should be paid to the skills and (e-)tools that empower the community. We are working on a new e-democracy solution – a community platform to fight corruption in Moldova.

As 2019 is an election year in Estonia and Europe, we will start a new project on the democratic participation of European youth and hopefully gather new interesting material from the Estonian elections concerning i-voting and online campaigning. Follow our blog at ega.ee!

MAIN PROJECTS

Advocacy capacity-building of NGOs in the EaP countries

06/2018 – 11/2018

The project contributes to SDGs:



In collaboration with PASOS, a Czech Republic based network of think tanks and leading civil society organisations (CSOs) from five Eastern Partnership (EaP) countries, the advocacy capacity of civil society organisations was increased, in particular to monitor and assess the preparation of national and local budgets

as well as the transparency of the use of public funds, the provision of public services and procurements.

eGA completed a survey and analysed the advocacy activities and needs of CSOs involved in the project, prepared training materials and a knowledge base containing 35 publications and other materials from CSOs, prepared and implemented three webinars, mentored four CSOs, and participated in preparing and conducting of the final conference in Budapest, where Kristina Reinsalu presented how the potential of technology can be used to increase transparency and civic engagement in the EaP region while looking at existing barriers and triggers for e-democracy.

The project was part of the EU-funded project “Partners in Empowerment” (PiE) and was co-financed by the Estonian Ministry of Foreign Affairs.



Kristina Reinsalu and Kristina Mänd (in the middle) conducting a webinar on participatory budgeting.

07/2018 - 02/2020

Funded by the Estonian Ministry of Foreign Affairs,
Open Society Institute

[illegible]

12/2016 – 09/2018

The most remarkable achievement of the project is, however, that a platform similar to the Estonian VOLIS was adapted to the Georgian context and is now operational. In addition, Kutaisi and Akhaltsikhe piloted participatory budgeting using the VOLIS system. These two pilot cities attracted a lot of attention in Georgia and hopefully gave a new boost to Georgia's local democracy.

Funded by USAID and the Estonian Ministry of Foreign Affairs from the funds of development cooperation and humanitarian aid.

Choose a region

1.  Lithuania
2.  Spain
3.  Estonia
4.  France
5.  Germany
6.  Slovakia
7.  Singapore
8.  Czech Republic
9.  Finland
10.  Italy

See all countries

National Cyber Security

Improved Cybersecurity Index and new web environment



Raul Rikk
Programme Director
National Cyber Security

In 2018, the National Cybersecurity programme focused on improving the National Cybersecurity Index (NCSI). Development activities were carried out in three areas:

1. Development of the Index methodology;
2. Development of the web environment;
3. Collection of data on countries.

The most important change to the improved Index is that the new methodology considers EU cybersecurity principles established in recent years. We included in the Index those indicators that show whether the legislation of a country includes the cybersecurity aspects emphasized in the EU NIS Directive¹, the eIDAS Regulation² and the GDPR³.

We also simplified and clarified the Index methodology. The improved Index illustrates the level of national cybersecurity broken down according to 12 capacities and measured using 46 indicators. The focus of assessment continues to be aspects of cybersecurity within the sphere of the responsibility of the central government.

In 2018, the index website underwent a major revamp to improve its user-friendliness. We updated the website logic, added functionality and developed a completely new design that adapts to connected devices. Now, it is possible to obtain a better picture and compare the development of countries using different indicators. Users can download a 2-page PDF overview for any country.

¹ The Directive on Security of Networks and Information Systems

² The Regulation on Electronic Identification and Trust Services for Electronic Transactions

³ The General Data Protection Regulation

⁴ Index of Cyber Security Indices 2017. (www) https://www.itu.int/en/ITU-D/Cybersecurity/Documents/2017_Index_of_Indices.pdf, page 5.

The NCSI has taken on a global dimension with the inclusion of data on the level of cybersecurity in 125 countries.

- Raul Rikk

Over the last year, we worked diligently to collect, verify and publish the data. The Index has now taken on a global dimension with the inclusion of data on the level of cybersecurity in 125 countries. All evidence is published on the internet and accessible to all interested parties. The updating of data will continue in 2019, as the Index is reviewed on an ongoing basis.

A comparison of cybersecurity indices carried out by the International Telecommunications Union shows that the NCSI is one of the most detailed indices in use.

In addition to developing the National Cyber Security Index, we advised the governments of the Republic of Benin and the Kingdom of Tonga on the development of cybersecurity.

A comparison of cybersecurity indices, carried out by the International Telecommunications Union, shows that the NCSI is one of the most detailed indices in use.

- Raul Rikk

MAIN PROJECTS

National Cybersecurity Index

2018–2020

The project contributes to SDG:



NCSI, launched in 2016 and improved in 2018, aids in systematically measuring and building national cybersecurity capacities. The project focused on developing a new website, improving the methodology and evaluating the data.

Funded by the Estonian Ministry of Foreign Affairs through development cooperation

Development of Moldova's cybersecurity capacity

2017

The project contributes to SDG:



Through the improvement of legislation, the development of a new national cybersecurity strategy, and the provision of training and advice, we will help the Moldovan e-Governance Agency to develop secure e-government.

Funded by the Estonian Ministry of Foreign Affairs through development cooperation

e-Governance Training



Annela Kiirats
Director of the
e-Governance Training

One of the main areas of eGA has been the provision of the e-governance training programme for countries that need guidance in building up their e-societies. Coming for a study tour to Estonia, or inviting Estonian experts to visit is often the first contact in getting to know what e-governance actually means, as very often organisations face dilemmas when considering how to start building electronic solutions for the government.

Our mission is not only to introduce Estonian and international practices in building electronic governments, but also identify the needs and map possible solutions for countries that are still in the transition phase and dreaming about full records of their citizens, data exchange between government offices and more. We always want to create dialogue with the local leaders and heads of e-governance, to be the supporting hand they need.

We always want to create dialogue with the local leaders and heads of e-governance, to be the supporting hand they need.

- Annela Kiirats

eGA organises up to 30 study tours in Estonia annually - usually a week-long course to provide enough time to go deeper into different topics. The courses are "tailor-made" - meaning that there is no single standard programme, but we adjust the content based on the expectations of the participants. To that end we have a contact person in the country who can share up-to-date information and define the outcomes that are expected from the study tour.

The eGA team of experts have hands-on experience with building e-government organisations, developing legislation, managing change and planning ICT architecture in Estonia and other transition countries. Besides our in-house team we involve external experts and lecturers from

- government
- private sector
- academic fields to bring in different viewpoints (universities, research units, etc).



Annela Kiirats demonstrating
Estonian e-services.



Our experts are up to date with all the different developments in e-governance as members of various e-government related roundtables and teams in Estonia and attending international events to draw parallels with different e-societies in the world.

If your country has set a course to build its own e-government, our courses function as the perfect kick-off for further activities; in the best circumstances they have transformed into larger cooperation projects. Let's build an e-society for you!

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- Anneli Kiirats

Courses in 2003 – 2018

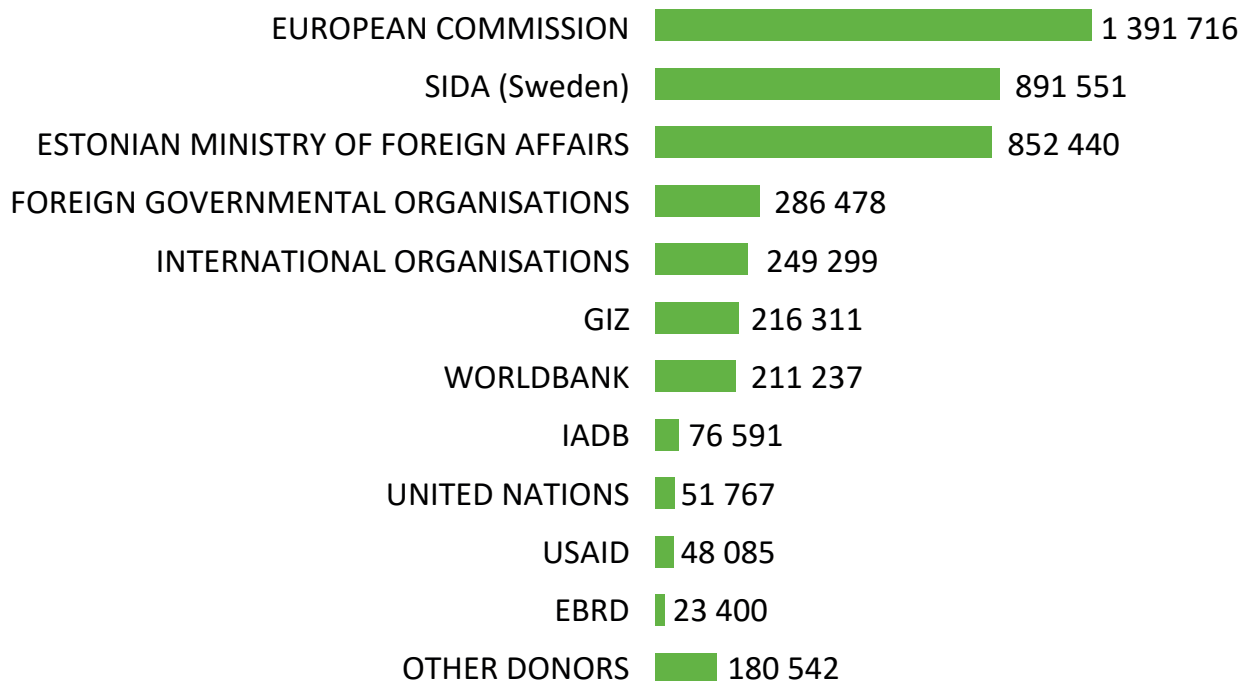


Courses in 2018

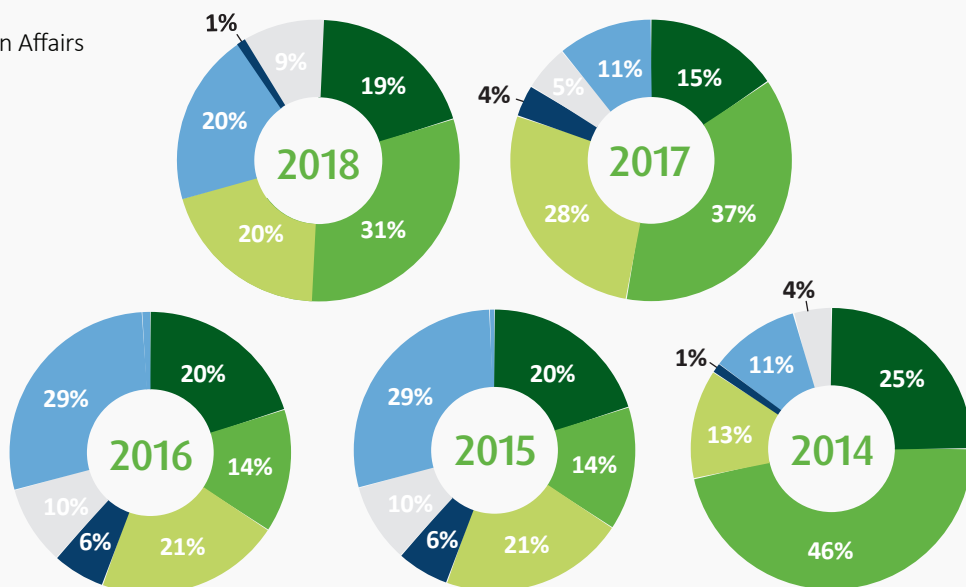


eGA's Activities in Figures 2002 – 2018

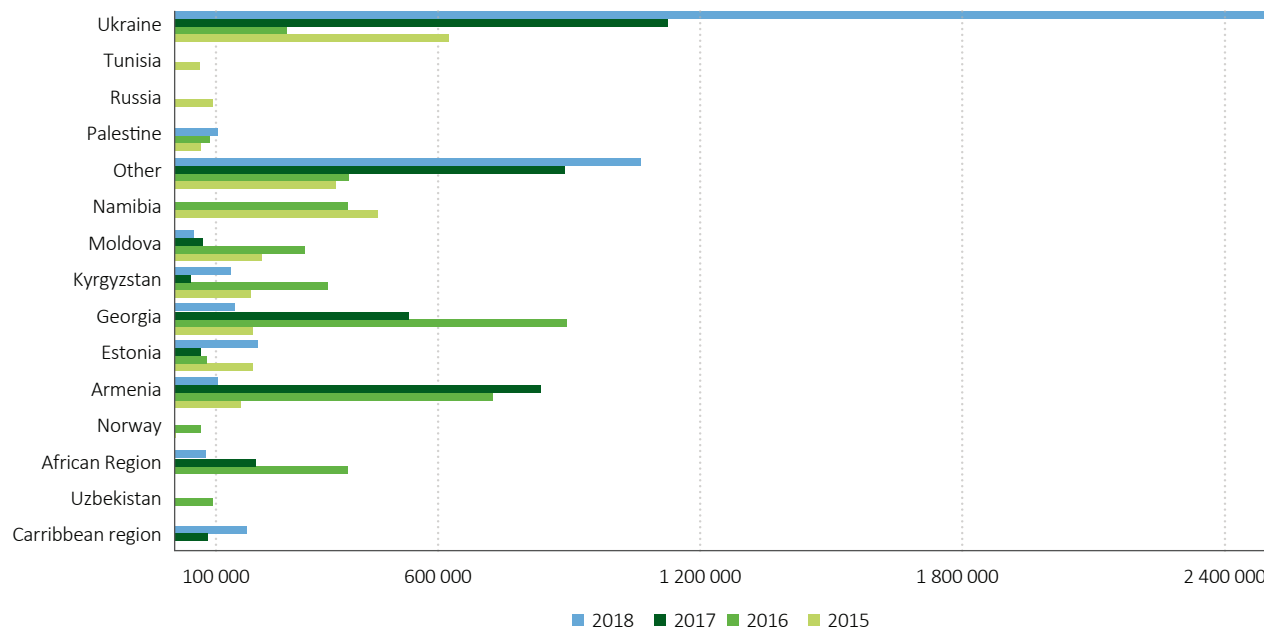
Donors in 2018



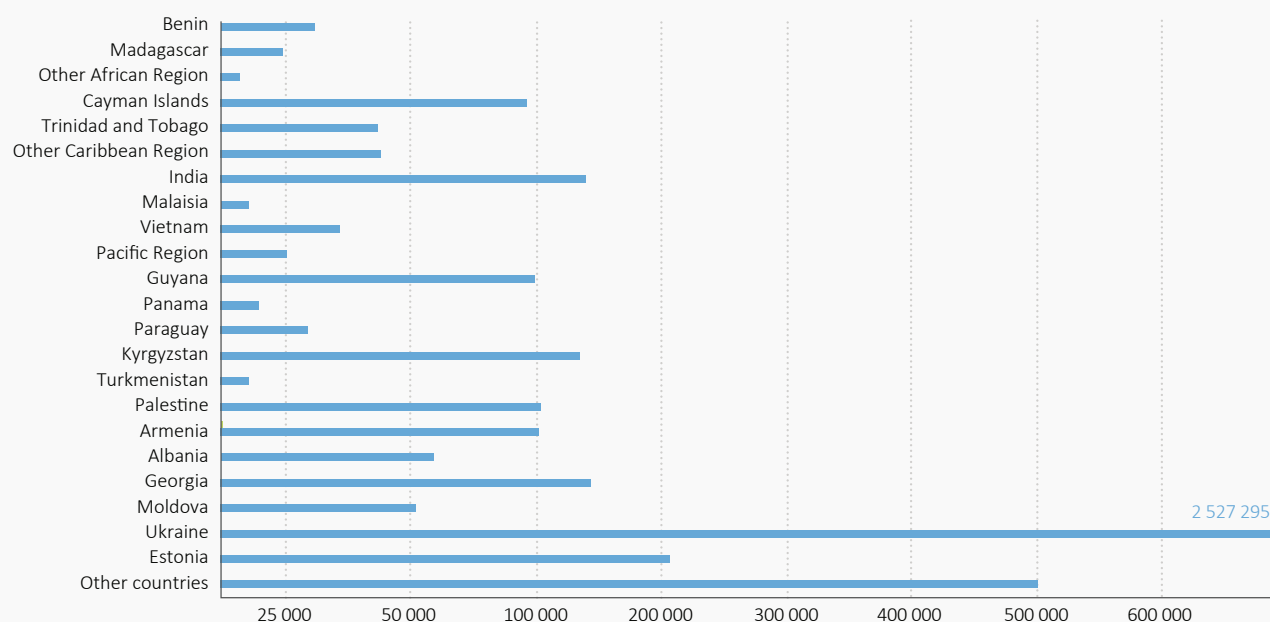
Income by source in 2014 - 2018



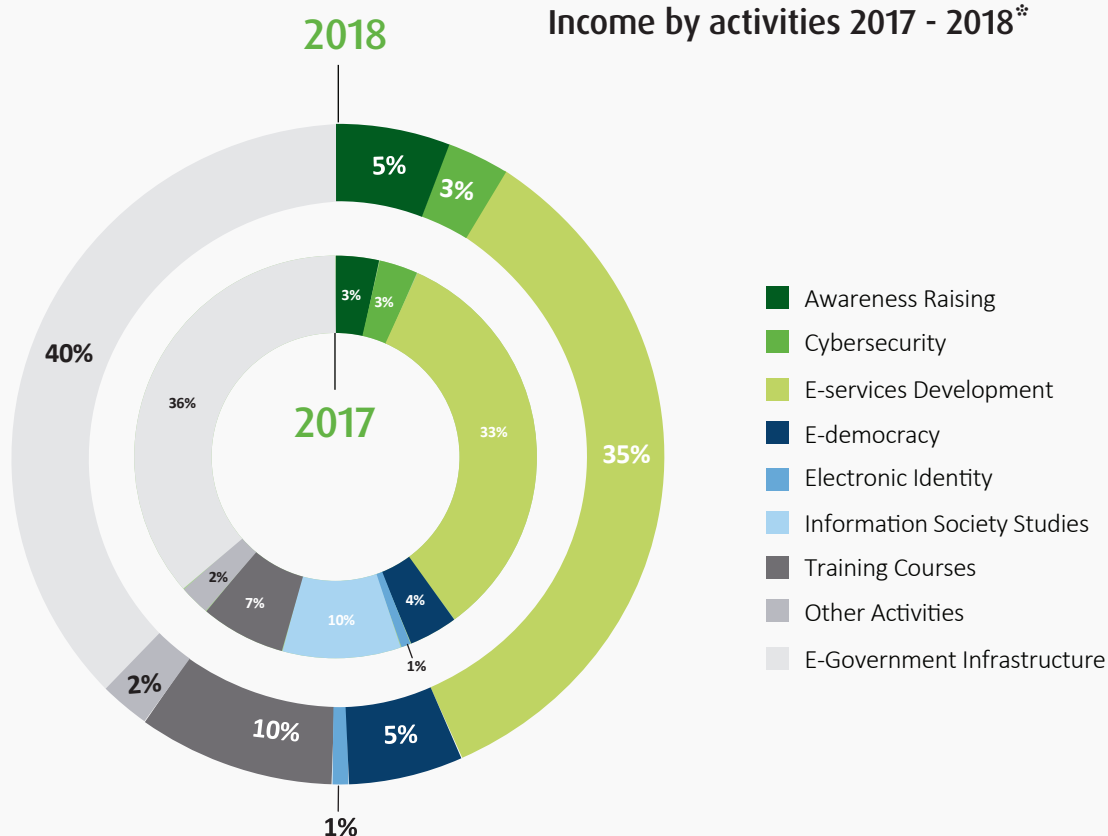
Beneficiary countries in 2015 - 2018



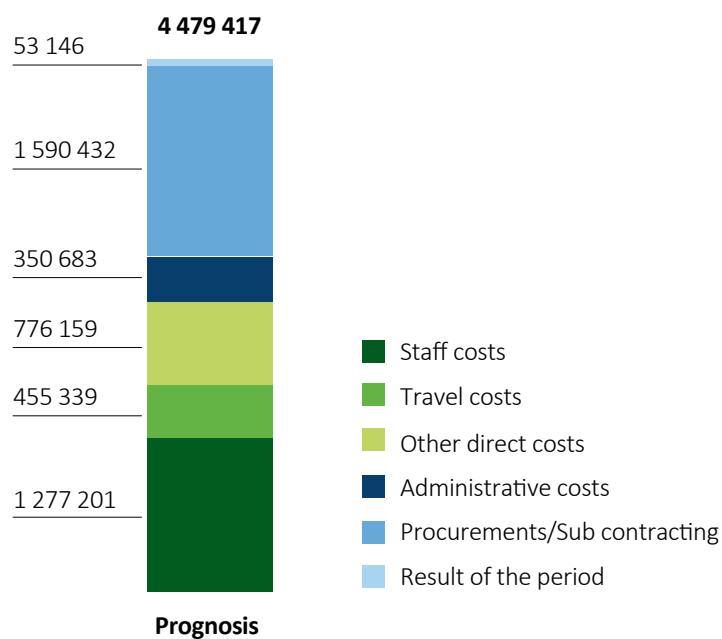
Beneficiary countries in 2018



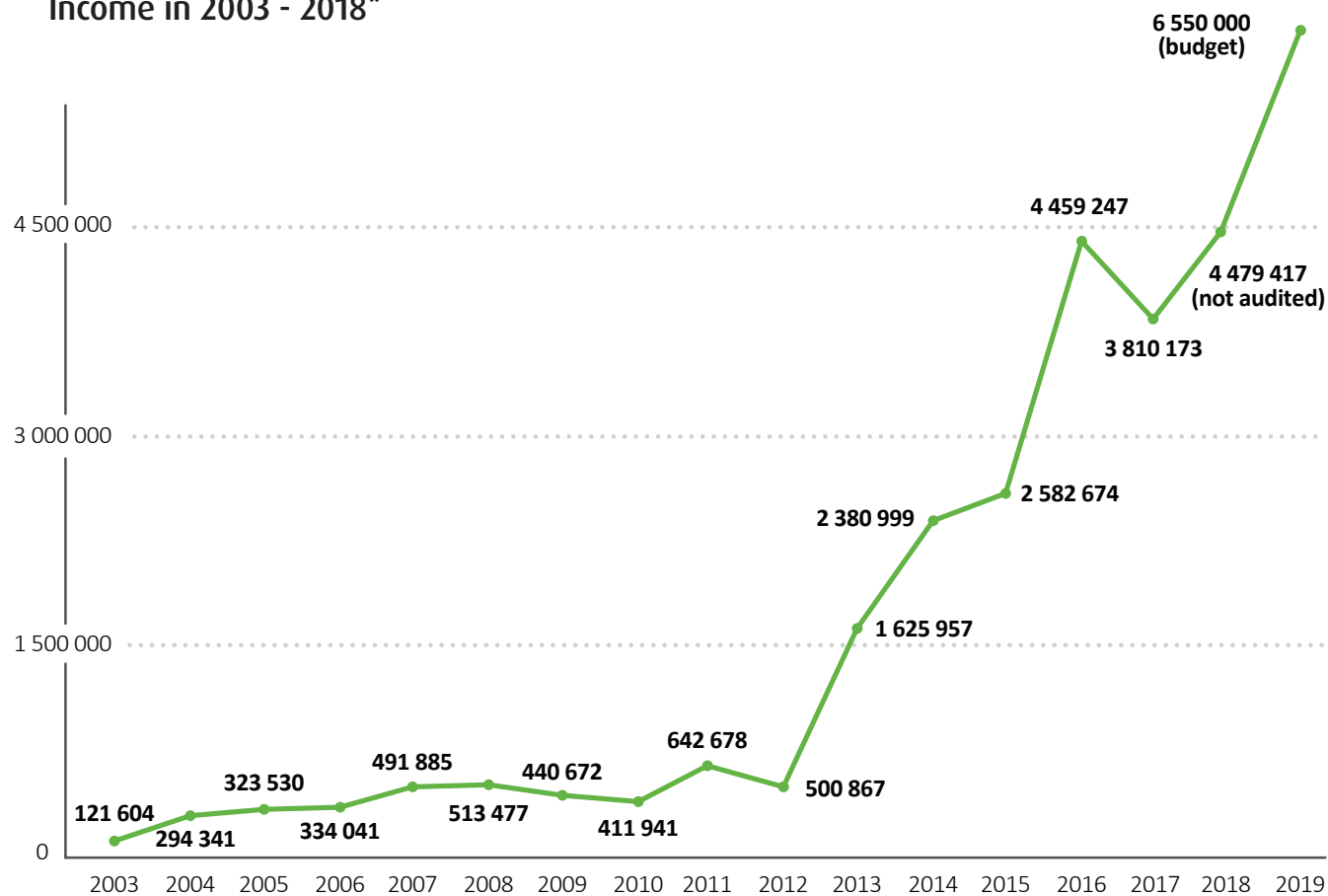
Income by activities 2017 - 2018*



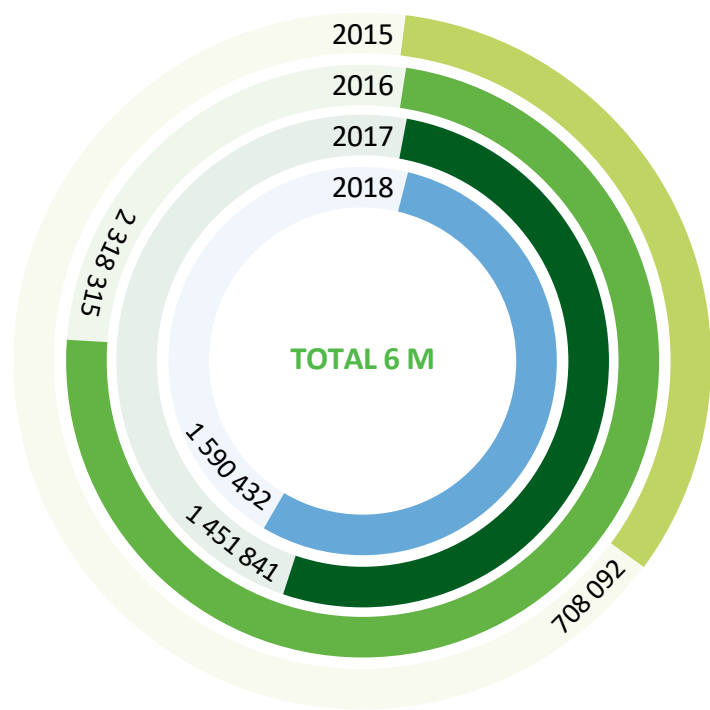
Income and expenditure 2018*

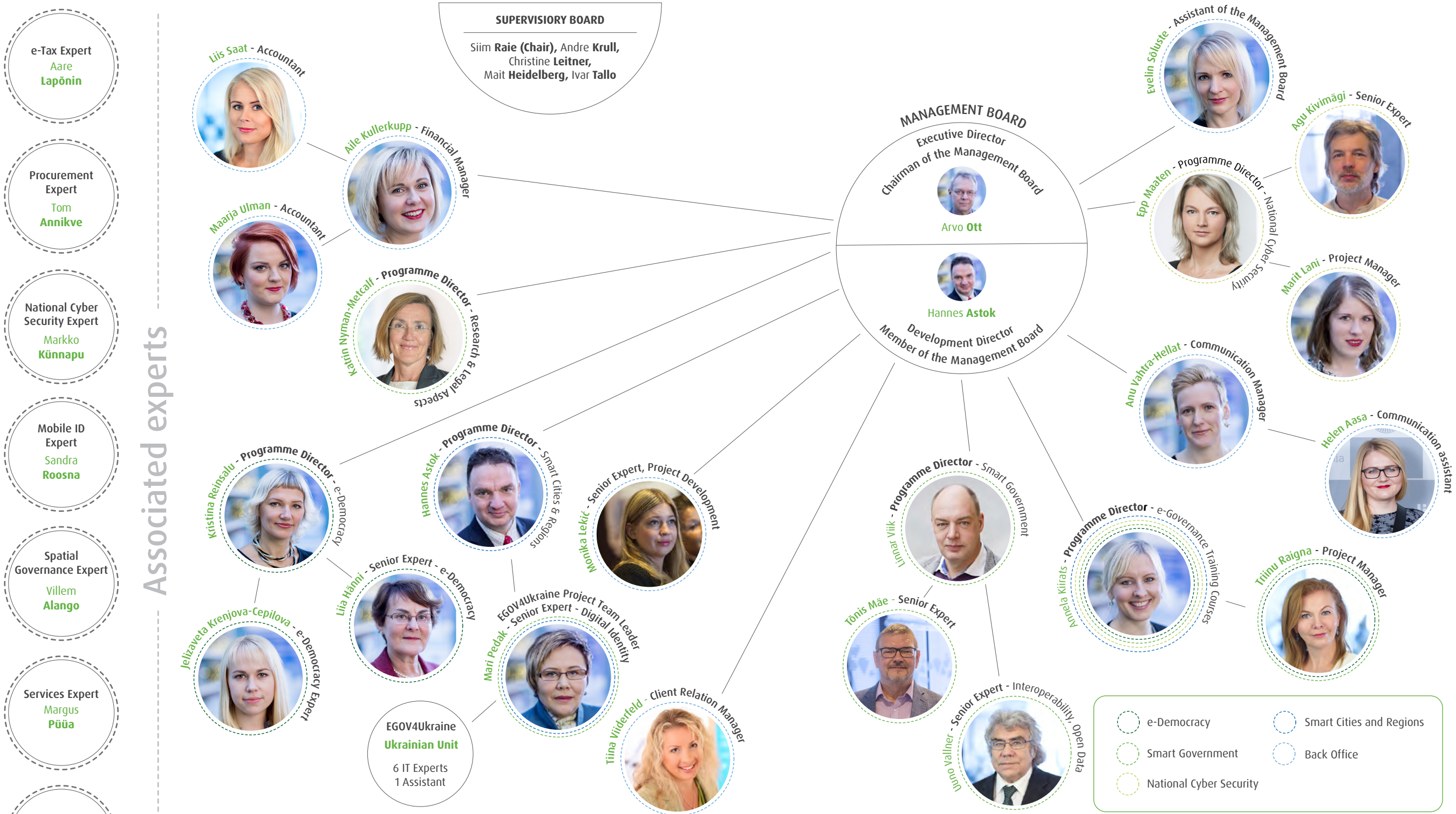


Income in 2003 - 2018*



Procurements and sub-contractors in 2015 - 2018





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