Let's share best practice in e-government!

Trainings with the e-Governance Academy

eGA
e-governance academy

KODANIKUÜHISKONNA TOETUSEKS

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Introduction from the Head of e-Governance Trainings

Annela Kiirats

Why Study e-governance in Estonia?

In our country, e-governance has proven its effectiveness for both officials and citizens. Estonia has by far the best-developed ID-card system in the world, providing access to a range of online services and helping save 2% of Estonia's GDP. Our digital signature system allows the signing of documents from a distance, improving the efficiency of contract agreements. 98% of tax returns were filed via the e-Tax Board in less than 5 minutes, with governments sessions taking 20 minutes (see for yourself in the video on our webpage! www.ega.ee/domains /central-e-government). Estonia became the first country in history to make internet voting available in a nationwide election. More than 50% of our drivers pay for parking via their mobile phones. 100% of our schools and government organizations have broadband connection and WiFi coverage is consistent across the country.

It isn't e-Narnia, a fantasy scenario. We are giving you an opportunity to see and understand how e-governance works in reality. Our experts, both in-house and external from a range of fields, are ready to present the best practices on e-governance for the world and help other governments find their path to more effective and transparent governance.

What we do

Our trainings are built from practical experience gained both in Estonia and in the multitude of other countries we have worked with. Our network of experts commands significant expertise in e-government development, gained through high positions in government institutions over the past fifteen years since the creation of the e-Estonia image.

Through our trainings and study visits, we introduce ICT-related solutions and provide consultations for delegates from a variety of positions from decision makers to field experts and technical staff for productive discussions. Through this method, we provide multi-layered insight and can even help streamline decision processes for plans to be confirmed and initiated through the collaboration of all delegates at present.

Attending the study tour was a great motivational experience!

Radha (India)

Why train with us?

Our unparalleled expertise is based on:

First-hand knowledge of e-Estonia's successful experience in implementing e-government and e-democracy.

Worldwide experience in identifying and implementing the best processes for transferring e-government-related knowledge, including Estonia's experience, to other countries.

Extensive understanding of transitional societies, including related political, economic and cultural issues. Remarkable expertise of our experts on ICT development in the public sector.

Flexibility in the design of training courses, the advising of interested parties, and the implementation of different international projects.

Access to networks, competencies and resources from international development organisations, NGOs and the government of Estonia as well as other countries at local, regional, and national levels.

Successful cooperation with esteemed donors including the European Union, World Bank, UNDP, USAID, United Kingdom and Swedish Government Open Society Foundation, and the Estonian Ministry of Foreign Affairs.

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Switzerland works very good today and we ask ourselves, if there is a real demand for e-revolution?
Seeing Estonian e-socity, we are convinced that „e" makes everything even better

Marc Osterwalder
(Head of infrastructure departement)

Where did Namibian government gain the idea for its own interoperability framework?

In April 2013, a delegation of Namibian officers had a training session that included information about the interoperability framework used in Estonia's X-Road.

After two years, the country began developing its own interoperability network within the same guidelines. Namibia has implemented the government interoperability solution in cooperation with the e-Governance Academy and Cybernetica, improving the efficiency of their ministries, offices, agencies, and other government institutions since.

How did Moldova gain the knowledge to develop its cyber security?

As one of the first partners of the e-Governance Academy, the Moldovan government sent several politicians and high officials to Tallinn for training.

Now, eight cooperative projects later, Moldova has benefitted immensely from extensive development of its e-Government. Of particular note, the e-Governance Academy has implemented two projects with the Moldovan government concerning cyber security.

As a result, Moldova now has a well-developed cyber security capacity, access to multiple experts in the field, and several international resources for further development.

w did Ukraine develop its overnment capabilities?

ple Ukrainian officials have participated in
ng visits to Tallinn over the course of three
cts conducted by the e-Governance Academy. In
visits, the delegates learned from considerable
ience in fields ranging from digital document
gement to mobile applications.

Ukraine has made considerable strides in
ernment, particularly on the local level, providing
encies and citizens with a range of services.
onally, the Ukrainian government now has
s to e-governance resources through its own
ernance centre in cooperation with the
ernance Academy and with financial support by
wedish and Estonian Development Funds.
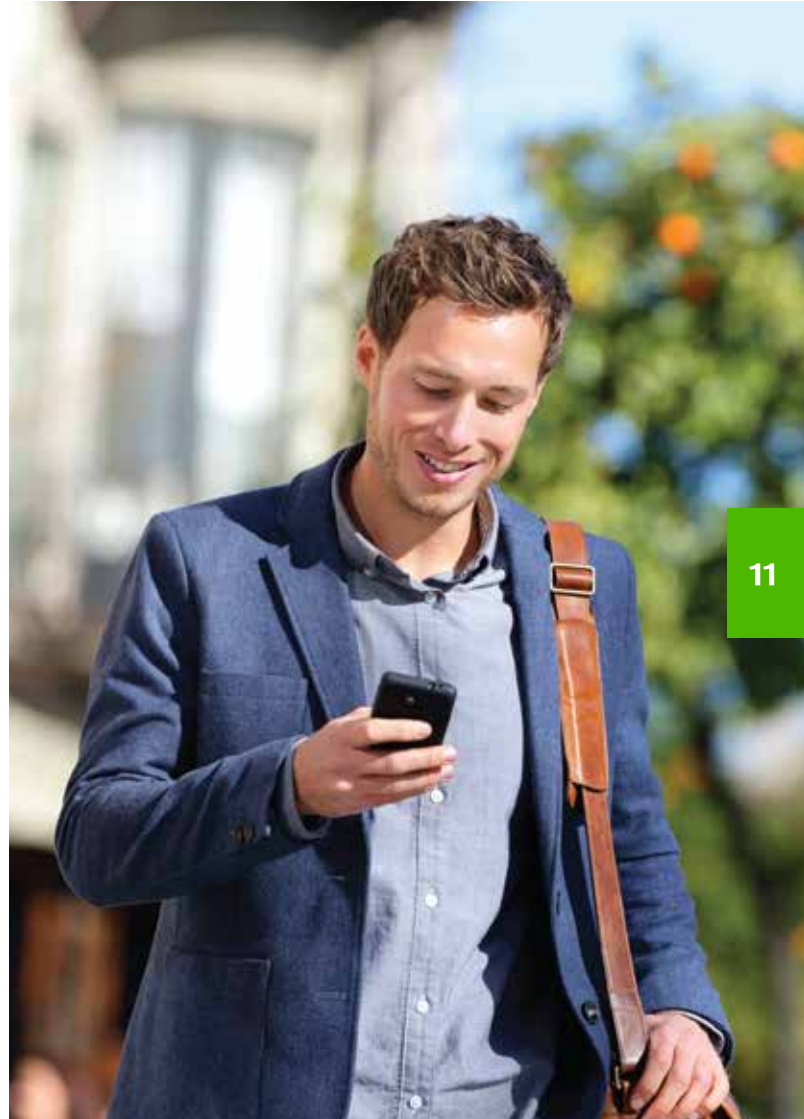
How is Armenia improving its e-service delivery?

As part of its efforts to improve e-services for citizens, Armenia participated in trainings on e-Governance methods to improve costs, transparency, and ease of access for their public sector operations. Training topics ranged from X-Road to cyber security, each aimed not only at educating the delegates participating but additionally towards making them capable of further spreading awareness in their own country.

Now, Armenia is involved in the PADOS project with other Eastern Partnership countries and is concluding the "Transactional e-Governance Development" project with the e-Governance Academy.

Our courses are developed in close collaboration with client organisations in order to tailor specific training programmes to meet their needs and priorities. This collaboration is complemented by twelve years of experience in providing consultations in various countries, enabling us with considerable background knowledge on topics of importance for our courses. With each course, our experts are able to provide up-to-date lectures, situational analyses and relevant suggestions.

Our training courses include group lectures, discussions, and site visits to government organisations, educational institutions, NGOs, and private sector companies in order to provide a range of insight on each institution's role in the development of open information society. Additionally, eGA provides participants with the opportunity to have individual appointments with public officials and representatives of various institutions to meet their individual interests and needs.
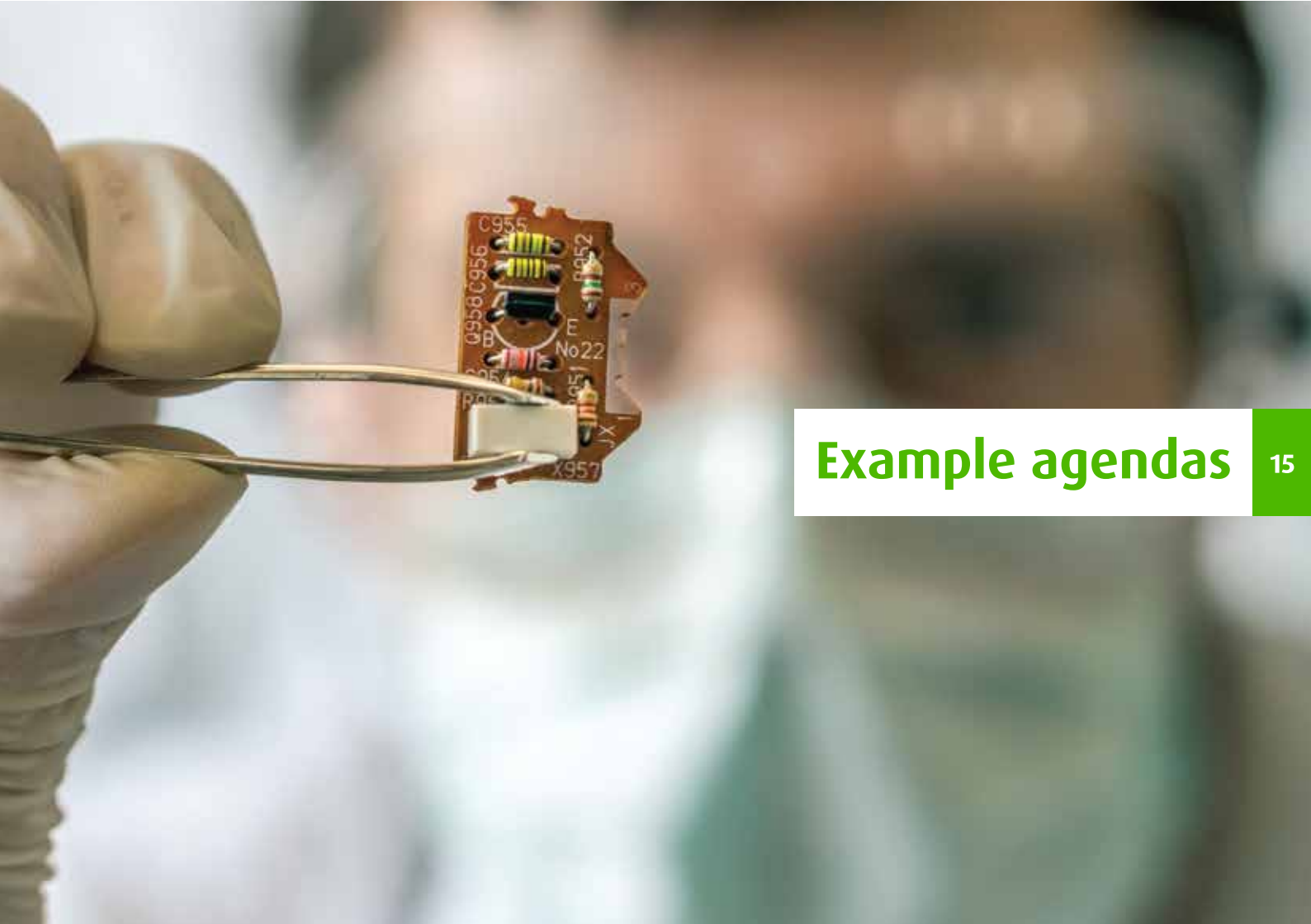
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eID technical solution in Switzerland is ready for 2 years, but no-one actually uses it. We are eager to learn how Estonia succeeded with the project, so it is actively used today and people are happy

Patrick Peter Strasser
(Head of citizen services departement)

E-government development on local level (5 days)

For this course, our experts collect, analyse, and share the best local-level e-governance experiences from around the world. From this, we offer training and consultancy for local and regional policy-makers, officials, NGOs, and citizens' groups. The training course introduces a range of key practices, accompanied by study visits to relevant local governments.

Focus areas include interoperability framework between central and local levels, the role of ICTs in municipalities, principles of launching, managing, and auditing local government ICT projects, the practical implementation of e-government, development of local web services and e-services, development of electronic document management systems, formation of an ICT budget, and e-Involvement for citizens in local decision-making.

> **We have our eyes opened now for different possibilities in using ICT-s**
>
> Kwaku (Ghana)

Capacity building of civil society in e-Governance Development (5 days)

This course expounds e-government architecture and means for electronic actions, through which we explain the role of civic institutions and citizens in supporting e-governance development in the country. The Estonian decentralized model supports public private partnerships as well as civic involvement in achieving the goals for more transparent and open society.

It is really eye opening what digital ID can achieve

Daniel Martinelli
(Head of Energyconsulting)

E-Governance and ICT policy (5 days)

This course, designed for public-sector leaders, local government officials, for mixed delegations from both public and private sector, from decision-making level to technical staff, etc. provides insight into Estonia's experience implementing information society policies and providing examples on different services.

Over the course of twenty topics, we examine the public-private partnership model and analyse public involvement in the decision-making process with special attention to the importance of political will and individual steps.

The programme was like a cocktail of distinctive flavours – so many useful areas included

Maryia (Belarus)

Who we are

e-Governance Academy

The e-Governance Academy (eGA) is a think tank and consultancy organisation founded for the creation and transfer of knowledge and best practices concerning e-governance, e-democracy, and the development of open information society.

eGA trains and advises leaders and stakeholders in the use of information and communications technology (ICT) to increase government efficiency and improve democratic processes. Additionally, eGA assists in the implementation of e-government technical solutions.

The e-Governance Academy is an independent and mission-based non-profit, non-governmental organization, brought into existence by the United Nations Development Program, the Open Society Institute, and the Government of Estonia in 2002.

eGA is audited annually by an internationally accepted audit company.

Contact us and let's find out how your government or civic institutions could benefit from e-governance!

The total budget for the trainings depends on the agreed agenda (the number of days and additional logistical coordination such as accommodation, meals, city tours, etc.) and on the number of participants. The e-Governance Academy is a project-based foundation without an established donor organisation for its projects. Thus, the funding for training courses, study tours, and other project activities is provided either directly from target countries or through the support of international donor organisations.

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