

Formation from public administration to citizen-centric e-government

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Annela Kiirats

- At e-Governance Academy since 2004
Programme Director on e-gov trainings
Conducting customised e-gov training courses
Assessing training needs for countries
Implementing projects
Lecturing
e-Governance Expert
- 2002-2004 in Estonian Newspaper Association
- Graduate of Tallinn University of Technology,
MA 2005 on informatics



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How to build e-governance?

- Political will to make decision
- Organizational structure to keep sustainability (coordination, supporting laws, budgeting, interest)
Bring others on board
- Do not be afraid of fast changes, start from somewhere
- Create communication with people, don't assume
- E-government is never ready, be prepared for innovation and changes



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Paperless cabinet meetings (political will)

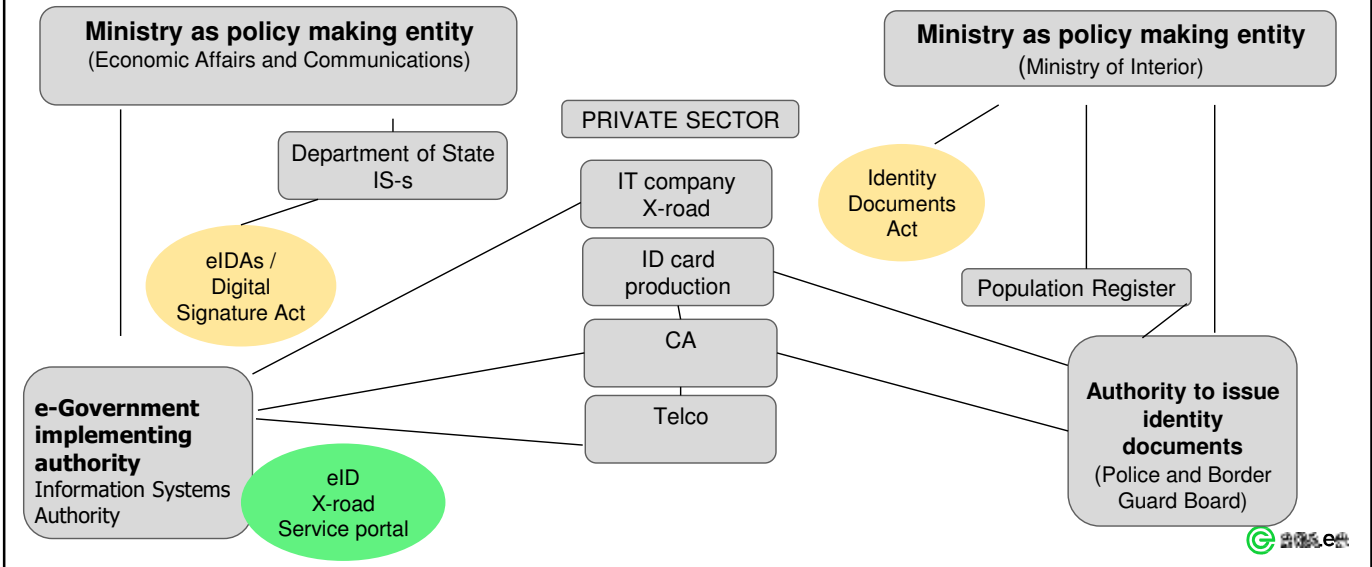


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Responsibilities and cooperation

(organizational structure)



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Create communication

- Create interest in people towards e-services (awareness)
- Support increase of digital skills for citizens (training)
- Knowledgeable people demand better services (sustainability)
- Listen to people, ask what they want?
- Be available (help desk 24/7 etc.)



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Unique ID code for a person

4 71 01 01 003 3

4 – gender / century of birth

71 – year of birth

01 – month of birth (January)

01 – day of birth

003 – sequence number of persons born on the same day

3 – checksum digit calculated according to the algorithm of a national standard



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Identity management

- State responsibility to keep the **civil registry**
- State responsibility to keep **data updated** (births, deaths)
- State responsibility for centralized identity management
- State responsibility to **verify** a person
- unique ID (1person=1number)



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Summarizing - eID:

1. ID card for all users in the similar format
2. Chip contains only as much as needed, and as little as possible (data updates in databases)
3. State provide e-mail for easy contact
4. Should be available for a natural-person (not role-based)
5. Voluntary vs. mandatory
6. Not too expensive
7. User-manuals, awareness, support



EGA.ee

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Secure data exchange

Secure P2P data transfer on the legitimacy principle

Processes described in X-road regulation

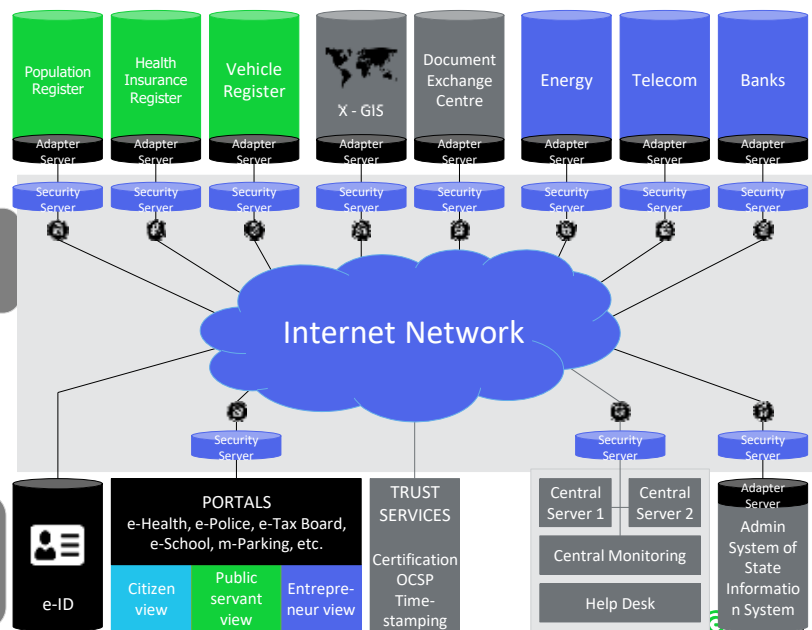
How much data and by whom?

User identifier = electronic ID

Unique ID connected with each data-set in databases

Data sharing logged

Data updates in databases, not on ID card



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Citizens' need for e-government:

- Interest
- Digital skills
 - secondary school level - informatics
 - university level – BA - e-government basics
 - university level – MA – e-gov in details
- Tools
 - device
 - access key – eID
 - *secure data exchange provided*
- Awareness
 - informative campaigns
 - knowledge on data protection
 - *Data Protection Agency exist*
- Help desk 24/7 availability



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How to avoid digital divide and raise a digital nation?



Via education

Supporting ICT in schools (computers, Internet, teacher training, ICT in subject teaching)
Estonian Goal in 1997 – atleast 1 computer with internet per 10-20 pupils in each school



Via supporting the use of Internet / internet penetration

In Estonia 1997 PIAPs, Funded from the UNDP development Funds
00 Public Internet Access Points by Look@world in 2001



Via supporting computer literacy for adults

Private sector initiative Look@World (2002-2004) to teach citizens to become computer literate,
continued the initiative to create PIAPs



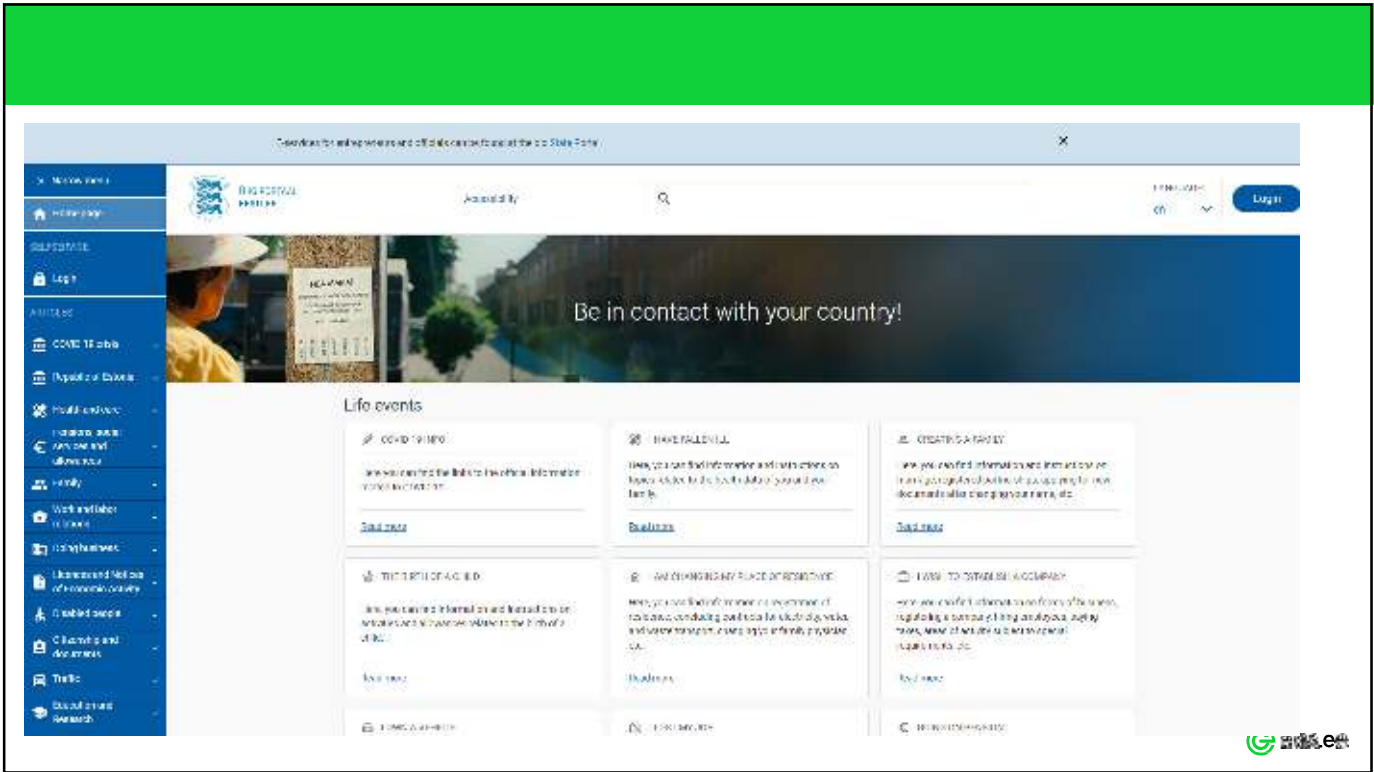
Via sustainable efforts on teaching how to use smart devices

Come Along 2009-2011;
Smartly in the Web (2015); Smartly in smartphone (2018), etc

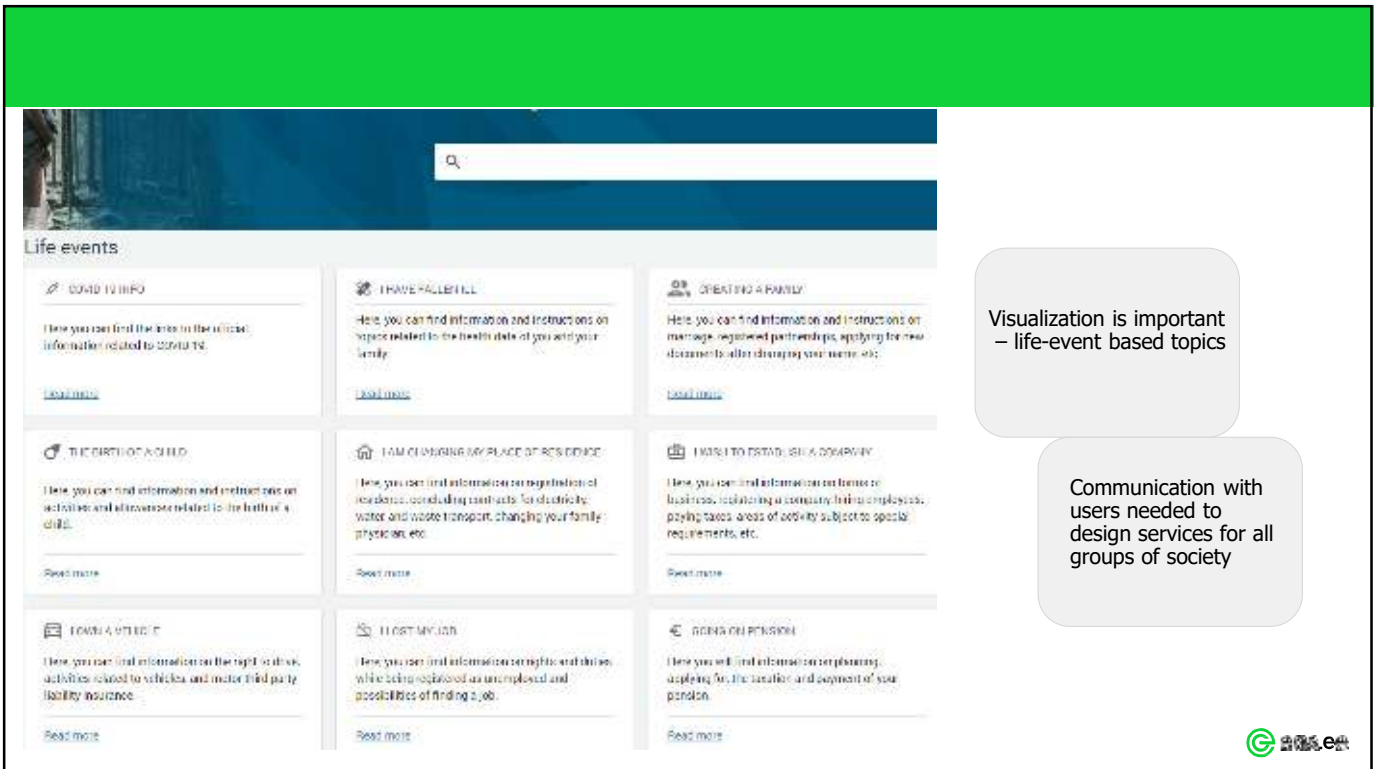


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My data in citizen portal

The screenshot shows the Eesti.ee citizen portal. The main header includes the logo and navigation options. Below the header, there is a section for 'Life events' with icons for 'Track your bill', 'Send to family', 'Track a child', 'Linking together services', 'I would like available exceptions', and 'Get document of the event'. A 'DPA' button is visible at the bottom right of the main interface.

A detailed view of a life event is shown in a separate window, listing the following data:

2020-07-07T14:15:00	PAULA VALLAVALLI TAS	ETIS MINE ELUSTARBEKAS OLETITUD PÄRIND
2020-05-12T18:45:00	MAARIT OZARBI	ETISUSMINE ETISUSLISER KORDA PÄRIND ETISUSKORDIDE LAEK
2020-05-02T10:00:00	RIINA KROHNS	PERIAAR
2020-05-07T12:00:00	Repostaru - 402000001	PÄRIND OVAISIKU KAVANETT KASUTAMISE KOHTA
2020-05-07T12:00:00	Repostaru - 402000001	KODANIKU LÄHTE ETISUSKORDA KORDA ETISUSKORDI KESKSE ETISUS
2020-05-07T12:00:00	Repostaru - 402000001	KODANIKU PÄRIND ETISUSKORDA KORDA ETISUSKORDI KESKSE ETISUS
2020-05-07T12:00:00	Tarviku linnaleht - etelise linnalehe Keskus	ETISUSKORDI PÄRIND OVAISIKU KORDA LAEK
2020-05-07T12:00:00	REPOSTARU	PERIAAR
2020-04-20T11:45:00	tonise J HOOVI - info@tonise.ee Keskus	ETISUSKORDI KORDA PÄRIND ETISUSKORDI LAEK
2020-04-10T08:00:00	REPOSTARU	ETISUSKORDI ETISUSKORDA KORDA KORDA PÄRIND ETISUSKORDI LAEK
2020-02-09T14:00:00	LINDREKESKSE VASTA OÜ	ETISUSKORDI PÄRIND OVAISIKU KORDA

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E-citizen lifecycle

- Birth of a child
- Going to a kinder-garten
- Going to school
- Voting
- My health
- Getting drivers licenses, buying a car
- Going to work
- working from a distance
- Establish my own company

- Participating in local life
- Travelling in the world
- Getting my real estate
- Getting married
- Getting a child
- Going to a pension
- Passing away



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E-government in education

- Computer classes and stable internet connection in all schools
- Flexibility for schools in teaching
- Teacher training & Modern ways of teaching (combining subject teaching, robotics and iPad in primary school, etc.)
- PPP in using private sector solutions in schools and kindergartens (e-school, studium, Eliis, etc.)
- Distance learning when physical classroom is not possible
- More independence, but constant support to students

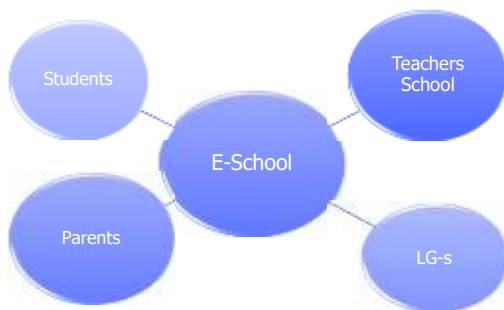
Knowledge starts from schools, so education sector plays important role



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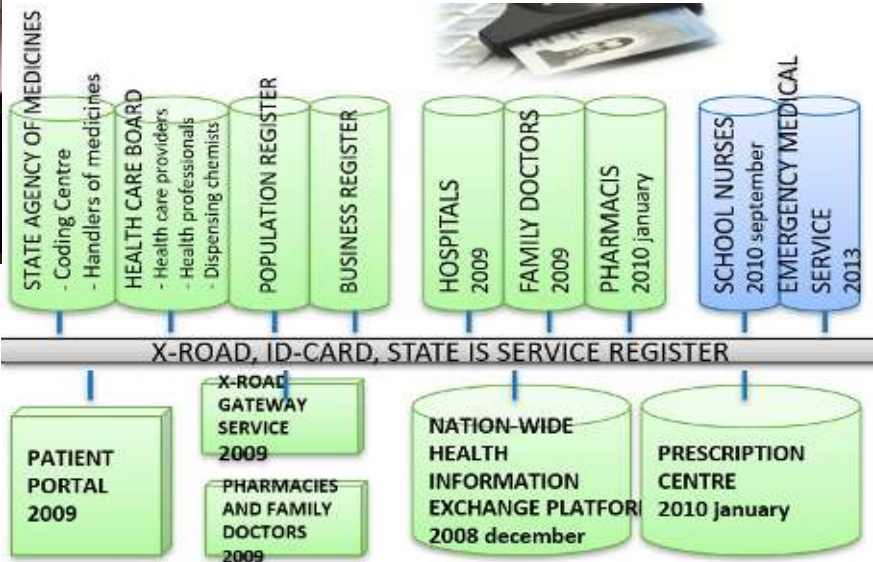
E-school / m-school / e-kinder garten

- You can participate in your child's school life digitally:
 - see grades
 - send absence notes
 - communicate with teachers
 - see information on teachers



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E-HEALTH (x-road as a backbone)



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Representatives

Statements of intention
Click on the box to view and prepare statements of intention, click on the information sign for more information.


Managing accesses to health data
Click the box to manage accesses for medical commissions of the area of management of the Ministry of Defence, click on the info icon for more information.

Notifications
Click on the box to view notifications, click on the information sign to receive notifications on your e-mail or to view additional information.

Book an appointment

Logbook

Ambulance/emergency 112
Family doctor's hotline 1220
Poisoning information phone number 16662



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Logbook

Additional information

Specify log search:

- Logs about health data inquiries from the health information system
- Logs about my own inquiries from the health information system
- Logs from Eesti Tootukassa information system about experts' inquiries

Log entry type:

Date range: 1 January 2021 - 5 May 2021

Search

Search all

Visible logs: 2

Date	Data	Person's name	Organisation/registry code	Justification
18 February 2021 08:26	1264813 (Dokumendi registreerimine)	IRIS RANNIT-RANDVEER tödelevistoid 004488	Qualitas Arstikeskus AS	
17 February 2021 16:55	htl/medicover/20407523 (Dokumendi registreerimine)	Meel Glückmann laborimeditsiin 005979	SYNLAB Eesti OU	

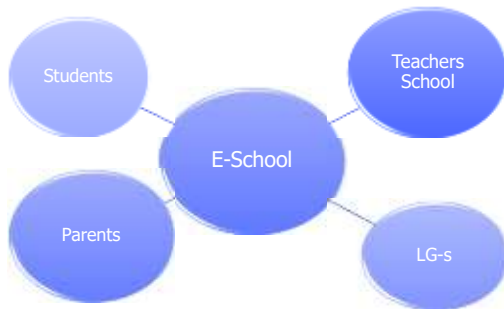


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E-school / m-school / e-kinder garden

- You can participate in your child's school life digitally:
 - see grades
 - send absence notes
 - communicate with teachers
 - see information on teachers



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- Data should be digitized before we can plan secure data exchange
- Stable connection (power and internet availability)
- Secure eID needed for all users (natural persons)
- Interoperability available (data exchange, legal regulations in place, data standards agreed, data protection assured, etc)
- Political support needed as "no end date" decision for the country. Can not be political "vote-catcher" only
- Sustainability in e-government processes needed (implementer level process)
- Training of officials – understanding that use of ICT is part of normal working day, not personal/extra time to practice
- Awareness to citizens to explain the e-government concept



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**Let's make digital transformation happen!
Everywhere.**

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