

European best practice of e-Governance, Estonian example

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Agenda

- Stepping stones of e-Estonia
- Fundamentals of current pioneer position
- Showcases

Intro

- Estonia as a pioneer in developing e-State, did not have a textbook to follow.
- The experience that has been compiled with the developments can be used as a textbook for other countries.
- As Estonia already has a well-functioning and complete e-government system, we have decided that we would be happy to share this with your country. Potentially a unified services system could be developed between our two countries.
- eGovernance Laboratory, was created on 2007 as a special vehicle to reflect the best practice of Estonian e-government solutions, also to bring this experience to the international level.

Historical background, e-Banking

- In the beginning of 1990-s Estonia did not have “historical solutions”
- The catalyzing factor to spark the e-government development were local banks.
- The banking system had to be built from scratch, the old technology was not a burden, also it was not copied from other countries - the core structure of the banking system was designed to be electronical.
- As the bank transactions were transferred to internet, demand for computers, internet connections and other e-services were created.
- Personal identification infrastructure - one of the key solutions developed by the banks. Today, all banks offer this, e-payment and mobile-payment systems for any services enabled.



Political decisions to launch e-services

- Handle ICT as a priority and key factor for innovation.
- ID card, launched in 2001, today penetration of 80% - a primary identification document, both physically and electronically. Digital signature on par with the regular one.
2007 - launch of Mobile ID, comfortable alternative to ID card.
- Widely used in communication with state and private organizations.

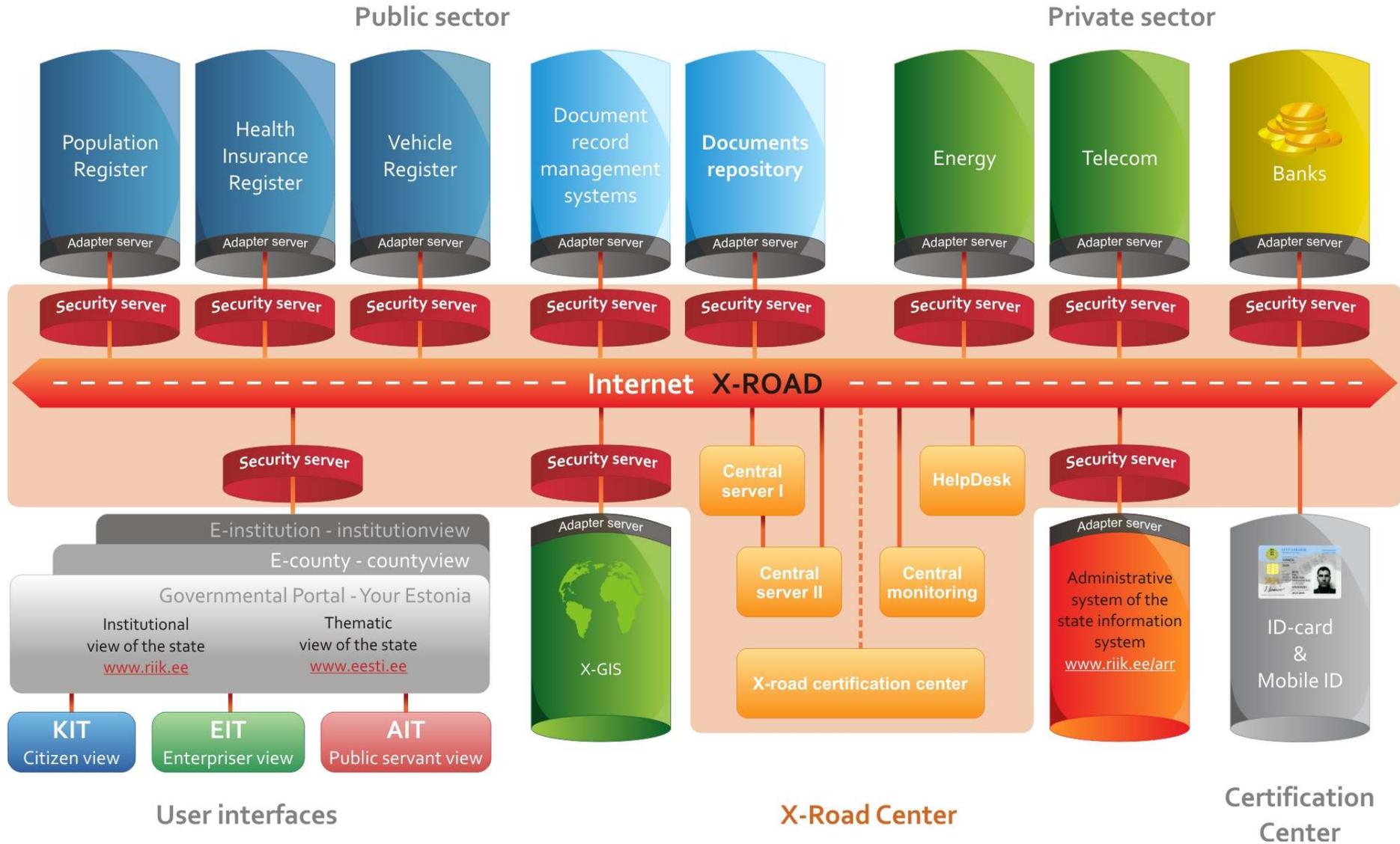
Penetration of electronic systems

- 98% bank transfers electronic
- 1,5 million electronic bank clients (consider Estonian population of 1.3 million people).
- 66 % population uses internet
- 55 % households have a computer
- 91% home computers have an internet connection
- 100% of territory internet connection enabled,
public internet kiosks
- ~1200 local wifi networks for public use

Fundamentals of current pioneer position

- Institutional structure governing the IT ideology in the state (Ministry of Economic Affairs and Communications, MEAC)
- The systemic development is based on the enforced framework of joint compatibility of IT systems and communications - organizations are free to decide which systems to develop, but the system has to be compatible with the state information system.
- In parallel, also the legal system (also accessible online) has been adapted to fit new technological solutions.
- Central infra-structure to be applied in all governmental information systems - X-road, ID card, digital signature, ...
- Everybody is free to develop their own systems, but compatibility with other relevant institutions is ensured by permit from MEAC

Estonian information system



Estonia is an e-state - aim at enhancing the quality of life

- Services are designed to be accessible where and when they are needed by citizens. E.g. car insurance can be purchased in gas stations.
- Also, cars, real estate, lottery, theater tickets etc. can be purchased over the internet
- People are so much used to the time saving and efficient electronic solutions by now
- Skype was created and is still developed in Estonia, Estonia has a virtual embassy in SecondLife.
- Already for several years, the cabinet of ministers uses an e-government electronic paperless system.



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Experience with e-Elections

- First use in local government election in 2005
- Tested also the overall security, incl. the aspect of data processing security.
- >5 % of voters used e-election system in the parliamentary election in 2007, incl. the prime minister.
- Soon voting by a mobile phone will be possible.

Electronic tax office

- Fast and convenient declarations - just a few minutes to fulfill.
- According to very automatic IT-system money will be in your bank account in a few days
- 86% of declarations are electronic.

eNotary project - “power user” of X-Road

- Very fast information gathering through X-Road.
- Data transfer directly to Land register and Business register through X-Road.

Company registration portal

- From the beginning of 2007 company e-registration in 2 hours.
- From the end of 2008 cross-border digital signature support was launched.

More e-services

- ID bus tickets
- e-Police - electronic record of drivers' licenses
- e-School - pupils' records online
- m-Parking - pioneering mobile parking system, widely applied all over the world since then
- Court information system
- E-File information system
- ...

Conclusion

- Estonian experience with e-services, mobile services and digital signature are positive.
- Such experience could be considered when designing analogous systems in other countries.