Case studies from Estonia & Ukraine

Enablers of digital government
Government in the smartphone

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What are
digital government enablers
to provide citizen centric and
# proactive services?

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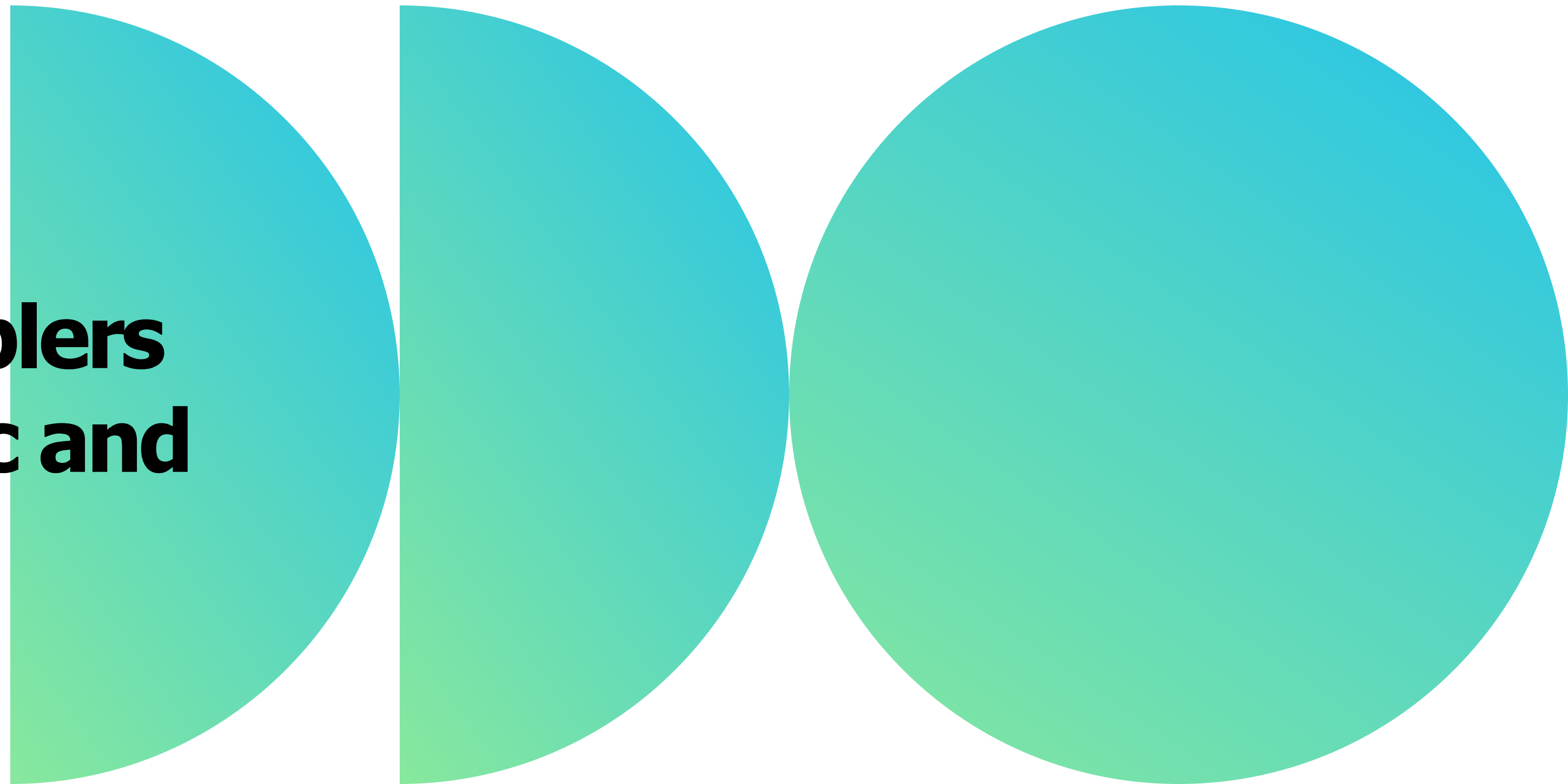
Policy-making and central coordination

- Political will
- Clear way forward
- Sustainability in innovation
- Sustainable funding

- Supporting legal framework

- Capacity building (teams to run solutions)

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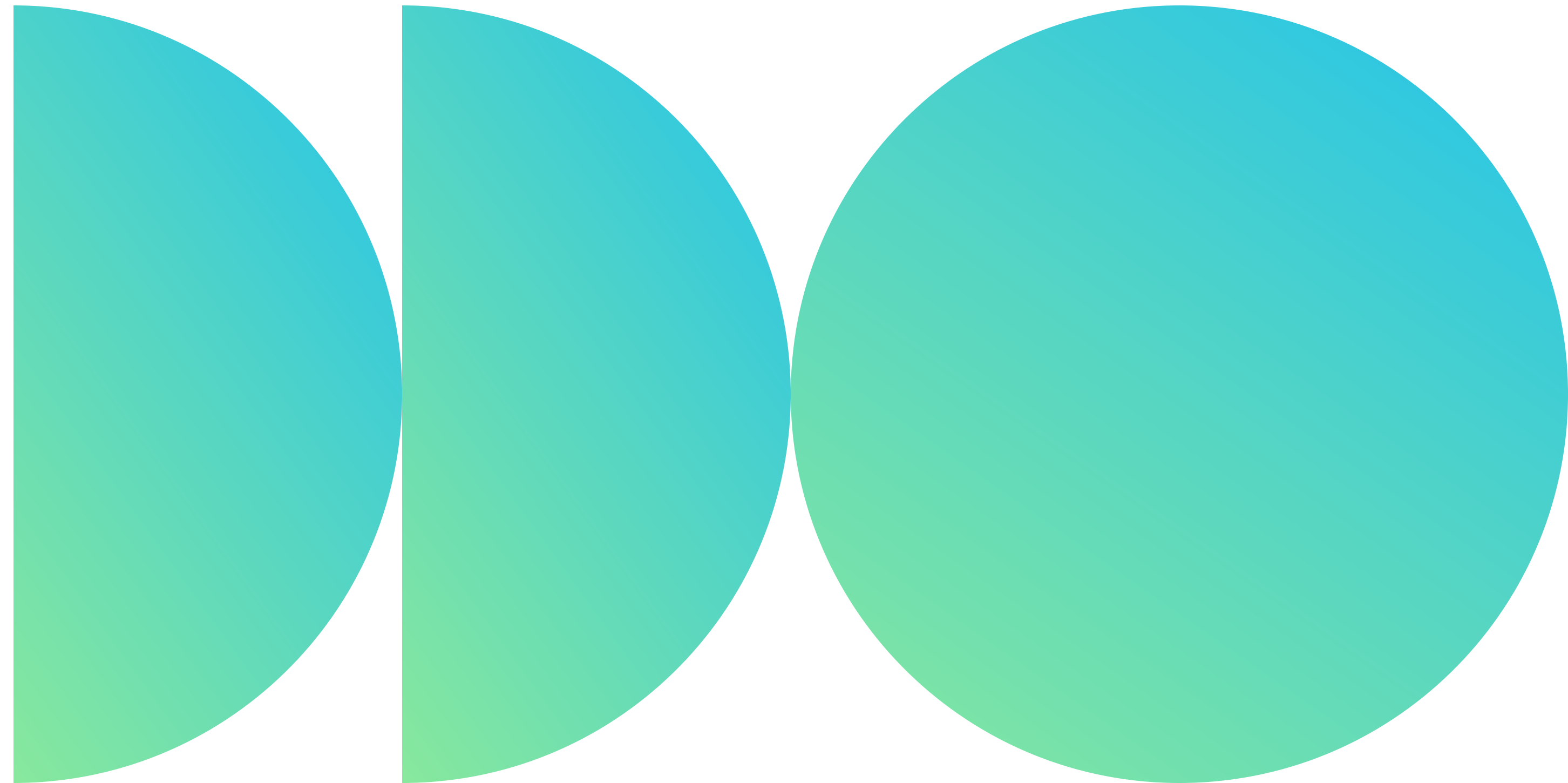
Digitalization

- Unique numeric identifiers for citizens, businesses, real estate, land parcels, etc.
- Re-usable format in storing data
- Databases become the single source of truth (no duplications)
- Data is administrated by organization, owned* by the citizen
- Each authority is responsible for the quality of their own database
- Once only

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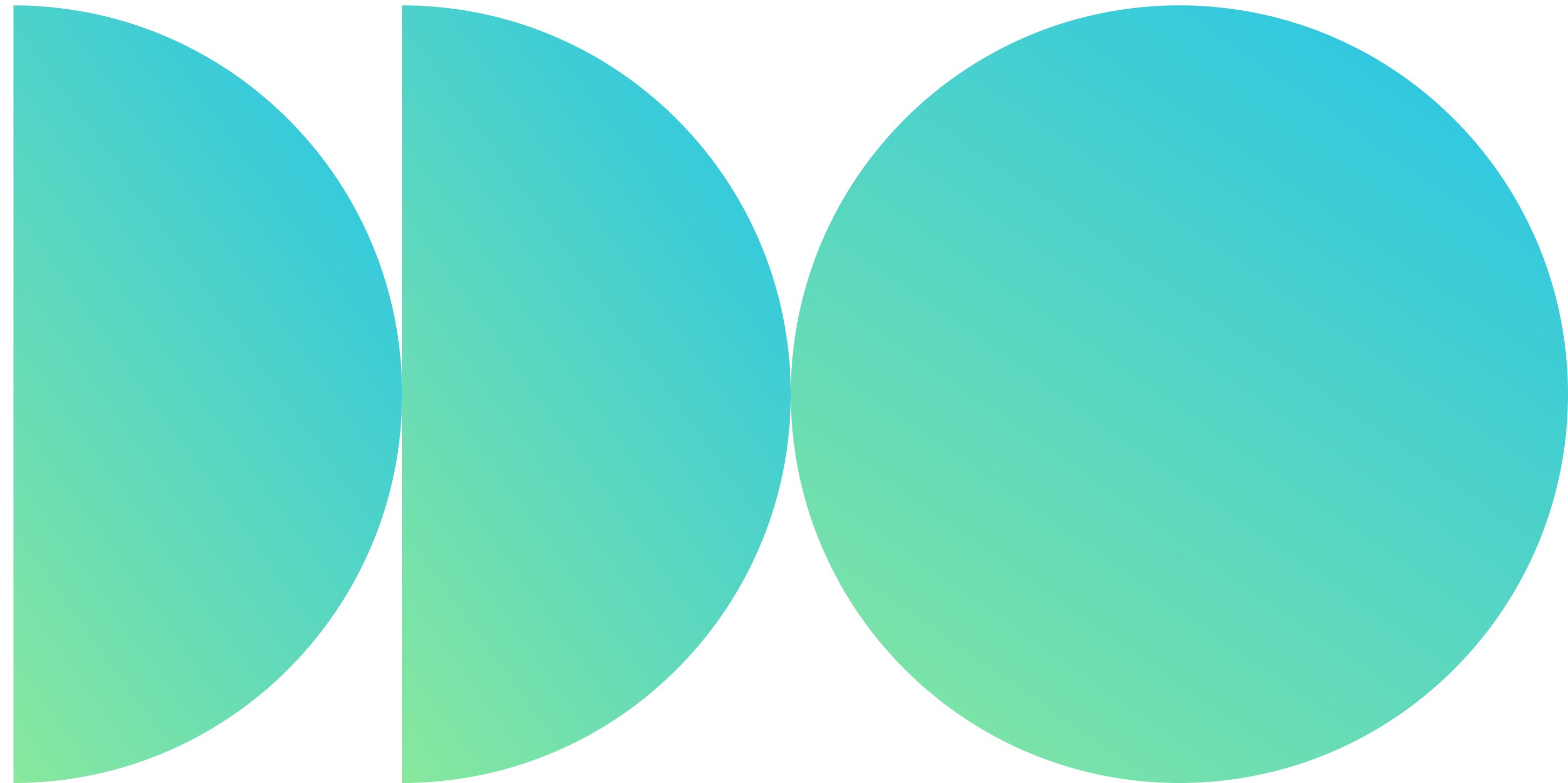
Electronic identity management

- Base registers electronically available incl. population register
- Unique ID code
- eID solution (PKI, etc)
- Token (card, sim, app, wallet etc)
- Regulation
- ID person based, not role based
- Authentication and digital signature as separate legal procedures
- Private sector engaged (production, trust services)
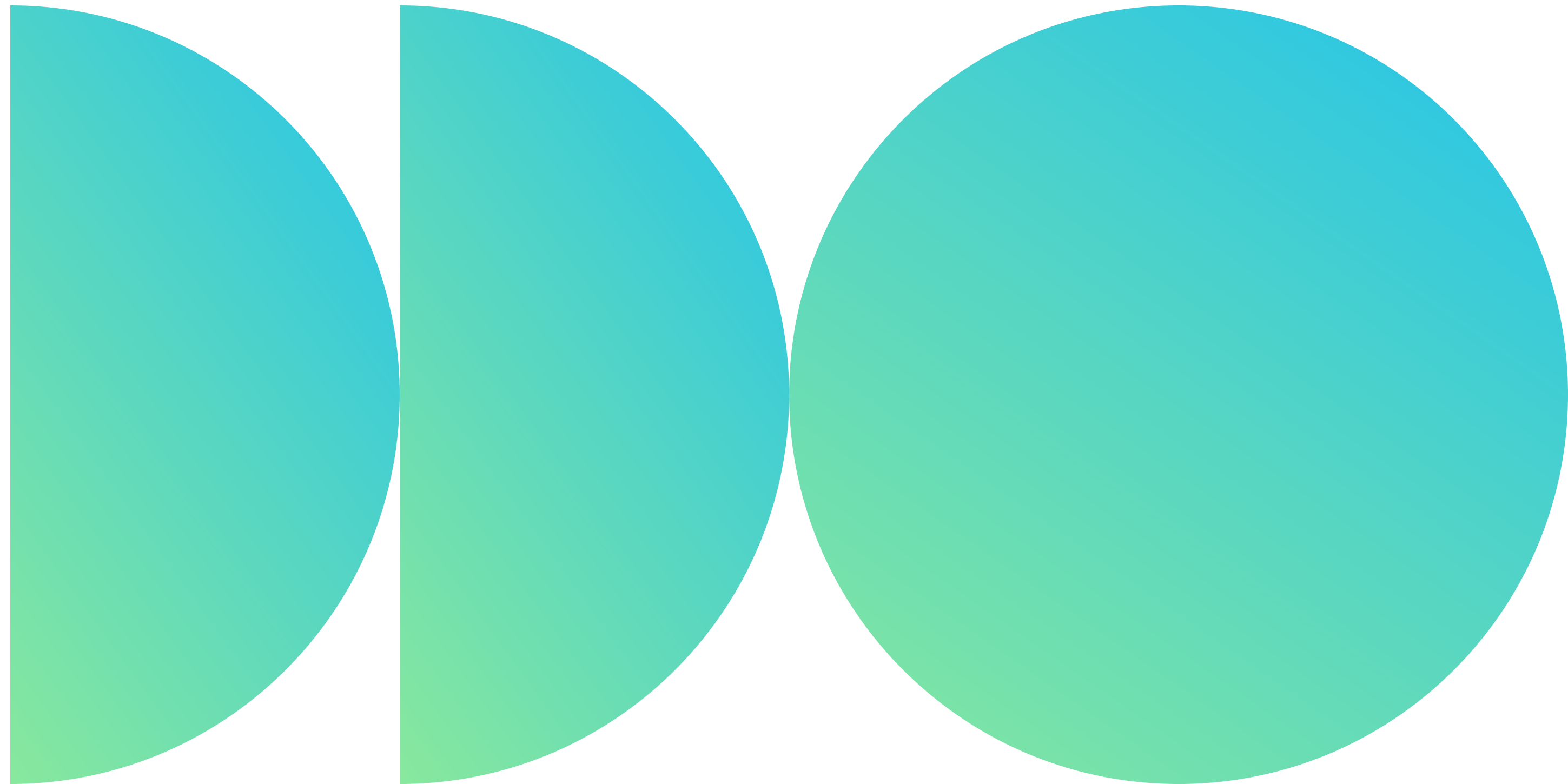
Secure data exchange

1. Should be designed not only for G2G
2. Numeric identifiers (people, business, land)
3. Must follow all data protection principles
4. Quality data in databases (re-usable, up-to-date)
5. Creates possibility to practice once-only
6. Data maintenance principles are clear
7. Creates transparency (data ownership)
8. Works only with strong authentication
9. Works 24/7, not 9-17
10. User interfaces simple to use

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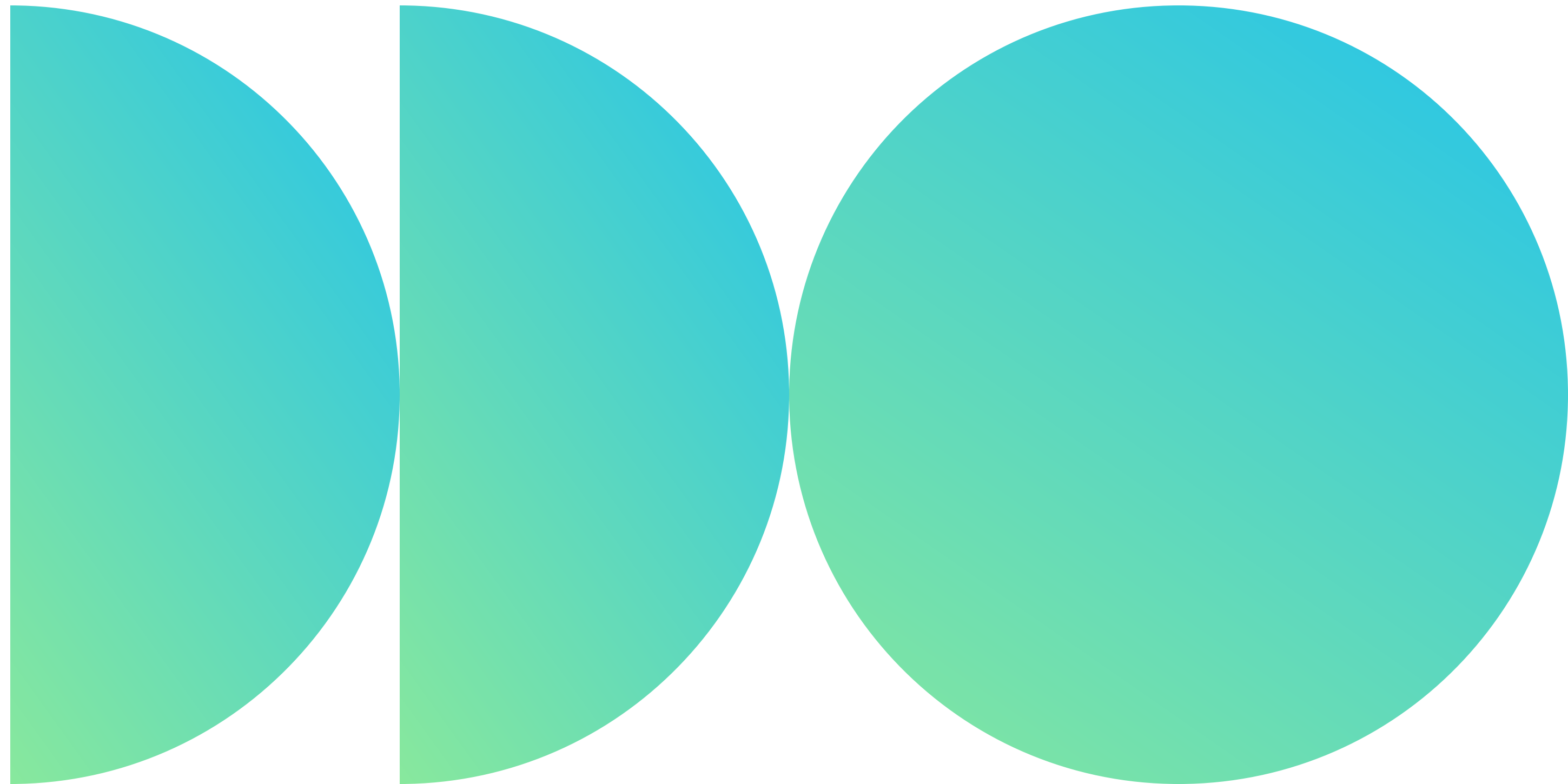
Secure data exchange

Secure P2P data transfer on the legitimacy principle

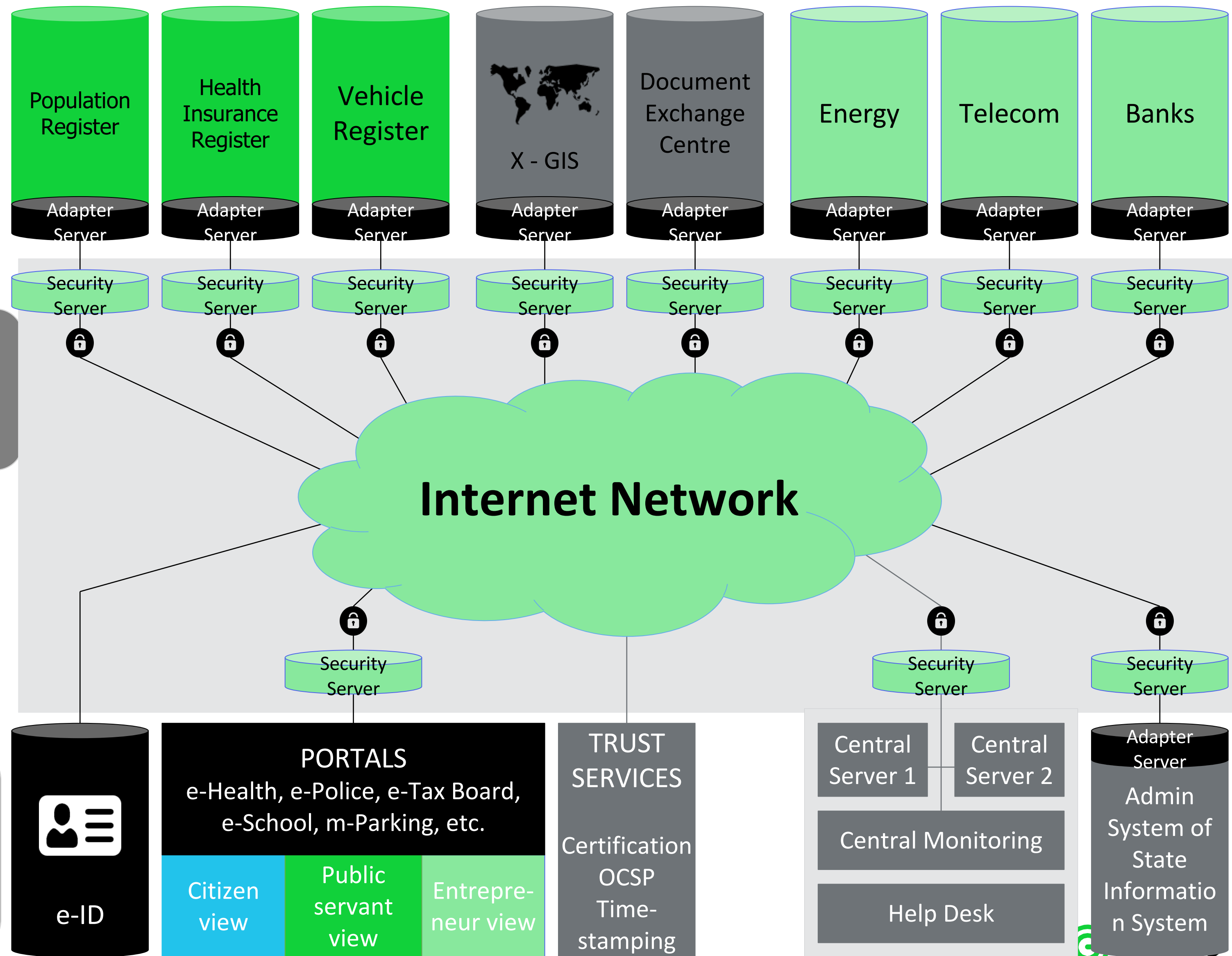Processes described in X-road regulation

How much data and to whom?

User identifier = electronic ID

Unique ID connected with each data-set in databases

Data sharing logged

Data updates in databases

Population Register	Health Insurance Register	Vehicle Register	X - GIS	Document Exchange Centre	Energy	Telecom	Banks
Adapter Server	Adapter Server	Adapter Server	Adapter Server	Adapter Server	Adapter Server	Adapter Server	Adapter Server
Security Server	Security Server	Security Server	Security Server	Security Server	Security Server	Security Server	Security Server

Internet Network

Security Server

e-ID

PORTALS
e-Health, e-Police, e-Tax Board, e-School, m-Parking, etc.

Citizen view	Public servant view	Entrepre-neur view

TRUST SERVICES

Certification OCSP Time-stamping

Security Server

Central Server 1

Central Server 2

Central Monitoring

Help Desk

Security Server

Adapter Server

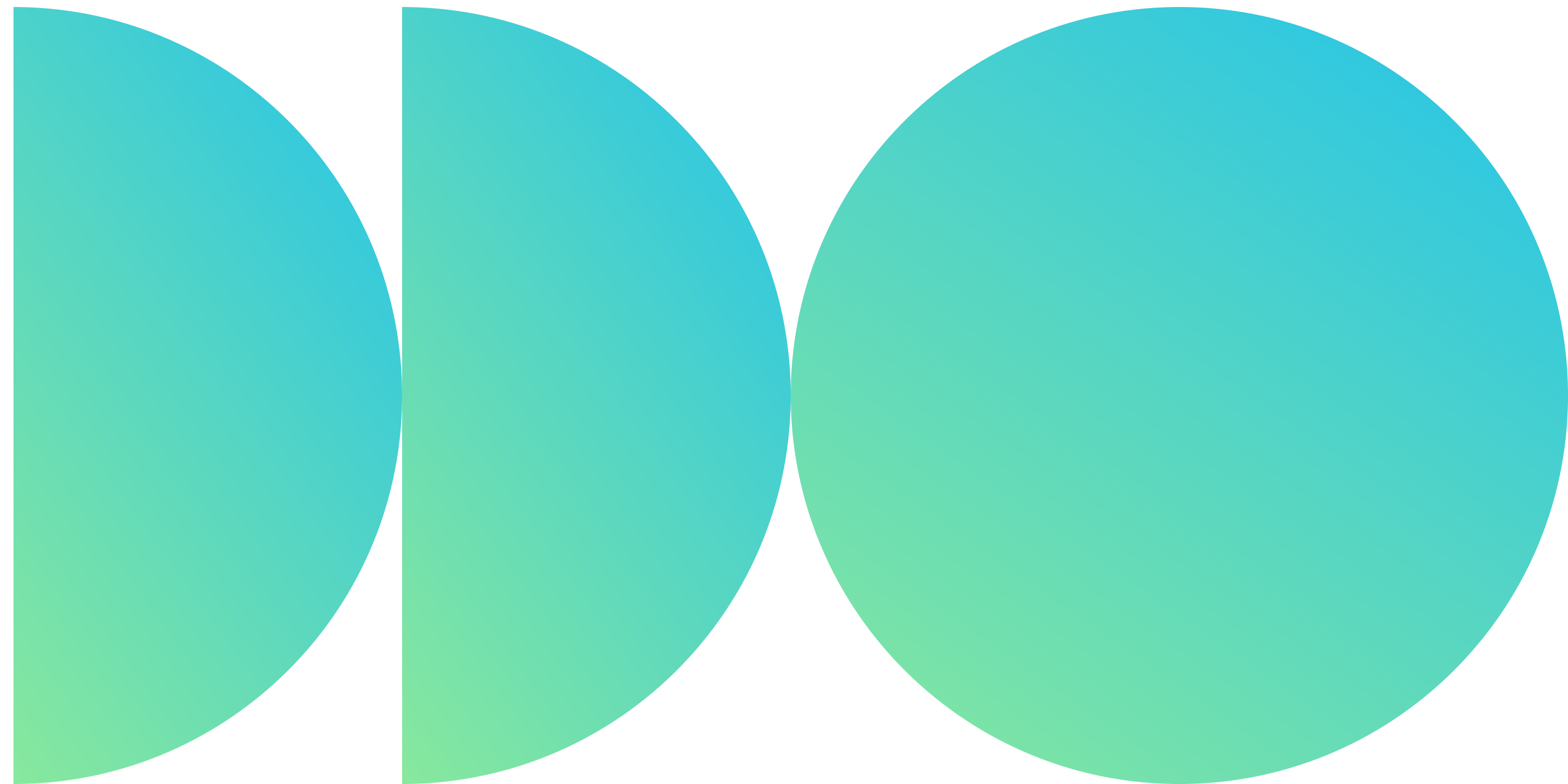Admin System of State Information System

Engaging citizens

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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- Why government institutions need to exchange data?
  - to **provide public services in convenient way** to citizens

- Why digital skills and awareness in needed?
  - To **understand the importance** of e-services
  - To understand the meaning of electronic identity (authentication and digital signing)
  - To know that I have a **right to ask,** if my data is used
  - To know that I have a **right to question** why my data is used
  - To know that I should be able to **provide my data once**, so the second time the same question is already asked from the database, not me
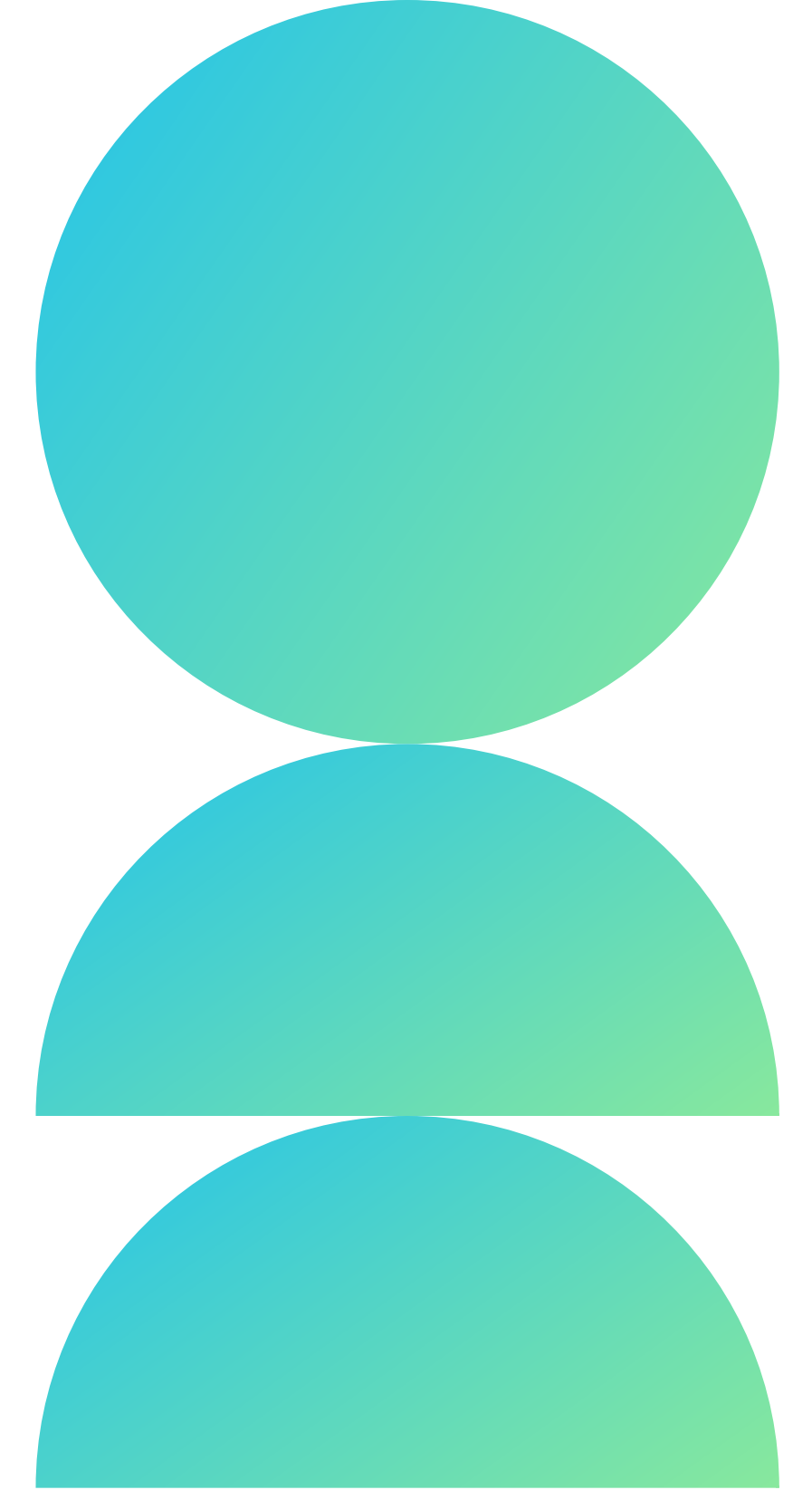
× Narrow menu

RIIGIPORTAAL
EESTI.EE

Accessibility

LANGUAGE:
en

Login

🏠 Home page

SELFSERVICE

🔒 Login

ARTICLES

🏛 COVID-19 crisis

🏛 Republic of Estonia

✚ Health and care

€ Pensions, social services and allowances
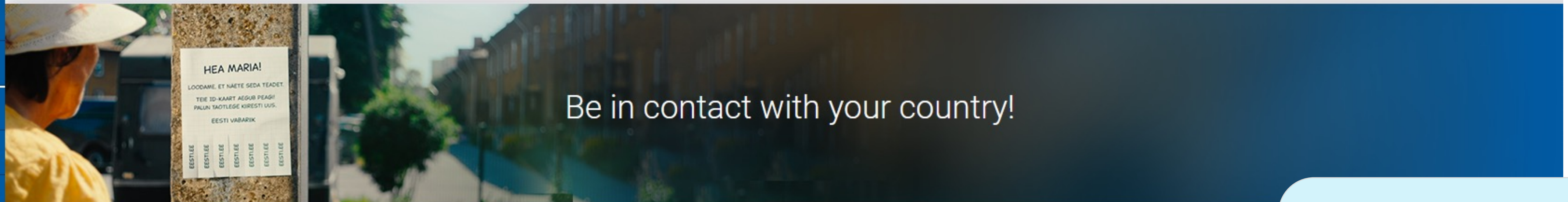
👥 Family

💼 Work and labor relations

🏢 Doing business

➕ Licences and Notices of Economic Activity

♿ Disabled people

👤 Citizenship and documents

🚗 Traffic

🎓 Education and Research

HEA MARIA!
LOODAME, ET NÄETE SEDA TEADET
TEIE ID-KAART AEGUB PEAGI!
PALUN TAOTLEGE KIRESTI UUS.
EESTI VABARIIK

Be in contact with your country!

Life events

✏ COVID-19 INFO

Here you can find the links to the official information related to COVID-19.

Read more

✚ I HAVE FALLEN ILL

Here, you can find information and instructions on topics related to the health data of you and your family.

Read more

👥 CREATING A FAMILY

Here, you can find information and instructions marriage, registered partnerships, applying for documents after changing your name, etc.

Read more

🛒 THE BIRTH OF A CHILD

Here, you can find information and instructions on activities and allowances related to the birth of a child.

Read more

🏠 I AM CHANGING MY PLACE OF RESIDENCE

Here, you can find information on registration of residence, concluding contracts for electricity, water, and waste transport, changing your family physician, etc.

Read more

📂 I WISH TO ESTABLISH A COMPANY

Here, you can find information on forms of bus registering a company, hiring employees, payin taxes, areas of activity subject to special requirements, etc.

Read more

🚗 I OWN A VEHICLE

✖ I LOST MY JOB

€ GOING ON PENSION

Visualization is important – life-event based topics

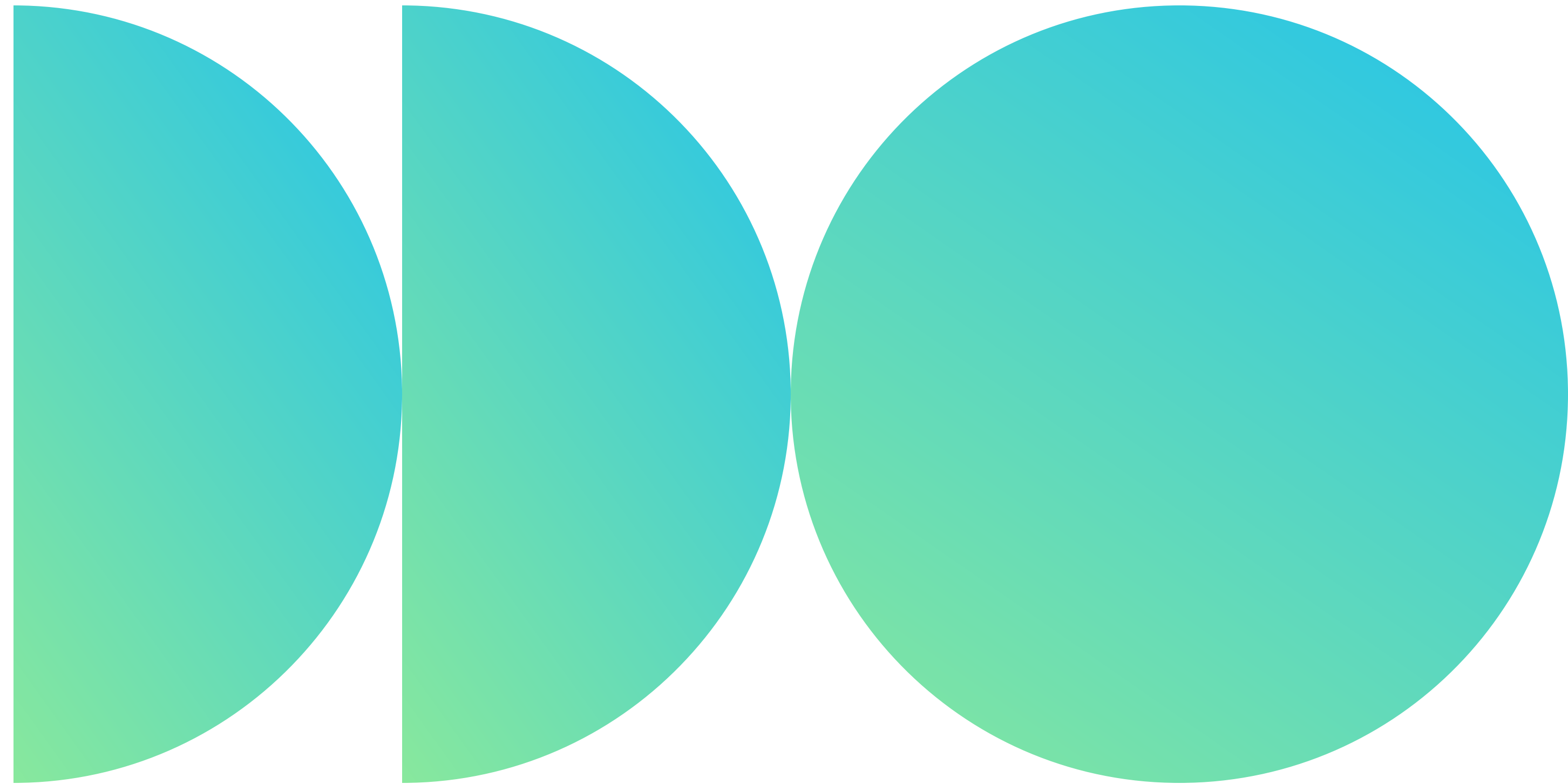Communication with users needed to design services for all groups of society

Transparency for a citizen

Example of
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
Tax return applications
working from a distance
Establish my own company
Participating in local life
Getting my real estate
Getting married
Getting a child
Going to a pension
Passing away

Case study
from 20 years of experience
in working with more than
140 countries

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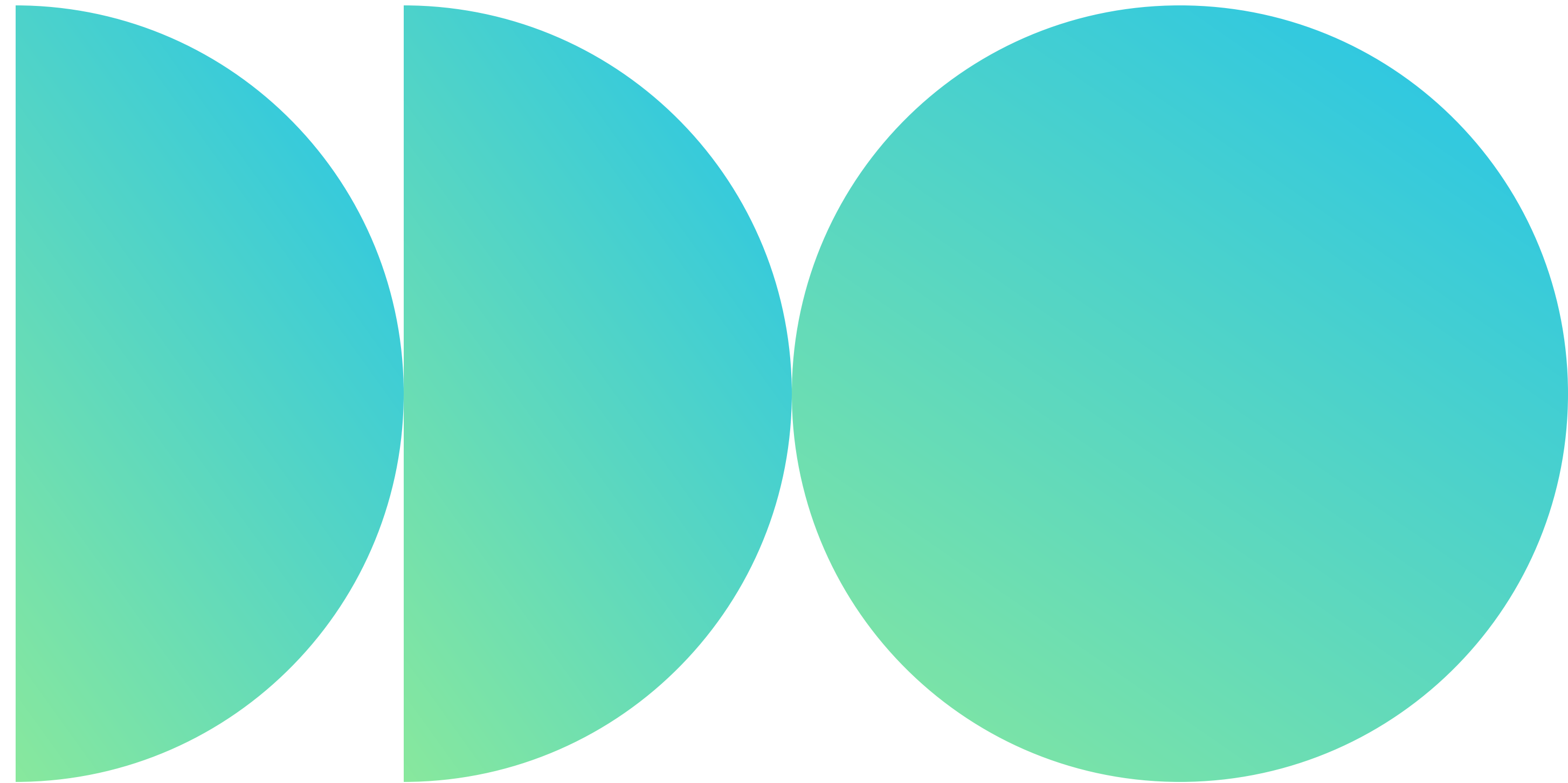
DO:

- Create **clear vision and action plan** on digitalization
- **Engage all stakeholders** in government, private businesses, academia
- **Coordinate centrally**
- Develop **stable IT management organization** in Government – training, motivating, advising
- Create **electronic base registers** to start with
- Start with **secure data exchange pilot** via agreements and data protection
- **Amend existing legislation**
- **START NOW**

DON´t:

- Don´t only create strategy document for **no actual implementation**
- Don´t make solo decisions
- Don´t let every institution to drive innovation with their own/different rules
- Don´t digitize documents as scanned documents only
- Don´t be blinded by fancy words only – be pragmatic
- Don´t create stand-alone e-government law
- Do not accept software when you do not have knowledge to run and develop it
- **DON´T WAIT with decision-making**

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