e·Governance Conference
Tallinn. Estonia

Building AI powered government

Ott Velsberg

Organized by

eGA | 20 YEARS Championing digital societies

Visit Tallinn

REPUBLIC OF ESTONIA
MINISTRY OF FOREIGN AFFAIRS

estDev
From the people of Estonia

#eEstonia digital government agenda 2030

OBJECTIVE	Best experience			
LEAPs	Switch to life-event based and proactive services	AI-powered government	Human-centric digital government	Green digital government
FOUNDATIONS	Management and user-centricity of public services	Data-driven governance and reuse of data	Futureproof digital government platforms	Centrally provided basic IT services
	Systematic experimentation with new ways	Open innovation and development of govtech community	Empowering digital change in public sector	Targeted international cooperation

AI strategies

National AI strategy for 2019-2021:

- public sector
- private sector
- legal system
- education+R&D

National AI strategy for 2022-2023:

- public sector
- private sector
- legal system
- education+R&D
- data as an enabler

National AI strategy for 2024-2025:

- collaboration
- reusability…

Find more at: https://www.kratid.ee/

AI in the public sector

Number of AI projects

120+

Reusable AI components
koodivaramu.eesti.ee

40+

Number of organisations

40+

Fully automated processes

0

AI use-cases

Identifying residential buildings that are fire hazards

The Rescue Board

Training / internships, etc. impact on employment and wages

Unemployment agency

AI solution for opitimizing teaching

Ministry of Education

Customer call analysis

SKA, Unemployment Insurance Fund, Statistics Estonia, Health Insurance Fund and others.

Controlling the names of medicines

State Agency of Medicines

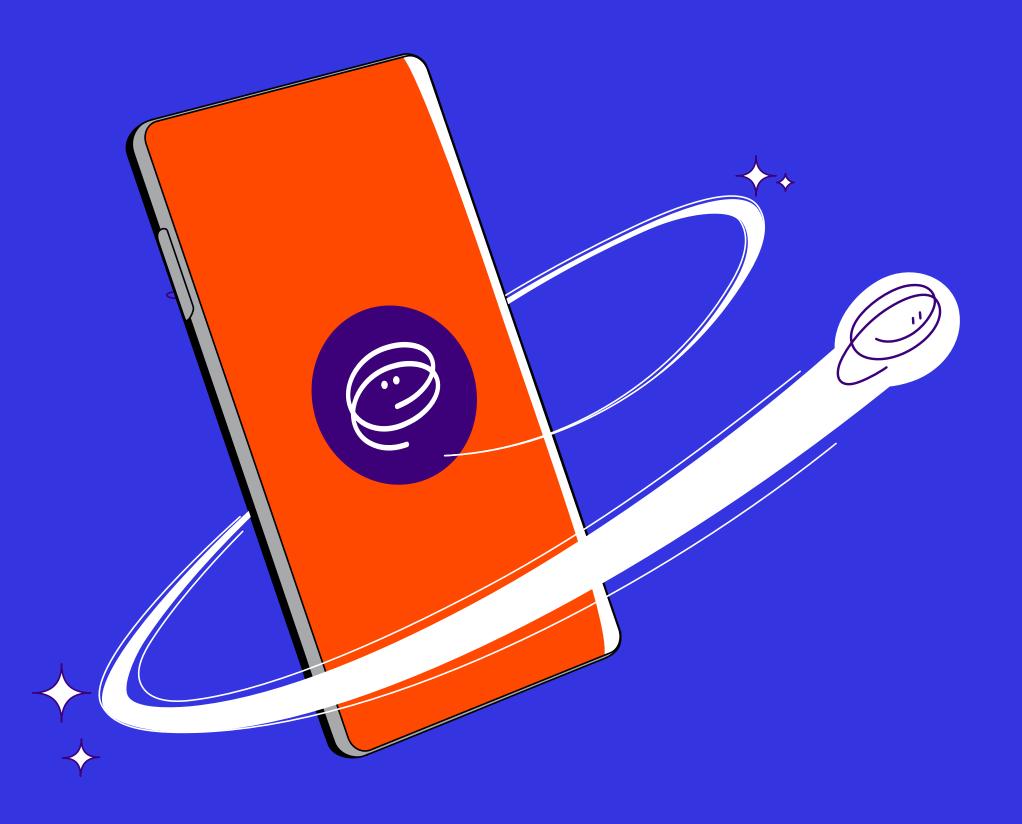**Identification of clear-cutting, height, tree species, crops**

ENVIR, KEMIT, MEM jt

Bürokratt in a nutshell

Bürokratt is the vision of how digital public services should work in the age of artificial intelligence (AI)

All government services and information available from one place via virtual assistants:

- by voice
- in Estonian language (+ more)
- in any most common device and channel
- proactively
- open-source and free
- Personalized services (both public- and private sector)

Privacy and trust

Implementation

- AI Strategies
- Data tracker
- Data governance requirements
- Privacy-by-design

Solutions

- PETs
- Synthetic data
- Data tracker
- Consent service
- Anonymisation

Focus on hands-on practical support

- Competence centre for AI and data reuse
- AI support toolbox initiative Expert
- Higher education and up- and re-skilling
- Data literacy skills
- Expert knowledge exchanges

Impact assessment

- Principles of responsible data processing
- Algorithm impact assessment methodology

lessons learned

+ **Data-first strategy**
+ **Data governance brought to management level**
+ **It is necessary to ask the right questions!**
+ **Improve search and access to data**
+ **Reusability and practical cooperation**
+ **Keep it simple!**

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