# eGovernance implementation – what is important?

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# About

- **Why** – aims and impact;
- **How** – change management is the issue of coordination and responsibilities;
- **What** – organization, regulations, financing;
- Roles of different stakeholders – government, businesses, universities, citizens.

# Aims again:

Good governance is about
- smart decisions;
- Efficiency;
- Transparency;
- better life for citizens;
- economic growth.

FEW EXAMPLES:

Using the digital signature effectively we save 1 working week per year

**2 %** of **GDP**

Economic Effect

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# Online versus offline

| Service | Time spent on e-service | Time spent on offline service | Time savings (min) |
|---|---|---|---|
| Establishing a company | 30 | 510 | 480 |
| VAT declaration | 7 | 68 | 61 |
| Tax declaration | 10 | 78 | 68 |
| i-Voting | 6 | 44 | 38 |
| Parliamentary legislation system | 7 | 26 | 19 |
| Self-Service of the Unemployment Fund | 13 | 37 | 24 |

Source: e-Estonia.com

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# Balanced e-Governance =
# Combination of electronic services and participatory services

**e- GOVERNMENT**
e-Services

**e-DEMOCRACY**
e-Participation

Organization
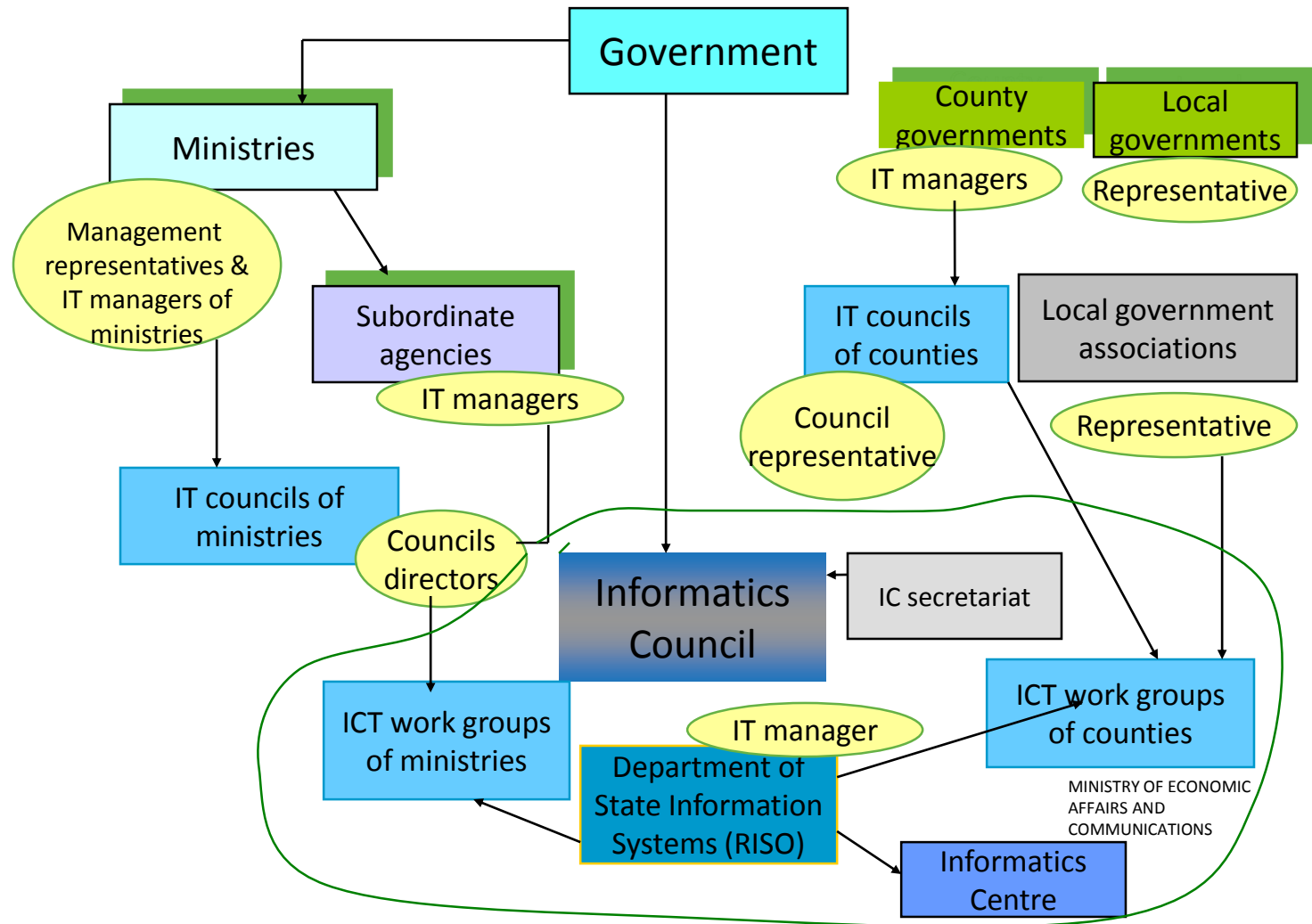*process*

Legal framework
*process*

Fiscal framework
*process*

Technical architecture
*project*

e-Government Policy / Strategy

# Central coordination and IOF management – Different roles

eGovernment Central Coordination Unit:

eGov and Information Society strategy planning and monitoring.

- Collecting and analyzing ICT systems in government;
- eGov budget planning with Ministry of Finances and donors ;
- Developing and giving approvals for legal acts related to eGov;
- Preparing eGov strategies and action plans;
- Monitoring Action Plan development;
- Cooperating with CIOs. Trainings for CIOs;
- Planning and coordinating international cooperation on eGov.

# Central coordination and IOF management – different roles

eGovernment Central Implementing Body:

Implementation of eGov interoperability platform.
- Data exchange layer and monitoring
- Portal
- IOP management system - metadata
- Infrastructure
  - Network
  - eID
  - CA
  - Mobile and payment gateway
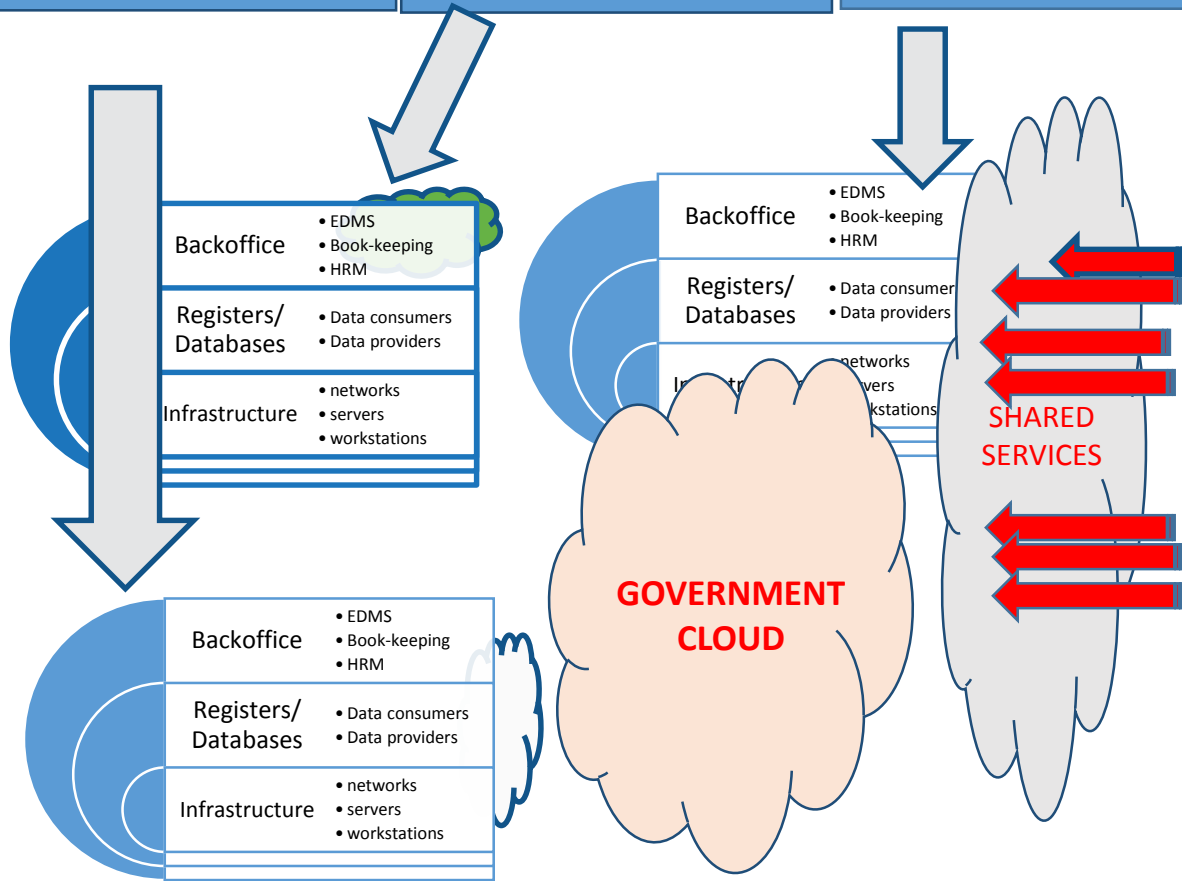  - Cloud

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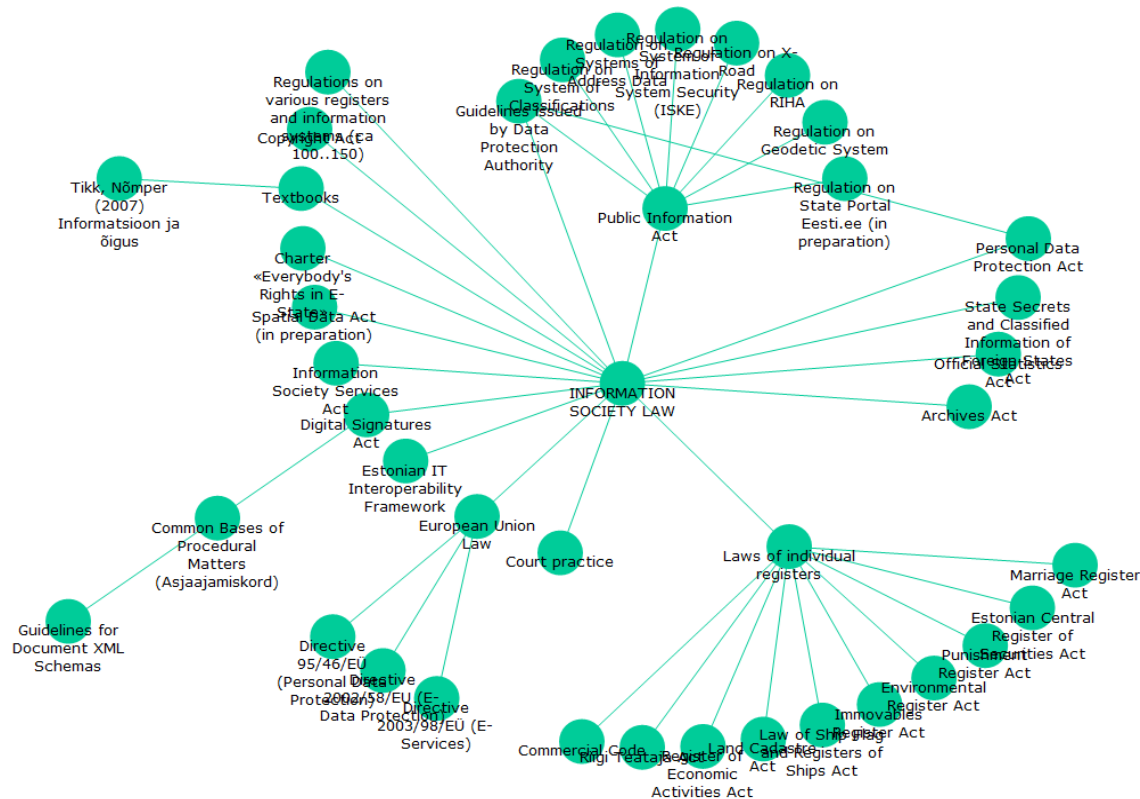
# Legal framework



- Technology can not be regulated but relations between people, organizations...rights and responsibilities

- Regulate as minimal as possible. Use existing legal framework and make needed amendments

# Legislation

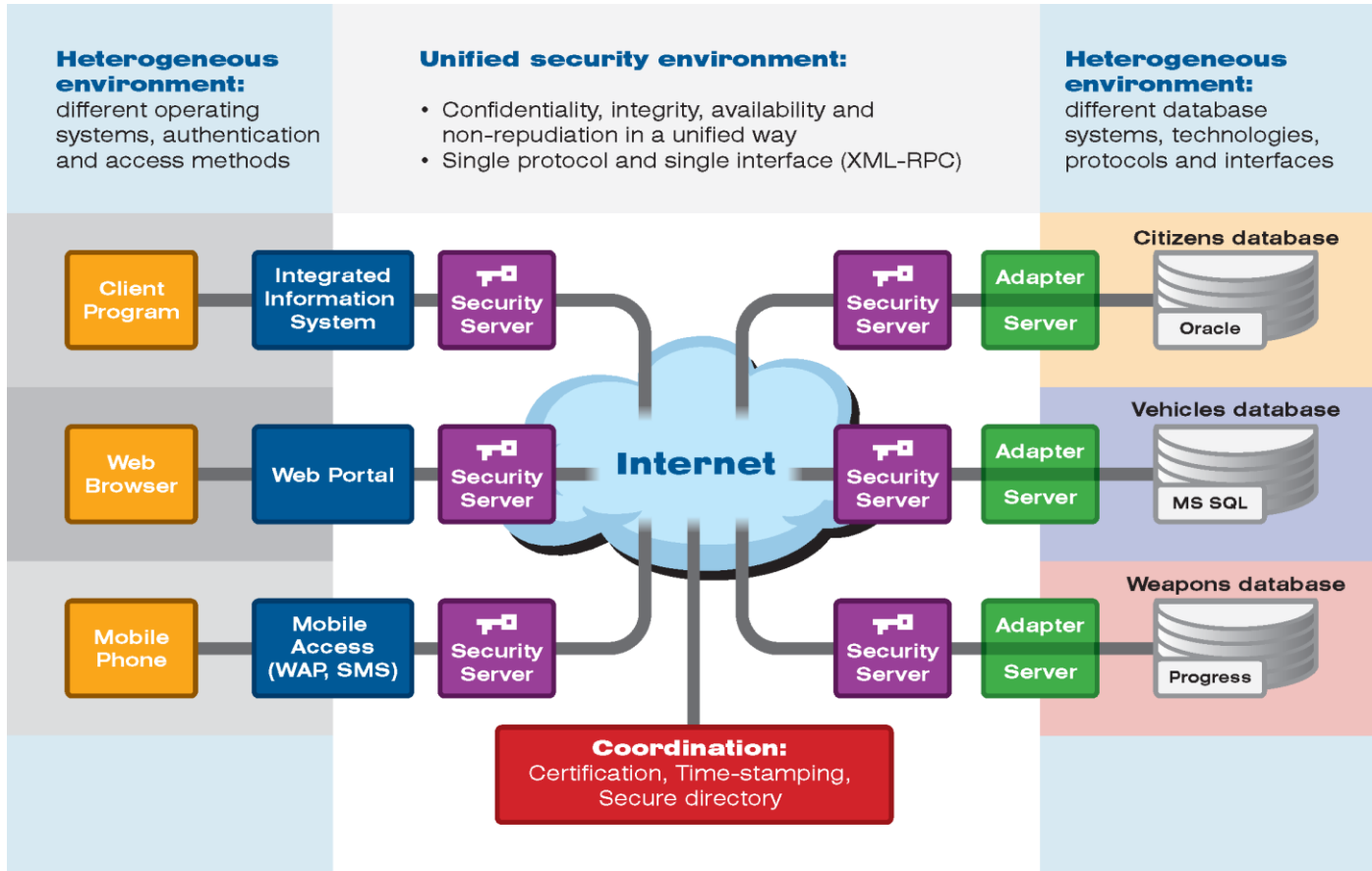- **Databases Act** (1997/ 2006)
- **Public Information Act** (2001)
- **Digital Signatures Act** (2000)
- **Act on Intellectual Property** (applicable also for state databases)
- **Principles of Estonian Information Policy** (1998, 2004)
- **Action Plan of Estonian Information Policy – (eEstonia)** (1998, 1999, 2000, 2001,2002, 2003, 2004, 2005, 2006...)
- **Personal Data Protection Act** (1996)

**Ministry of ICT** | **Ministry of Finance** | **Etc....**

Backoffice
- EDMS
- Book-keeping
- HRM

Registers/ Databases
- Data consumers
- Data providers

Infrastructure
- networks
- servers
- workstations

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**GOVERNMENT CLOUD**

**SHARED SERVICES**

Horizontal enablers
- ADDRESS SYSTEM
- DATA PROTECTION MEASURES
- ELECTRONIC ID
- METADATA and MANAGEMENT SYSTEM
- ONTOLOGIES and SEMANTICS
- GEOGRAPHIC COORDINATES
- CLASSIFIERS
- DOCUMENT REPOSITORY
- SERVICE PORTAL for EGOV
- DATA EXCHANGE INFRASTRUCTURE
- MOBILE GATEWAY
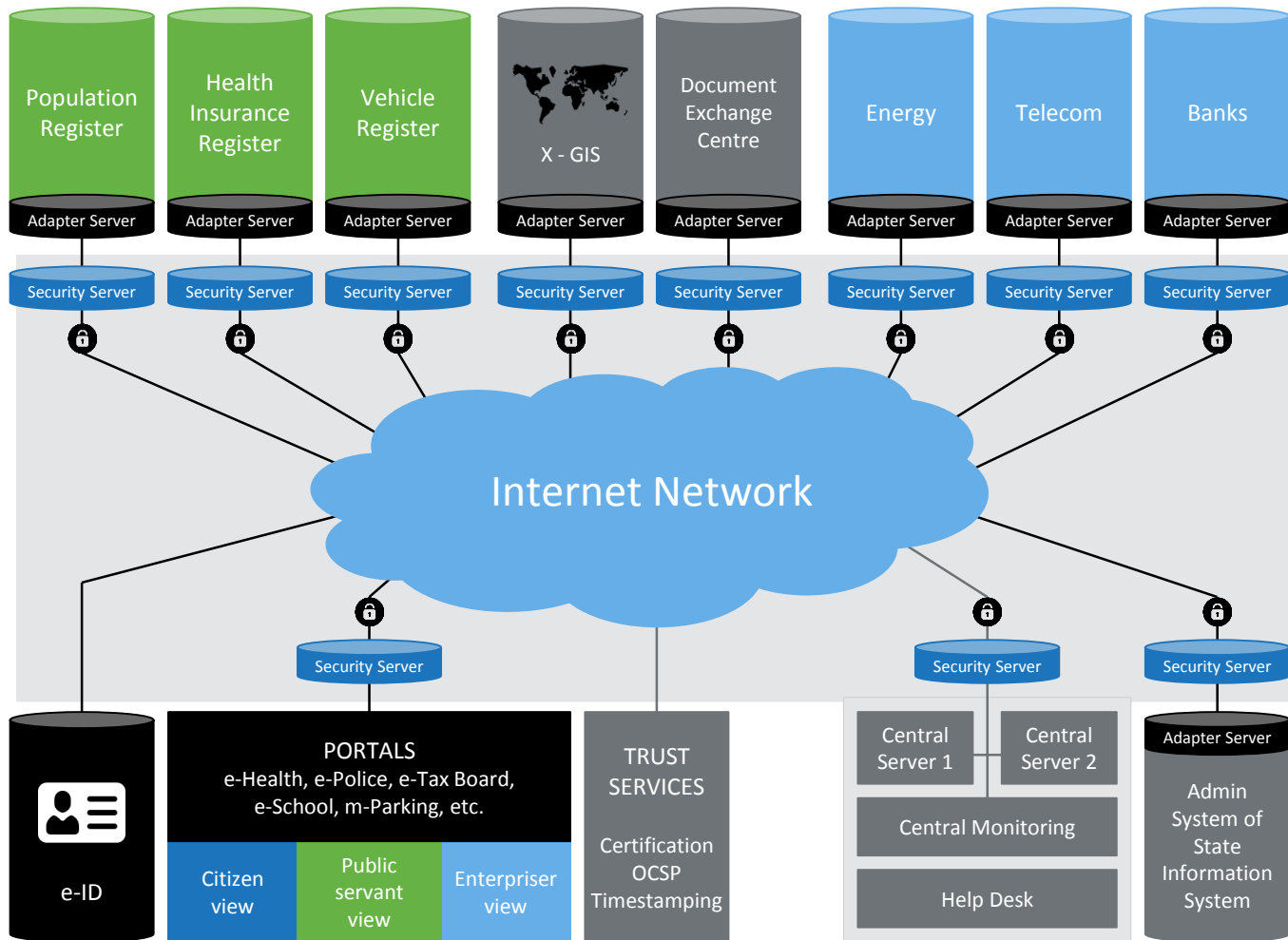- PAYMENT GATEWAY

# System Architecture

# X-Road

## Digital ID

## M- ID

| 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

Security Server

Security Server

e-ID

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

| Citizen view | Public servant view | Enterprise view |
|---|---|---|

**TRUST SERVICES**

Certification
OCSP
Timestamping

| Central Server 1 | Central Server 2 |
|---|---|
| Central Monitoring | |
| Help Desk | |

Adapter Server

Admin System of State Information System

# Catalogue of interoperabilty solutions

**600** information system
descriptions
**2500** service descriptions
**40,000** data objects
**650** code lists
over **900** organisational entities
**1400** contact persons

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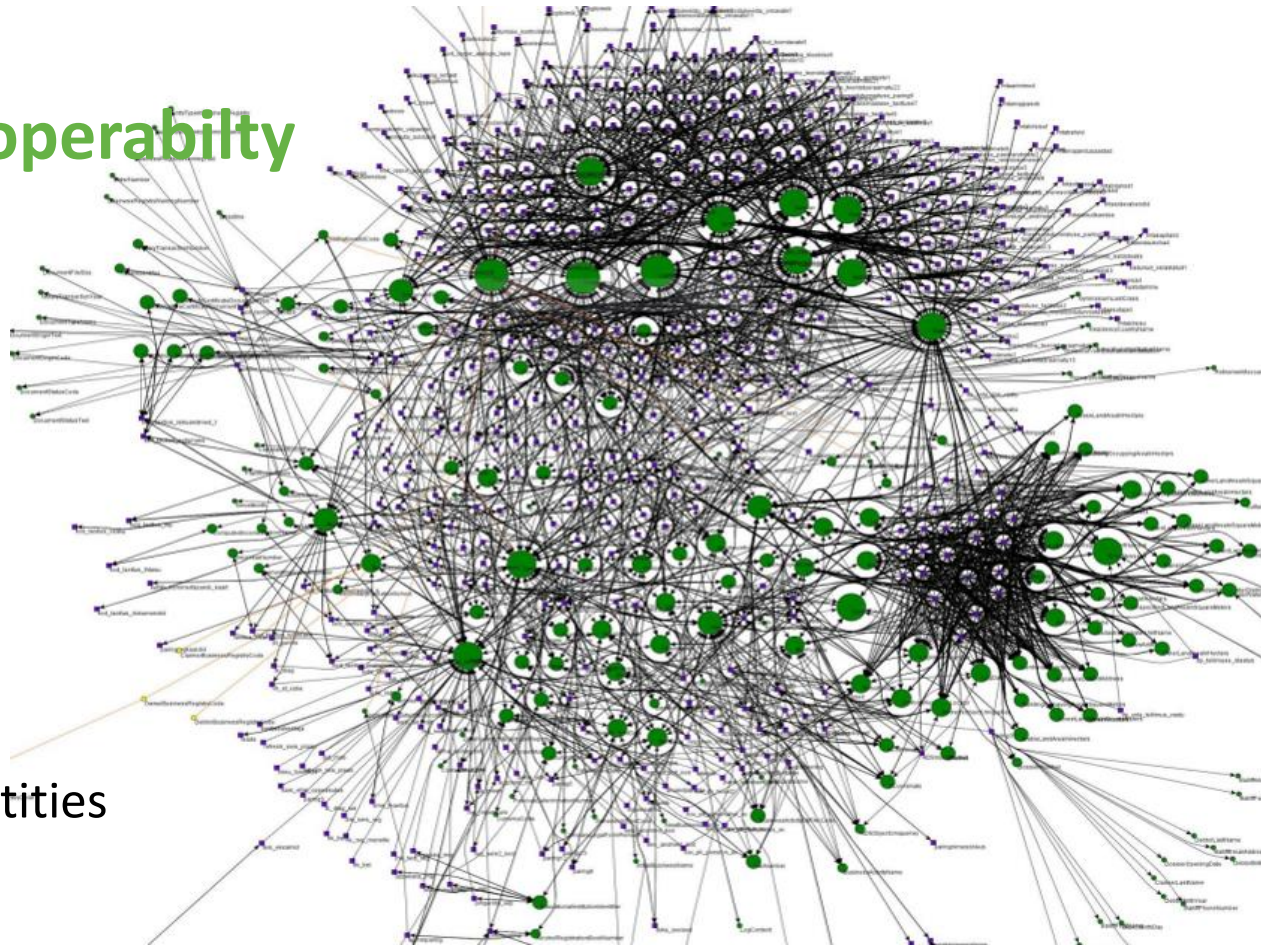
# Lessons learned

- Main challenge is in **organization and planning**, not the money or technology
- All **knowledge** should be **in the country** – can be supported by international experiences
- **Local ICT** business should be **supported** by Government. eGov is not academic issue
- Too strong focus on technology and project based actions
- Finance model and motivation is often weak
- eGov **methodology** might be **transferable...** not SW or HW
- **Impact** can be seen in 3-6 years – politicians are not motivated
- Driving forces are unclear
  - In Estonia, banks and business sector were driving force

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# Thank You !

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