Different e-Government services in practice



Annela Kiirats, MA Head of e-Governance Trainings



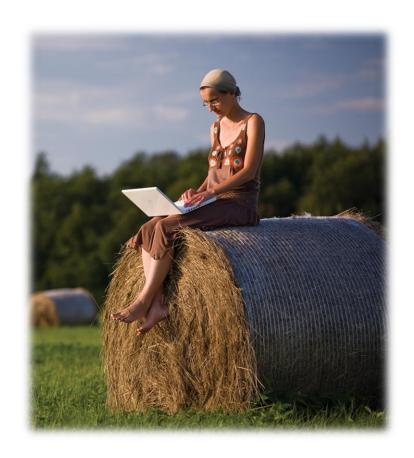


Facts from Estonia that make us proud

- ✓ First country to provide Internet to all schools
- ✓ We practiced successful internet voting (all i-elections valid)
- Estonia has fully functional paperless cabinet meetings (e-cabinet)
- ✓ First country to have 1 mlj ID-cards users as digital citizens

Some statistics:

- **84% of Internet user** (16-74 years)
- > 88% of households have internet connection
- > 98% of tax declarations were submitted online
- 99% of banking transactions in the country are performed online
- > 98% medicines are prescribed electronically
- Over one thousand free WiFi areas



Digital access to e-services

ID card, or mobile ID

allowance benefit citizen data employee employer

employment relations Estonia family

health protection

incapacity insurance life personnel safety social assistance state WOFK





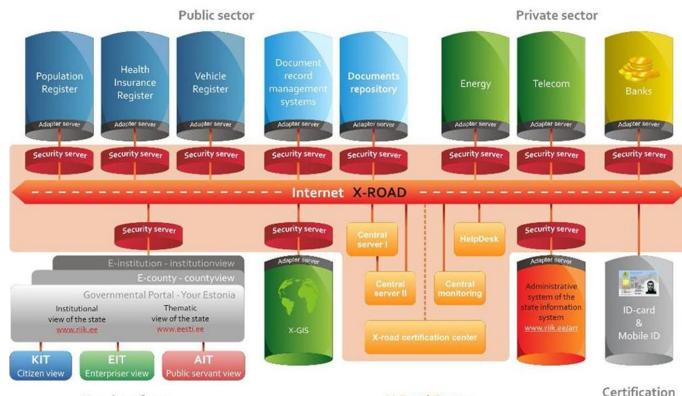




X-road

(data exchange layer for information systems)

= technical and organisational environment to enable secure Internet-based data exchange between information systems.

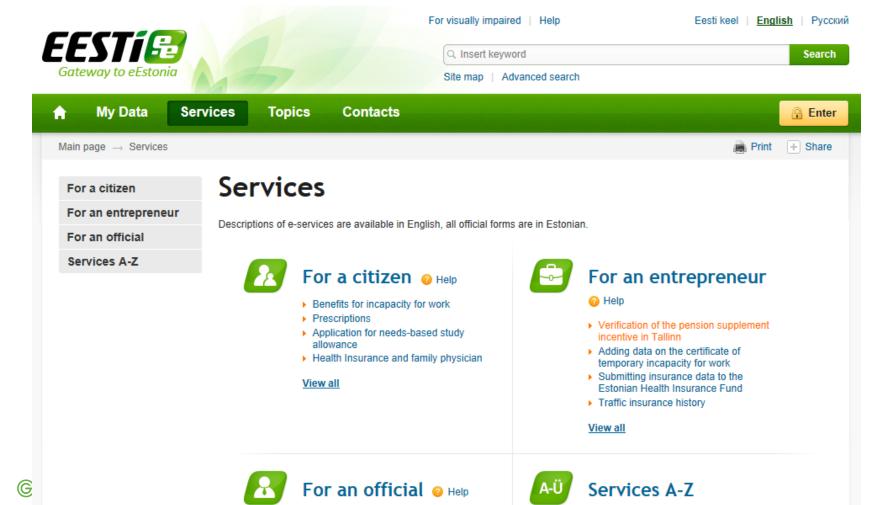


User interfaces

X-Road Center

Center







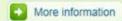
EUGO Point of Single Contact

EUGO is a network of EU state portals that provides points of single contact for entrepreneurs throughout the EU. Through EUGO information is easily found about which licences. notifications or permits are needed to start a business in any EU country.

The activities of the EUGO Network involve meetings of experts and technical staff as well as testing days and thematic seminars.



Eestilee is part of the EUGO network. EUGO operates under the Services Directive which aims to fulfil the goal of a digital single market.





Study in Estonia

Find out about study programmes in Estonia

STUDY in ESTONIA

Starting a company

Info and instructions how to register a business



Apply The Red transnat

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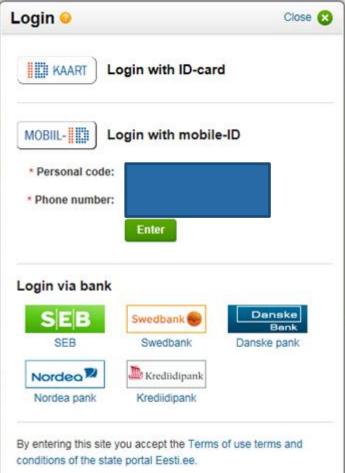
Overv

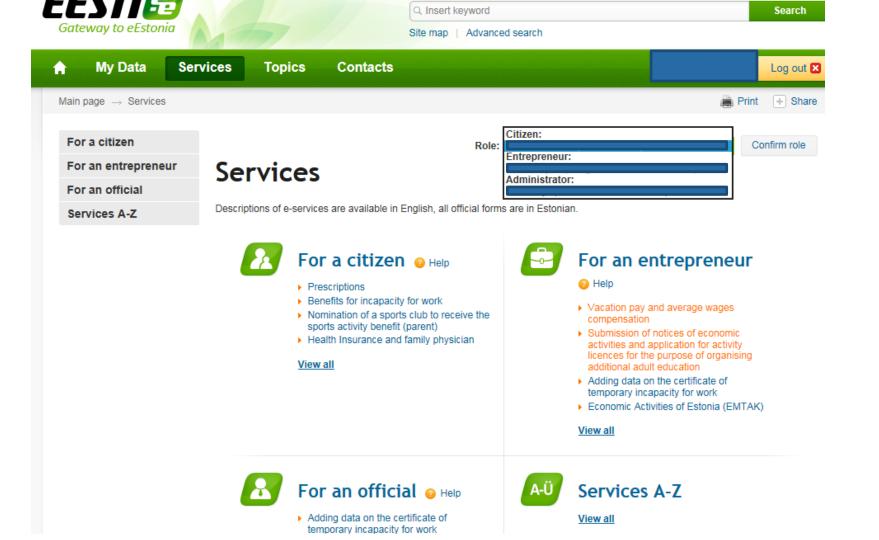
Type of

Links

Official g Est

Important fac





Housing

- Company and activity licence search
- Education and Science
- Environment
- ▶ Culture and Leisure Time
- ▶ Traffic
- ▶ Family
- ▶ Money and Ownership
- Travelling
- ▶ National Defence
- ▶ The State and the Citizen
- ▶ Consumer Protection
- ▶ Health Care and Protection
- ▶ Benefits and Social
- Assistance
- Work and Employment Relations
- Legal Aid
- Official forms
- Electronic voter card
- Population Register

For an entrepreneur

For an official

Services A-Z

Services and forms for a citizen



Housing

- Notices of residence to be signed
- Master plan application (various parishes and towns)
- Master plan application (Halinga)
- Submitting a notice of residence
- Justified request of the owner of the residential space

Show all services



Company and activity licence search

- Company search
- Entering the Register of Economic Activities
- Entering the strategic goods information system Stratlink
- Activity license search



- Archival notice studying
- Data from the Estonian Education Information System (EHIS)
- ▶ Entering the Admissions Information System (SAIS)
- Registering for Estonian language proficiency examination
- Viewing the data of Estonian language proficiency examination

Culture and Leisure Time

Show all services



Environment

- Submitting a forest notice electronically
- Enter the e-PRIA portal
- Earthwork application (various parishes and towns)
- Cancellation of organized waste collection (Halinga)
- Cancellation of organized waste collection

Show all services



Traffic

- Digital tachograph charts for citizens
- Oueries about personal vehicles

| ▶ Housing | |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| Company and activity licence search | The State and the Citizen |
| ▶ Education and Science | |
| ► Environment | Archive notice - biographical |
| ► Culture and Leisure Time | Archive notice - resettlement from Estonia to Germany in 1939-41 |
| ▶ Traffic | Archive notice - citizenship (until year 1940) |
| ▶ Family | ▶ Public assembly registration (Tartu) |
| * | Public assembly registration (various parishes and towns) |
| Money and Ownership | ▶ Viewing the data of Estonian language proficiency examination |
| ► Travelling | Registering for Estonian language proficiency examination |
| National Defence | ▶ Viewing the data of examination of the Constitution and Citizenship Act of the Republic of Estonia |
| ► The State and the Citizen | Registering for examination on the Constitution and Citizenship Act of the Republic of Estonia |
| ► Consumer Protection | Query for own data (Population Register) |
| . Health Care and Dratection | Query for own data (Fopulation register) |

Health Care and Protection Query of own data and underage children Benefits and Social Electronic voter card Assistance Query about identity documents ▶ Work and Employment

 Letter from a citizen (various institutions) Letter to Tartu City Government

Application to join the police service

Query of a person about queries of his/her data

Explanation request/registered letter to the Police and Border guard Board

- Official forms Citizen application (Tallinn) Electronic voter card
- Notarised documents Population Register Information request to the Police and Border Guard Board

For an entrepreneur

Relations

Legal Aid

For an official

 Application for public advertisement Weapons Services A-Z Weapons permit

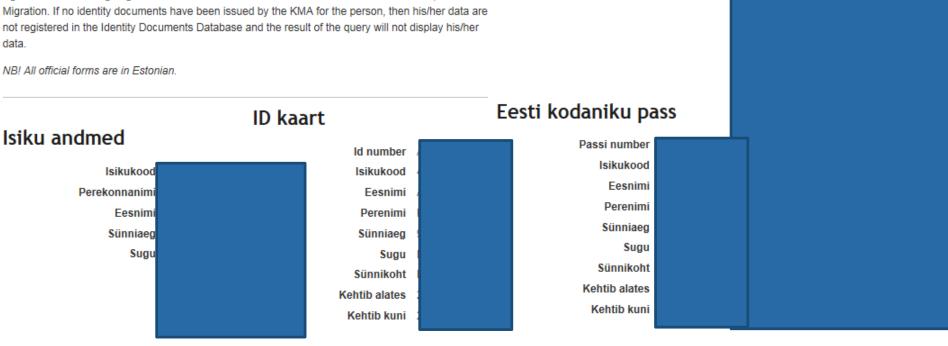
▶ Letter to Saare County Government

Query about identity documents

A person or an institution can make a query about the data of identity documents of a person as stated in the Identity Documents Database.

The result of the query displays the data of the person, the data of the identity documents issued for the person and the photograph and signature sample of the person. The photograph and signature sample is displayed in case of document applications submitted since the date of 01.01.2002.

This query can be made by all persons who have submitted an application for an identity document to the Police and Border Guard Bureau of Citizenship and Migration and by all institutions that have signed a data exchange agreement with the Police and Border Guard Bureau of Citizenship and Migration. If no identity documents have been issued by the KMA for the person, then his/her data are not registered in the Identity Documents Database and the result of the query will not display his/her



For a citizen

Role:

Confirm role

- Housing
- Company and activity licence search
- Education and Science
- ▶ Environment
- ▶ Culture and Leisure Time
- ▶ Traffic
- ▶ Family
- Money and Ownership
- Travelling
- National Defence
- ▶ The State and the Citizen
- Consumer Protection
- Consumer Frotection
- Health Care and Protection
 Benefits and Social
- Assistance
- Work and Employment Relations
- Legal Aid
- ▶ Official forms
- ▶ Electronic voter card
- ▶ Population Register

For an entrepreneur

For an official

Services A-Z

Notarised documents

The e-notary systems allows private individuals and representatives of companies and institutions to access notarised documents related to them (first of all, contracts, warrants and applications).

The system includes documents notarised in Estonia after November 23, 2009. The e-Notary service can only be accessed with the ID card or mobile ID directly from the eesti.ee website.

NB! All official forms are in Estonian.

Related topics

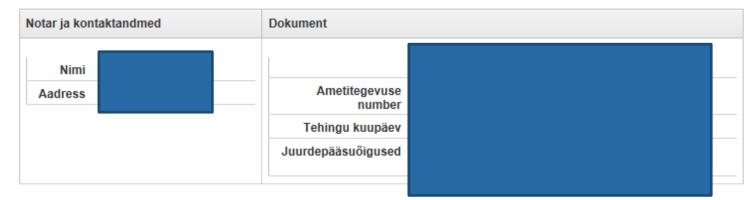
- Succession
- Will ■

Related institutions

Chamber of Notaries

Otsi teisiti

Tehing



Last modified 30. November 2011

Query of a person about queries of his/her data

The person can discover who (what institution) has made queries of his/her data. The result of the query displays a list of the queries for the person's data. This query allows a person to verify the use of his/her data by other persons (institutions).

This service is open for private persons.

NB! All official forms are in Estonian.

Related topics

- Personal identity documents and applying for them
- Police and Border Guard Board
- Rights and obligations of citizens

Related institutions

- Ministry of the Interior
- Police and Border Guard Board

Transparency:

I monitor who has made a query about me

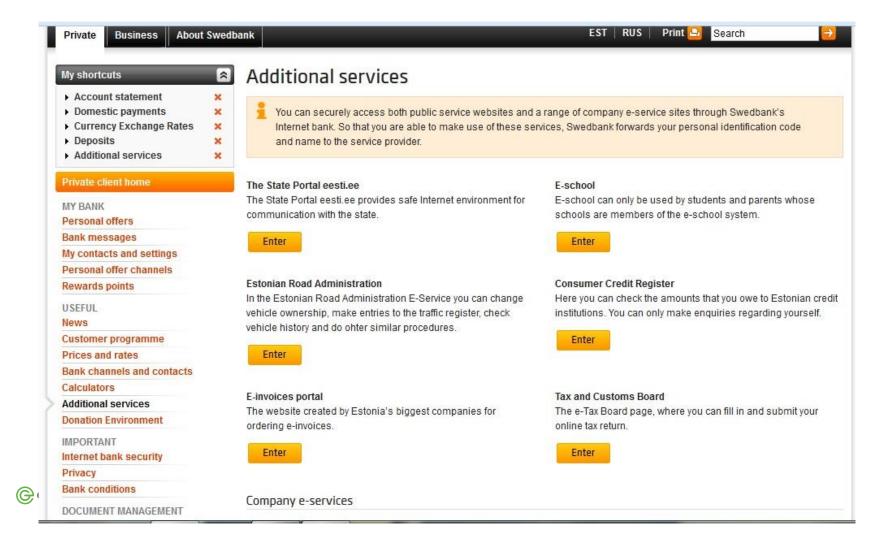
Rights:

I have a right to make a query about **me** and **my underaged children**, not about my neighbour, friend, nor parents

Official has only those rights about my data that conserns that specific institution, not access to all data

Loetelu ühe isiku andmete pärimise kohta

| Kuupäev | Kirjeldus | Päringu sooritanud asutus | Toimiku nr | Päringu sooritanud isik | Päringu sooritanud isiku amet |
|------------|-----------|---------------------------|------------|----------------------------|-------------------------------|
| 21.03.2005 | | | | | |
| 30.03.2005 | | | | | |
| 11.08.2005 | | | | | |
| 03.04.2011 | | | | | |
| 07.07.2011 | | | | | |
| 07.07.2011 | | | | | |
| 07.07.2011 | | | | | |
| 25.08.2011 | | | | | |
| 07.12.2011 | | | | | |
| 07.05.2012 | | | | | |



E-Cabinet

In August 2000, the Government of Estonia changed its Cabinet meetings to paperless sessions using a web-based document system.



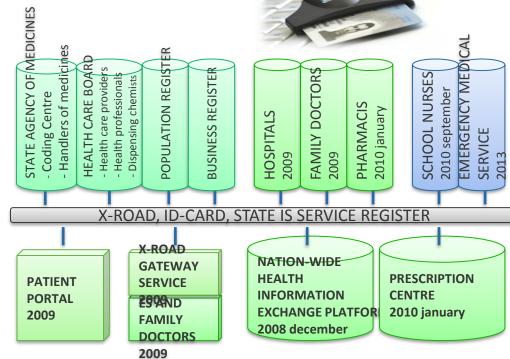
30.03.2017



E-health solution

Estonian National Health Information System (ENHIS) (Dec 2008);
Patient portal Digilugu (2009),
E-prescription (2010)





My e-Health 6

VANANENUD TARKVARA KASUTAMINE ON OHTLIK

My data

Annela Kiirats 48205090211 INSURED Family doctor: Tiina Kolesnik

Update



Represented persons

Health data

Time critical data

Dental care documents

Dental care charts

Dental status chart

Passport of Immunization

Ambulance charts

Prescriptions

Referrals

Invalid referrals

Valid referrals

Referrals related to anappointment

Health declarations

Health certificates

Case summaries

Out-patient case summaries

Day-care case summaries

In-patient case summaries

Birth case summaries

Notifications

<u>Development assessment</u> <u>notifications</u>

Immunisation notifications

Growth notifications

Examination notifications

Counselling notifications

Examination results

Image references

Referral responses

Important updates

Data is added to Your health declarations and health certificates (sleep apnoea). Possibility to open attachments (pdf) in case summaries is developed.

Invoices submitted to the Estonian Health Insurance Fund

Click on the box to view medical invoices, click on the information sign for more information

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

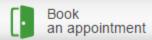


Notifications

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









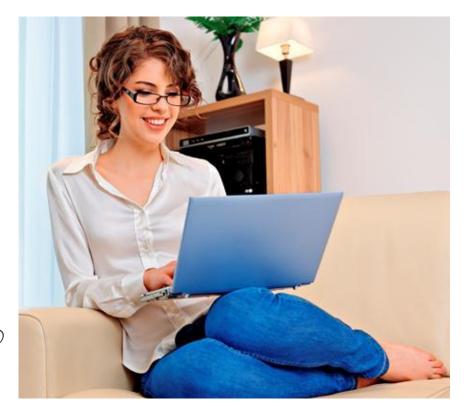


Ambulance/emergency 112 Family doctor's hotline 1220 Poisoning information phone number 16662

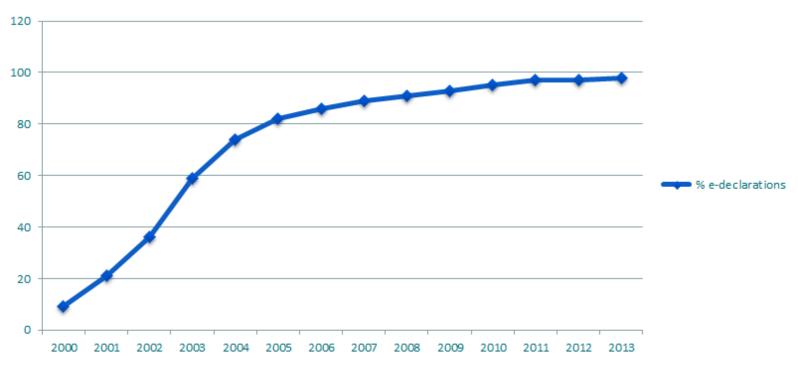
Parental benefit claim

Interoperability of 5
information systems from 5
government institutions

Best eGovernment service in Estonia in 2004 ©



Tax declarations submitted to the tax board online - 98%





E-Tax declaration

| Tι | ılud | |
|----|---------------------------------------------------------------------|------|
| | E 1 Dalk is moved topsed | |
| 6 | 5.1 Palk ja muud tasud 5.2 Vabatahtlik kogumispension | 0.00 |
| 0 | 5.3 Investeerimisriskiga elukindlustuslepingud | 0.00 |
| 0 | 6.1 Väärtpaberite võõrandamine | 0.00 |
| | 6.2 Kasvava metsa raieõiguse ja raiutud metsamaterjali võõrandamine | 0.00 |
| D | 6.3 Muu vara võõrandamine | 0.00 |
| D | 6.4 Osaluse vähendamine, likvideerimisjaotised | 0.00 |
| D | 6.5 Tulu finantsvaralt | 0.00 |
| D | 7.1 Muud tulud, millelt ei ole tulumaksu kinni peetud | 0.00 |
| D | 7.2 Tulu isikute ühenduses või varakogumis | 0.00 |
| D | 7.3 Üüri- või renditasu | 0.00 |
| D | 9.1 Lapse maksustatav tulu | 0.00 |
| D | Välismaalt saadud tulu | 0.00 |
| | Kok | ku: |

| M | ahaarvamised | |
|----------------|--------------------------------------------------------------|------|
| | | |
| \blacksquare | 9.2 Eluasemelaenu intressid | |
| D | 9.3 Koolituskulud | |
| | 9.4 Kingitused ja annetused | 0.00 |
| | 9.5 Vabatahtliku kogumispensioni maksed | 0.00 |
| D | 9.6 Töötuskindlustuse ja kohustusliku kogumispensioni maksed | |
| D | 9.7 Välisriigis tasutud sotsiaalkindlustuse maksud ja maksed | 0.00 |
| | Täiendav laste maksuvaba tulu * | 0.00 |
| | Maksuvaba tulu * | |
| | Kokku: | |

| Kui Teil (ühisdeklaratsiooni puhul Teil ja/või Teie abikaasal) on Maksu- ja Tolliameti ees maksuvõlg, siis kaetakse enammakstud tulumaksu arvel nii tulumaksu tagastamise kuupäevaks tekkinud võlg kui arvestatud intressid. Ülejäänud maksusumma kantakse Teie deklaratsioonis märgitud pangakontole. | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|--------------------------------|--|--|--|
| Soovin, et enammakstud tul | lumaks tagastatakse täies ulatuses minu poolt deklarat | sioonis märgitud pangakontole. | | | |
| Soovin jätta enammakstud tulumaksust 0.00 eurot tulevaste maksukohustuste katteks. Ülejäänud tulumaks palun tagastada minu poolt tuludeklaratsioonis märgitud pangakontole. | | | | | |
| Soovin saada enammakstud | d tulumaksu arvel tehtud tasaarvestuste kohta paberile | trükitud otsust. | | | |
| Juurdemaksmisele kuuluv sotsiaalmaks | | | | | |
| Juurdemaksmisele kuuluv kogumispensioni makse | | | | | |
| Pangakonto andmed | | | | | |
| Pangakonto andmed on täidetud | | | | | |
| Konto number | | | | | |
| Konto omaniku nimi | | | | | |
| Konto omaniku isikukood | | | | | |

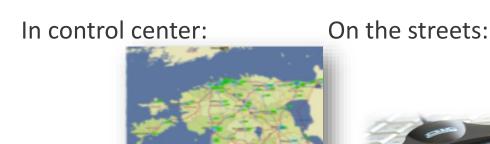
ega.ee

E-Police solution (since 2007)

In the car









eKool

eKool aitab Sisene eKooli Mobil-ID ID-kaart Pangalink tulemuslikumalt Kasutajatunnus: õppida ja Salasõna õpetada Jäta mind meelde HALDA - SUHTLE - JAN Sisene eKooli Unustasid salasõna?

Students

Homework

Grades

School and Teachers

Messages

Grades Statistics

Parent communication

eBooks and eLibrary Homework

Automatic attendance registration

Notifications

Notifications

Multimedia learning materials School events

Group projects

Chat

Progress

Reports

eKool

Statistics

Integration to National Education Registry

Ministry of Education/ Local municipalities Admission administration Check attendance

Inform absence or illness

Instant notifications

Child's performance

Communication

Parents

E-Democarcy and e-participation examples



Internet voting in Estonia

(Last elections: Parliament (2015), next LG (2017))

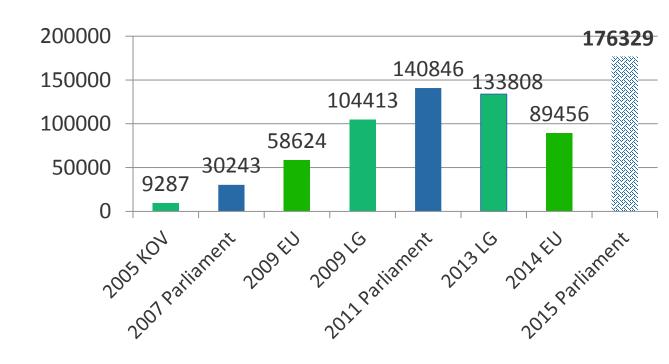




SIMPLE to use = during pre-voting period (1 week) your last electronic vote counts

Results of the last elections (National Parliament)

30,5% out of all were i-votes





Voting from all over the world

116 countries in total (5,7% from all i-votes) – 2015

Finland (2980)

UK (940)

Sweden (852)

Germany (541)

Norway (521)

U.S. (465)

Denmark (360)

Belgium (330)

Australia (324)

Netherlands (243)

Thailand (152)

Poland (62)

Cambodia (21)

Sri Lanka (11)

Cypros (9)

Fiji (6)

Iran (1)

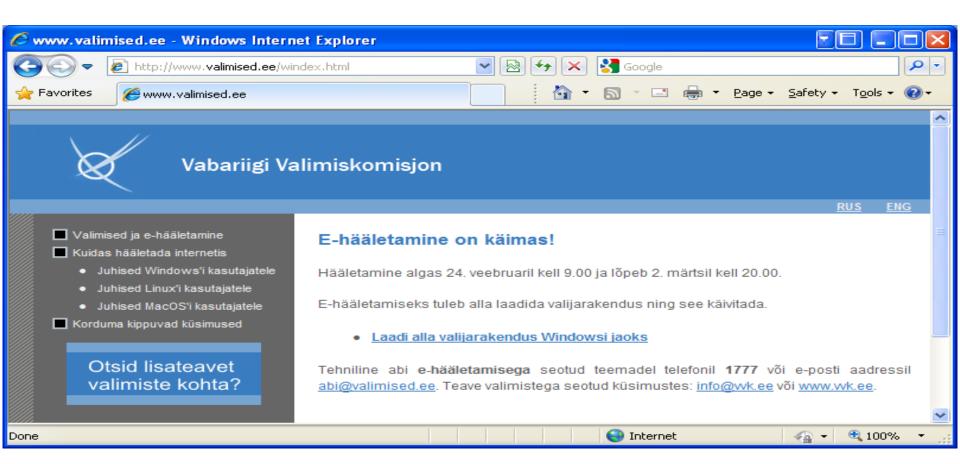
Bahamas (1)



Voting period







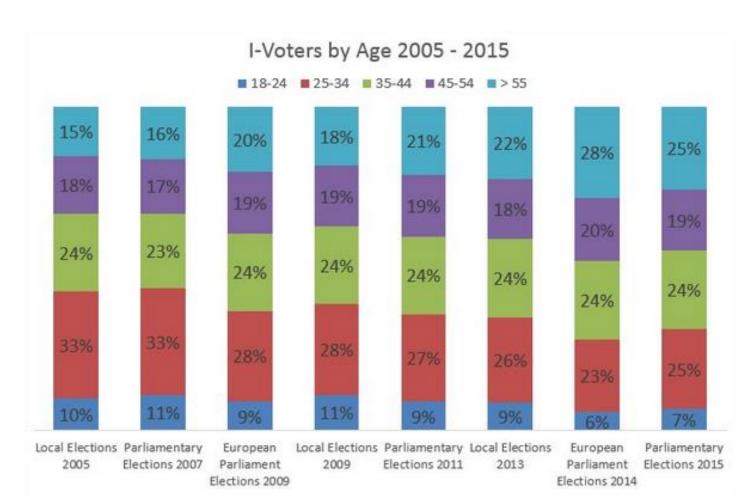
Run the Application



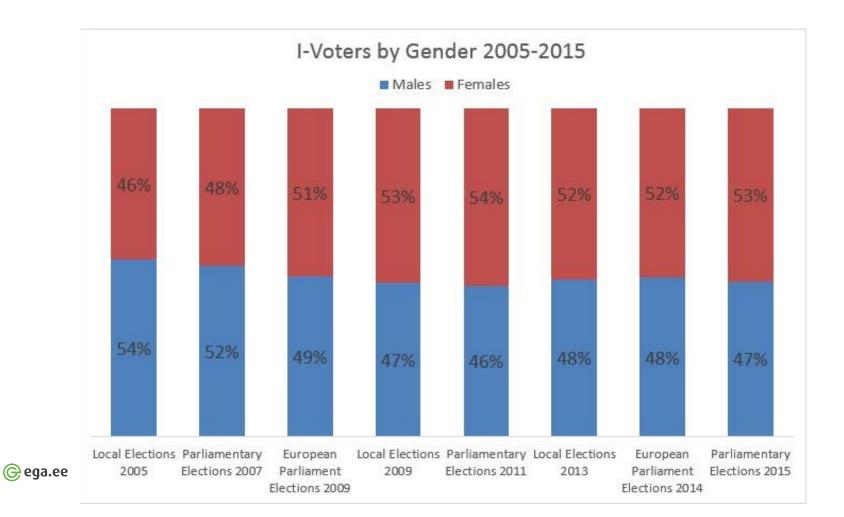


In case of ID-card...









Participation example – election compass

If you do not know which party has the similar views with yours, answer 30 questions and you get suggestion to vote for the party that has similar views in Parliamentary elections in March, 2015 – close to 100 000 tests





Approach citizens via web tools for awareness raising











Oluline info kõigile, kelle mobiil-ID ja digi-ID on väljastatud enne 2014. aasta lõppu























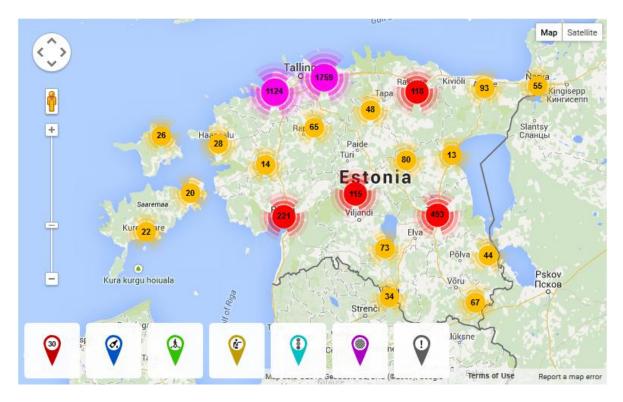






Social media initiative folice

Mark the problematic place on the map



Speed, drunk drivers, problems on pedestrian, bad traffic coordination, disregards of traffic lights, usage of reflectors, other consern



Riiklike registrite ja infosüsteemide e-teenused



E-ÄRIREGISTER

-ärrregistrist saab kõigi Eesti ettevõtete, ulundusühingute, sihtasutuste ja füüsilisest ettevõtjate juridilisi ja statistilisi andmeld. rikaart (B-kaart), maksuvõta into ja indmed on TASUTAl Otsi ettevõtjat.

Ettevõtta nins (áma OÚ, AS, MTÚ, FIE Q.

EUROOPA ÄRIREGISTER

Euroopa ettevõtete andmed, aruanded ja ettevõtetega seotud isikute andmed vald ühe infopäringu kauguset. Nüüd võimalik andmeid tellida ka ilma lepingu sõlmimisetal

AMETLIKUD TEADAANDED

Ametiku Teadaannete lehei avaldatakse kõik teated, kutsed is kuulutused, mille avaldamise kohustus tuleneb seadusest. Teadaandeid saab soovitud märksõna järgi otsida ja need on kõigile tasuta kättesaadavad.

ETTEVŐTJAPORTAAL

Ettevőtiaportaal on keskkond i Enterpreneur Ariregistrile esitada mu dokumente elektroo esitada avaldusi uue portal registriandmete muutr registrist kustutamiseks. Lisaki

KINNISTUPORTAAL

Kinnistuportaal võimaldab kõigil elektrooniliselt tada ja esitada kinnistamisavaldusi ning esitatud avalduste menetlusinfot

E-KINNISTUSRAAMAT

effevőtáportaal raamalupidamistarkvara.

Kinnistusraamatu andmete avalikius tagab kinnisasjade käibes õiguskindluse ja maandab kinnisvaratehingute riskid, Kinnistusraamatusse kantud andmetega saab igačiks tutvuda e-kinnistusraamatu kaudu.

· LOE LÄHEMALT · LOGI SISSE

+ LOE LÄHEMALT

· LOE LÄHEMALT · LOGI SISSE

KARISTUSREGISTER

sister, kuhu kantakse andmed karistatud isiku. a karistuse kohta. Kehtivad karistusregistri d on avalikud ja iga isik saab. tandmetega tuhvuda

E-TOIMIK

dokumente ja jälgida menetluse käiku

Central case Infosüsteem, mis võimaldat nende esindajatel osaleda ts management system kriminaat- ja väärteomeneduses E-toimiku kaudu saab esitada menetlei

E-File

Punishment registry

Business

register

Land

management

portal

Enterpreneur portal-Registration of a Company

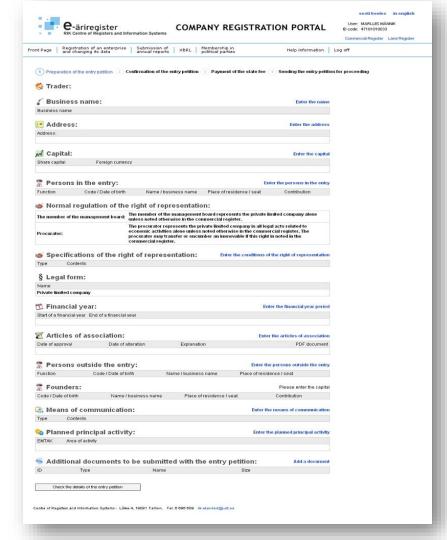
Establishing a company:

- Easy step by step process to register a new company
- ✓ No need for notary
- ✓ No paperwork at all

In the portal you can:

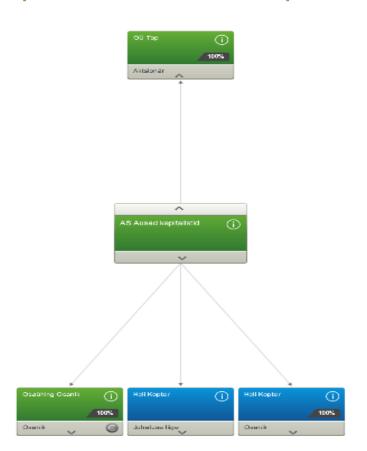
- ✓ Register a new entity
- Change existing info in commercial register
- ✓ File annual reports





Business register – Can make detailed visualized inquires of other companies

Nimi: OU Top Registri- või isikukood: 10481121 Staatus: Registrisse kantud Seose kuupäev: 1.9.2001 -Roll: Aktsionär Osalusprotsent: 100% Osasuurus: 400000 EEK Registrikaart Kehtivad üldandmed (1 EUR) Kehtivad üld- ja isikuandmed (2 EUR) Kehtivad üld- ja kommertspandiandmed (2 EUR) Kehtivad üld-, isiku- ja kommertspandiandmed (3 EUR) Majandusaasta aruanded (2 EUR) Kinnistusraamat Ametlikud teadaanded Otsi Euroopa Äriregistrist

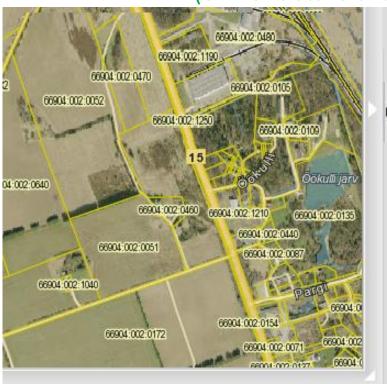


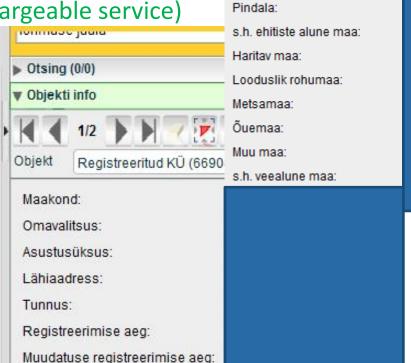
Land management portal:

General information about the cadastrial unit/land is public

(owner details chargeable service)

Sihtotstarve 1: Sihtotstarve 2:





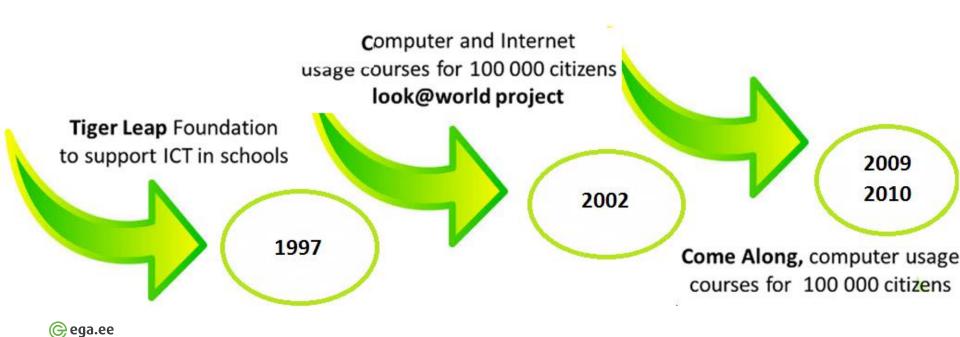
PPP to support the end-users in digitalization

- It is important that people are computer-literate to be able to e-participate (private sector initiative)
- It is important that for e-services there is **secure way to identify** yourself and confirm your decision digitally (digital ID as **public sector initiative**)
- It is important that the end-user can have access to both, public and private sector services. Approach was that for the end-user services should be simple, free of charge and awareness campaigns done





Estonian case - Initiative by private sector (telcos and banks)



DEVELOP#FUTURE OF EGOVERNANCE!



HOME

NEWS

CURRICULA

STUDENTS

MATERIALS

STARTUP

CONTACTS

- Standards and rules of you country must be known to you, you must identify problems and find solutions how to solve them.
- You have to understand the core of enterprise architecture
- How to make e-services more proactive (Example: if my child goes to school, I should not fill
 in the application to get support funds from the LG. LG should know this already and just
 transfe the money to my account)

Did you know? Solutions created by Estonians





⁷TransferWise



Thank you!

Annela.kiirats@ega.ee

(4) eda.e