



# Policies for Smart Administration

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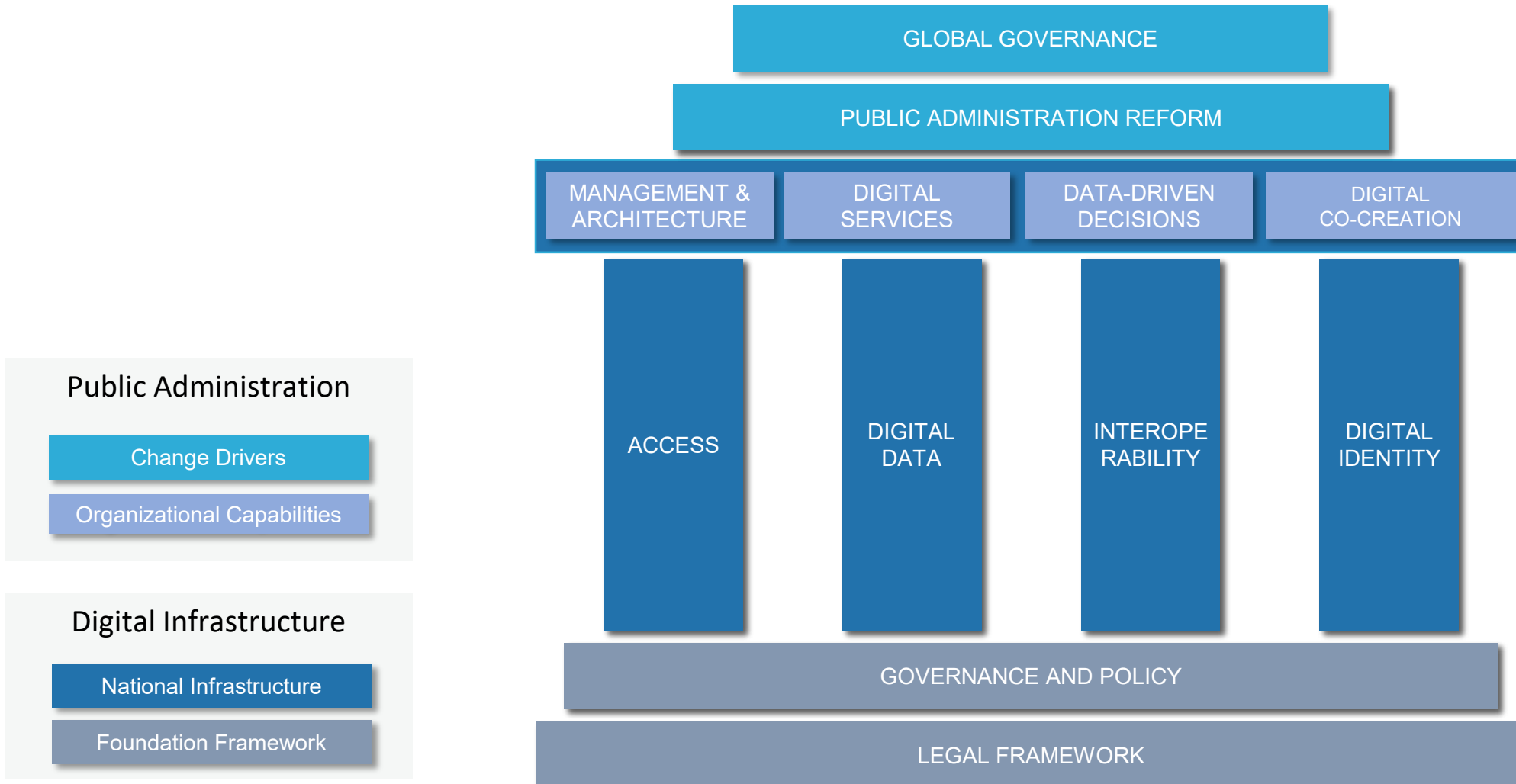
Public Sector Solution Architect

Estonia

FiscalAdmin OÜ

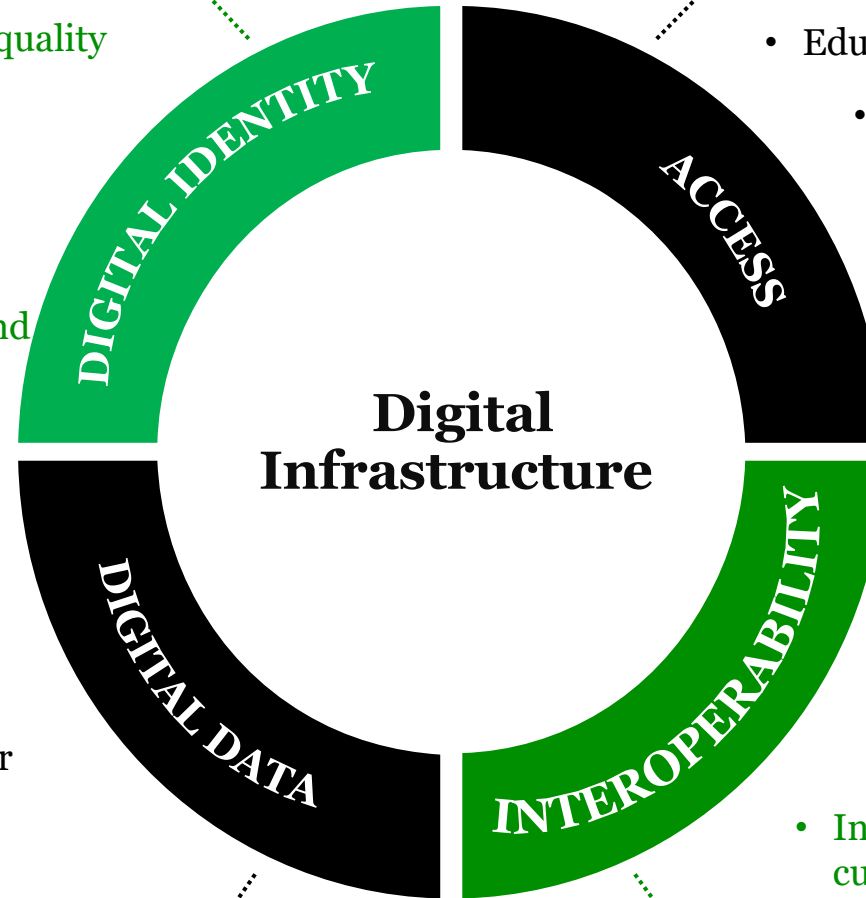
# Framework of Digital Governance Infrastructure

The framework is based on a **causal sequence** – one input causes other Digital Governance aspects to succeed. Such 'inputs' are called underlying conditions for Digital Governance



# ESTONIA: Whole of a Government Approach

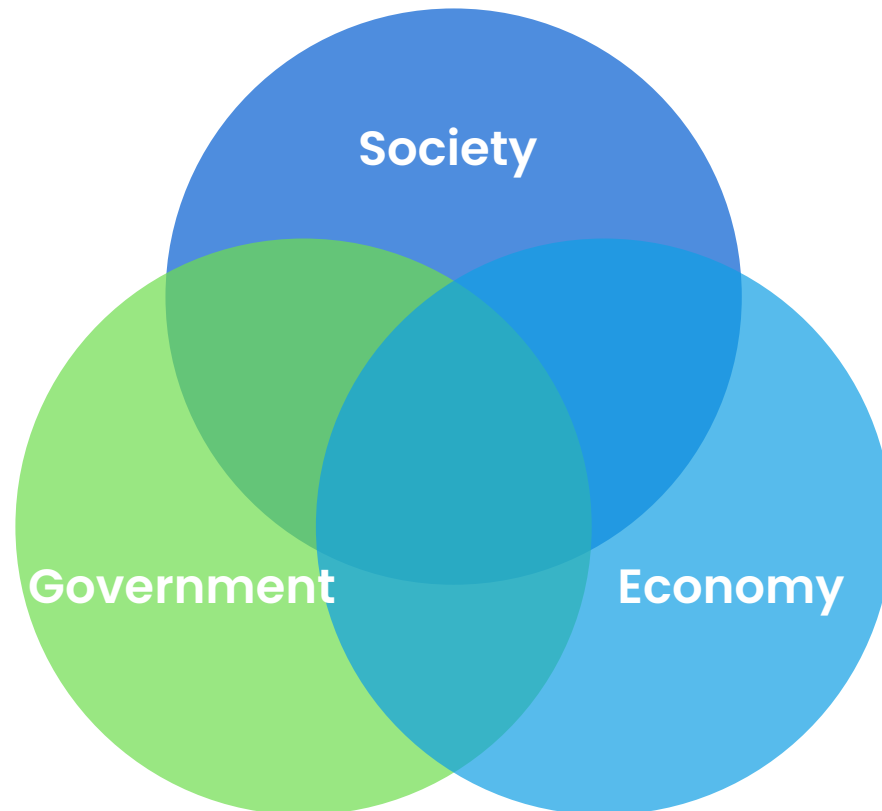
- National ID for all people, high-quality Population Register, National universal PKI platform
- Smart ID in mobile phone
- Universal Trust Services, i.e., authentication, authorisation, and digital signature
- Public Data requirements
- Data Protection Regulations & institutions
- Legal Registries for companies, organisations, property and other important objects and events
- Open Data initiative



- Education & Literacy
- Internet & Digital Computing Devices availability
- Computer Literacy
- Local Digital Services Ecosystem
- Legal & Technology platform for information exchange between organisations
- Once-only Principal for data request from citizens and companies
- Information Security Management culture

# Outcome Architecture

Outcomes Architecture for Digital Transformation of public administration.

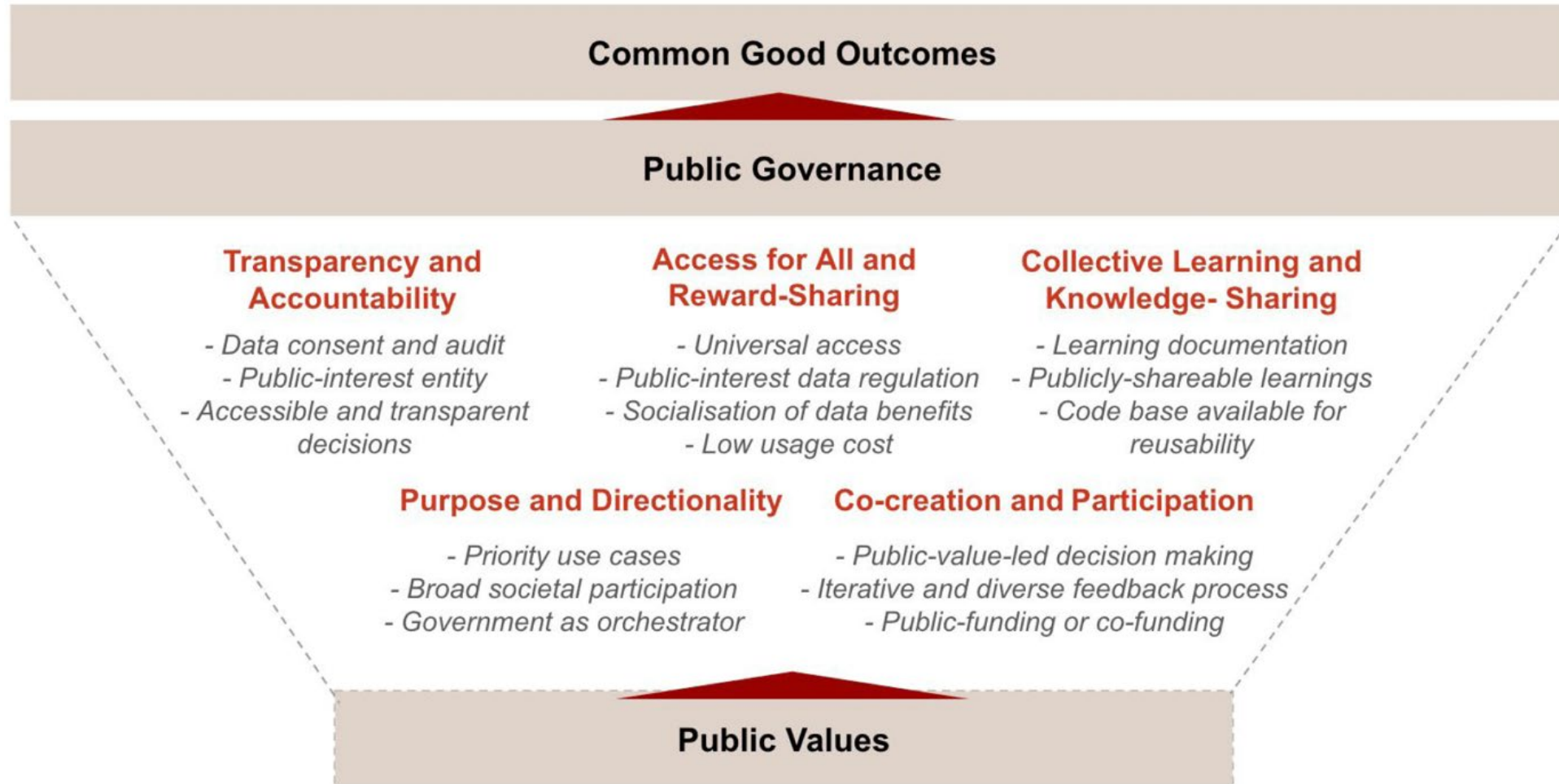


**For Society:** digital transformation will foster inter- and intra-communal relationships, create new capabilities for individuals to participate and thrive in all dimensions of their life.

**For Economy:** digital transformation will improve financial inclusion, mobilize immense potential of economic agents, create new industries and millions of jobs.

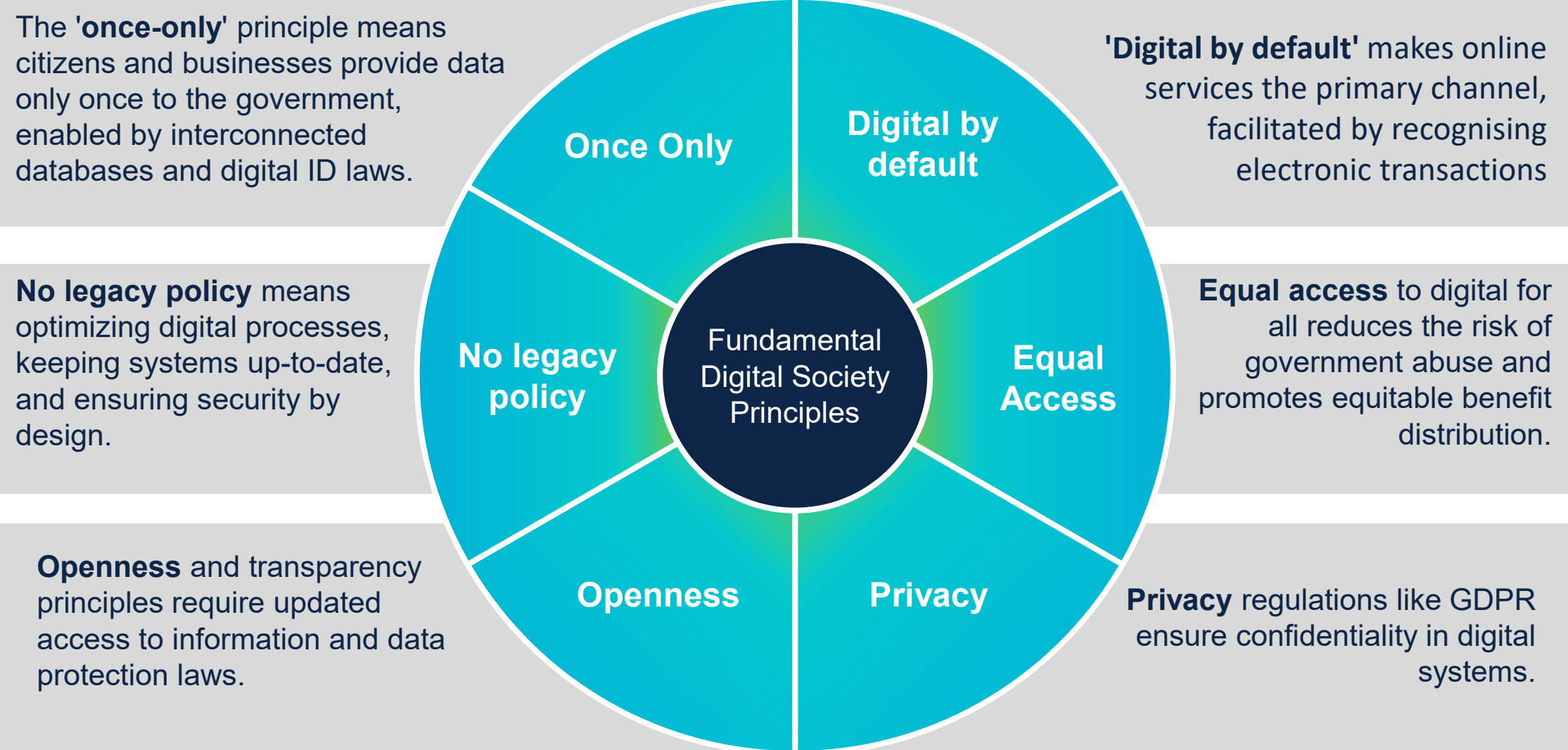
**For Government:** digital transformation will allow dramatically improve cost-efficiency of operations and enable pro-active delivery on demand from citizens and businesses.

# Policies for Building Digital Public Infrastructure

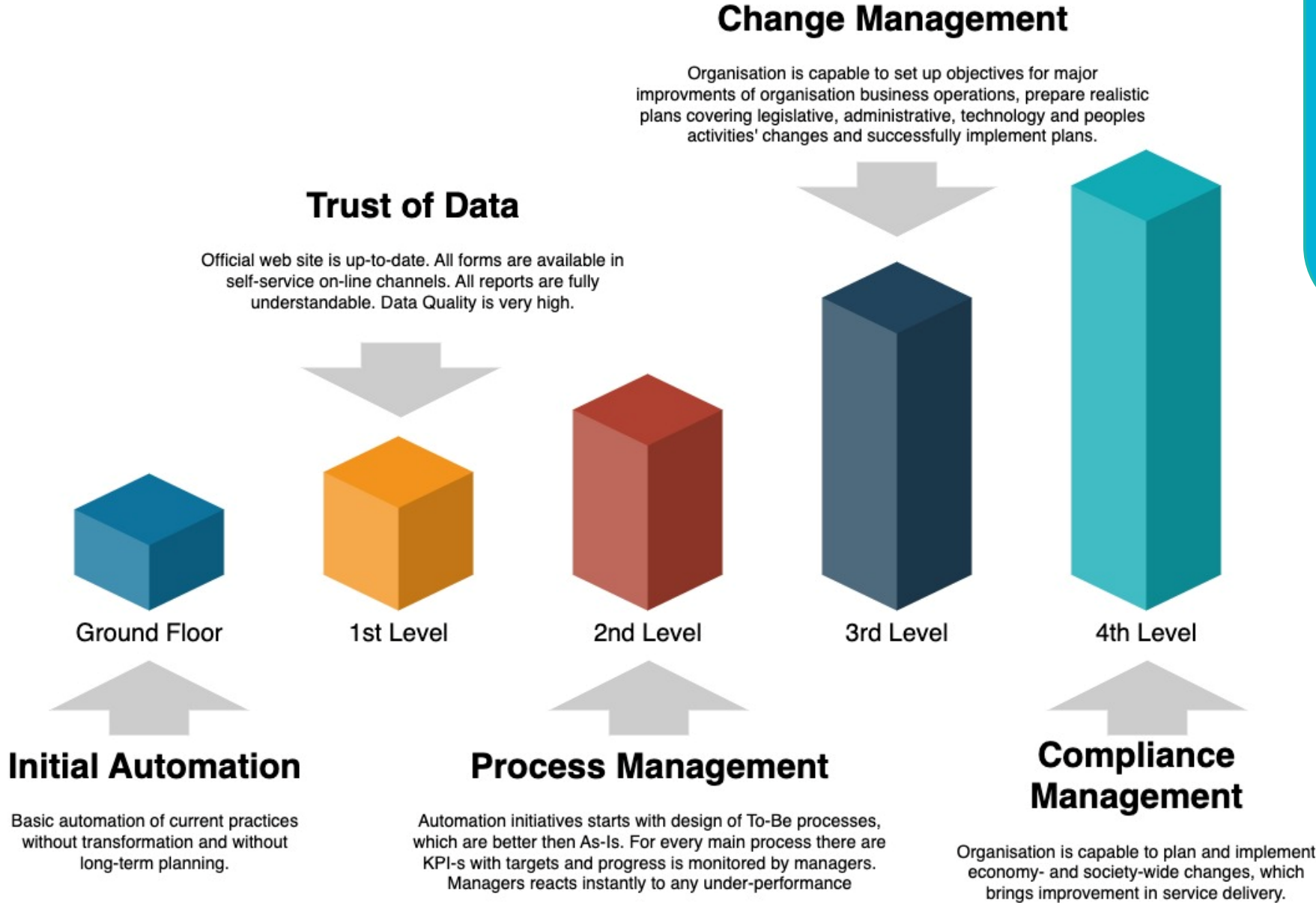


Source: Eaves, D., Mazzucato, M. and Vasconcellos, B. (2024). Digital public infrastructure and public value: What is 'public' about DPI ? UCL Institute for Innovation and Public Purpose, Working Paper Series (IIPP WP 2024-05). Available at: <https://www.ucl.ac.uk/bartlett/public-purpose/wp2024-05>

# Aligning governance with people needs and societal goals



# Capabilities Development Phases



Merely buying technology does not guarantee improved governance. To transform services digitally in a useful and sustainable manner, it is essential to incorporate technology into daily **administrative procedures and decision-making**. Without these capabilities, a digital development plan will not produce the anticipated outcomes. Such capabilities are growing step-by-step.

Thank you!

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