



e-Governance Academy

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The Development of e-Governance. Building Blocks and Frameworks: Information Policy, Management and Coordination, Public Key Infrastructure, e-Services

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Where e-Estonia?

e-Estonia

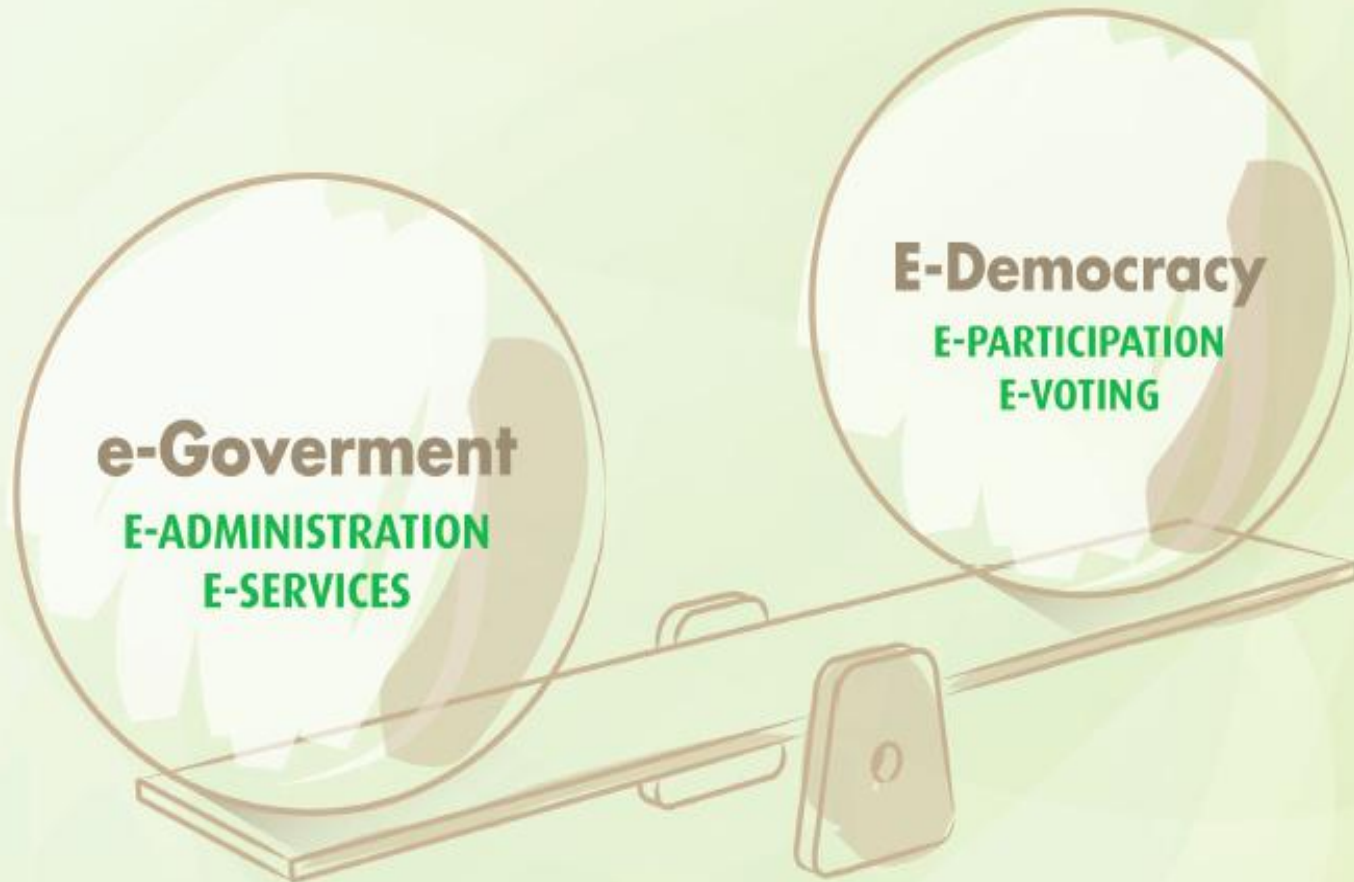


What is e-Governance Academy?

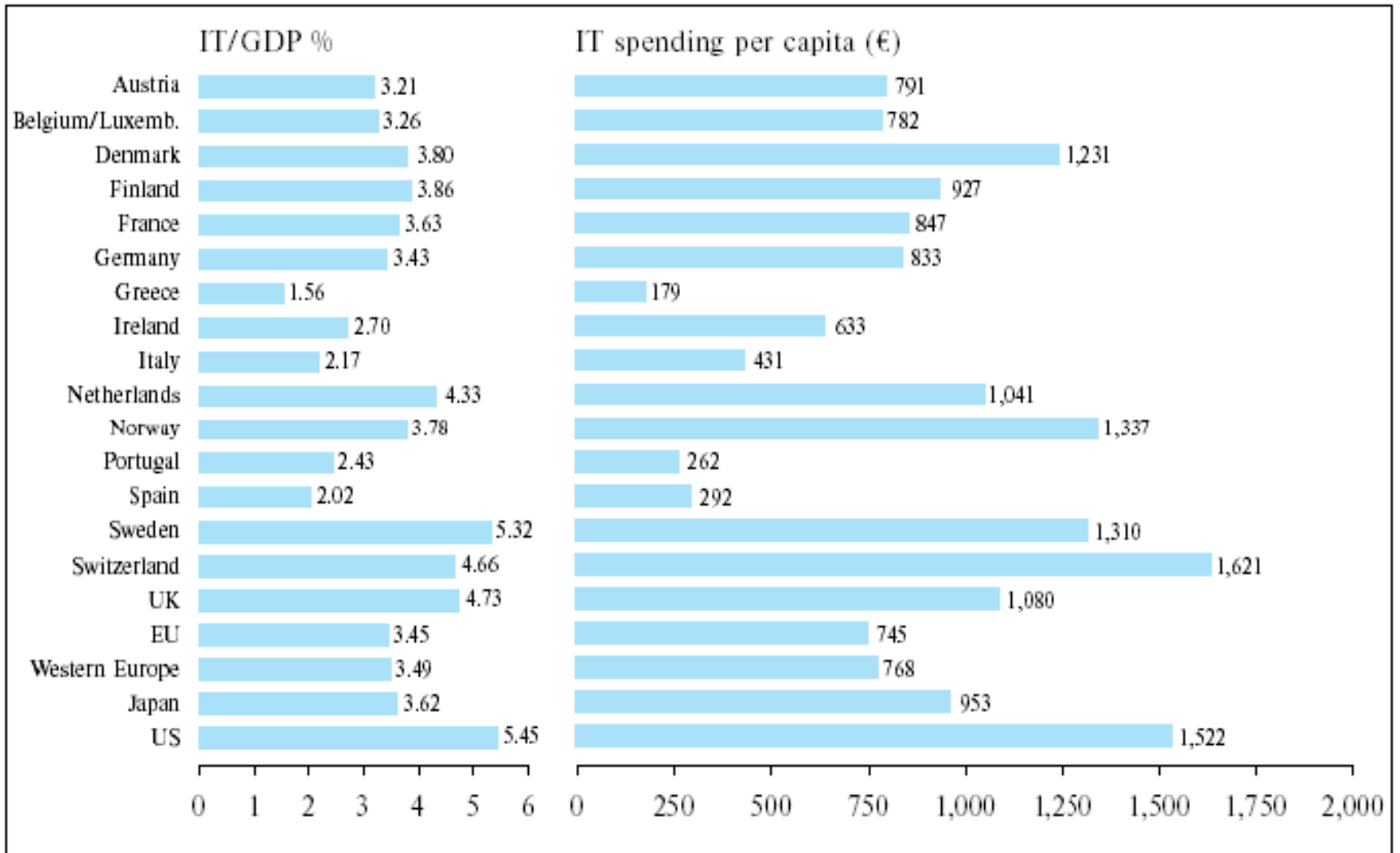
- Non profit think tank founded for the creation and transfer of knowledge concerning **e-governance, e-democracy and the development of civil society**
- by OSI, UNDP and Estonian Government in 2002
- Network-based organisation (national and international experts, practitioners)



What is e-governance?



IT/GDP and IT/per capita



Readiness 2003

COUNTRY	SCORE	NRI RANK
United States	5.50	1
Singapore	5.40	2
Finland	5.23	3
Sweden	5.20	4
Denmark	5.19	5
Canada	5.07	6
Switzerland	5.06	7
Norway	5.03	8
Australia	4.88	9
Iceland	4.88	10
Germany	4.85	11
Japan	4.80	12
Netherlands	4.79	13
Luxembourg	4.76	14
United Kingdom	4.68	15
Israel	4.64	16
Taiwan	4.62	17
Hong Kong SAR	4.61	18
France	4.60	19
Korea	4.60	20
Austria	4.56	21
Ireland	4.55	22
New Zealand	4.48	23
Belgium	4.43	24
Estonia	4.25	25

Readiness 2009

2008–2009 rank	Country/Economy	Score
1	Denmark	5.85
2	Sweden	5.84
3	United States	5.68
4	Singapore	5.67
5	Switzerland	5.58
6	Finland	5.53
7	Iceland	5.50
8	Norway	5.49
9	Netherlands	5.48
10	Canada	5.41
11	Korea, Rep.	5.37
12	Hong Kong SAR	5.30
13	Taiwan, China	5.30
14	Australia	5.29
15	United Kingdom	5.27
16	Austria	5.22
17	Japan	5.19
18	Estonia	5.19
19	France	5.17
20	Germany	5.17
21	Luxembourg	5.10
22	New Zealand	5.04
23	Ireland	5.03
24	Belgium	5.02
25	Israel	4.98

E-Government

Country	e-Government	Rank
Singapore	5.43	1
Finland	5.40	2
Iceland	5.35	3
Sweden	5.10	4
Estonia	4.95	5
Canada	4.93	6
Hong Kong SAR	4.90	7
Taiwan	4.90	7
Denmark	4.88	9
United States	4.88	9
United Kingdom	4.83	11
Norway	4.70	12
Netherlands	4.65	13
Austria	4.63	14
Australia	4.58	15
Brazil	4.58	15
Ireland	4.58	15
Korea	4.38	18
France	4.35	19
New Zealand	4.33	20
Spain	4.30	21
Germany	4.28	22
Switzerland	4.28	22
Chile	4.18	24
Hungary	4.13	25

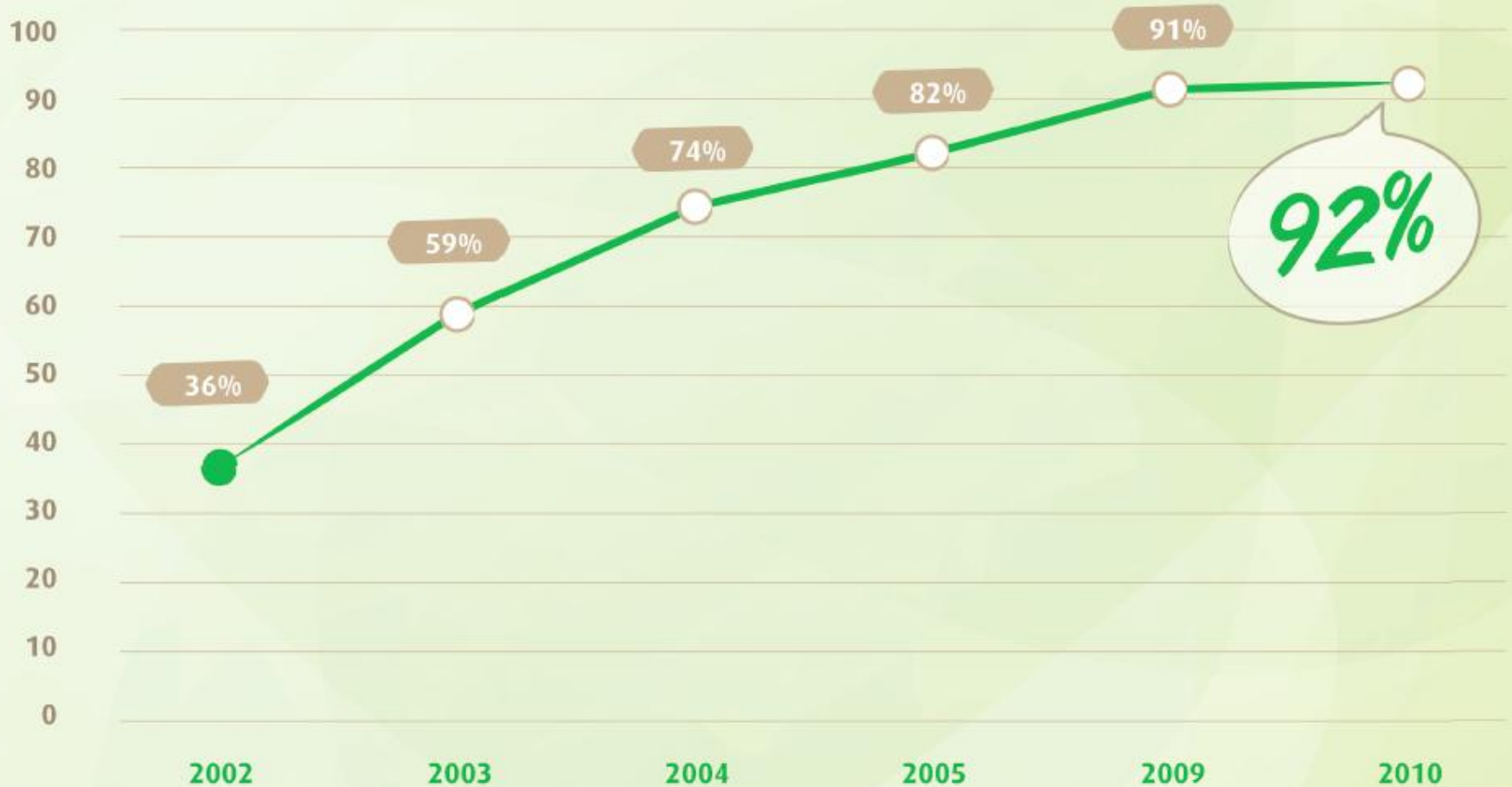
Some landmarks

Some landmarks



Examples of e-services: e-declarations

e-Tax board: e-declarations submitted to the tax board

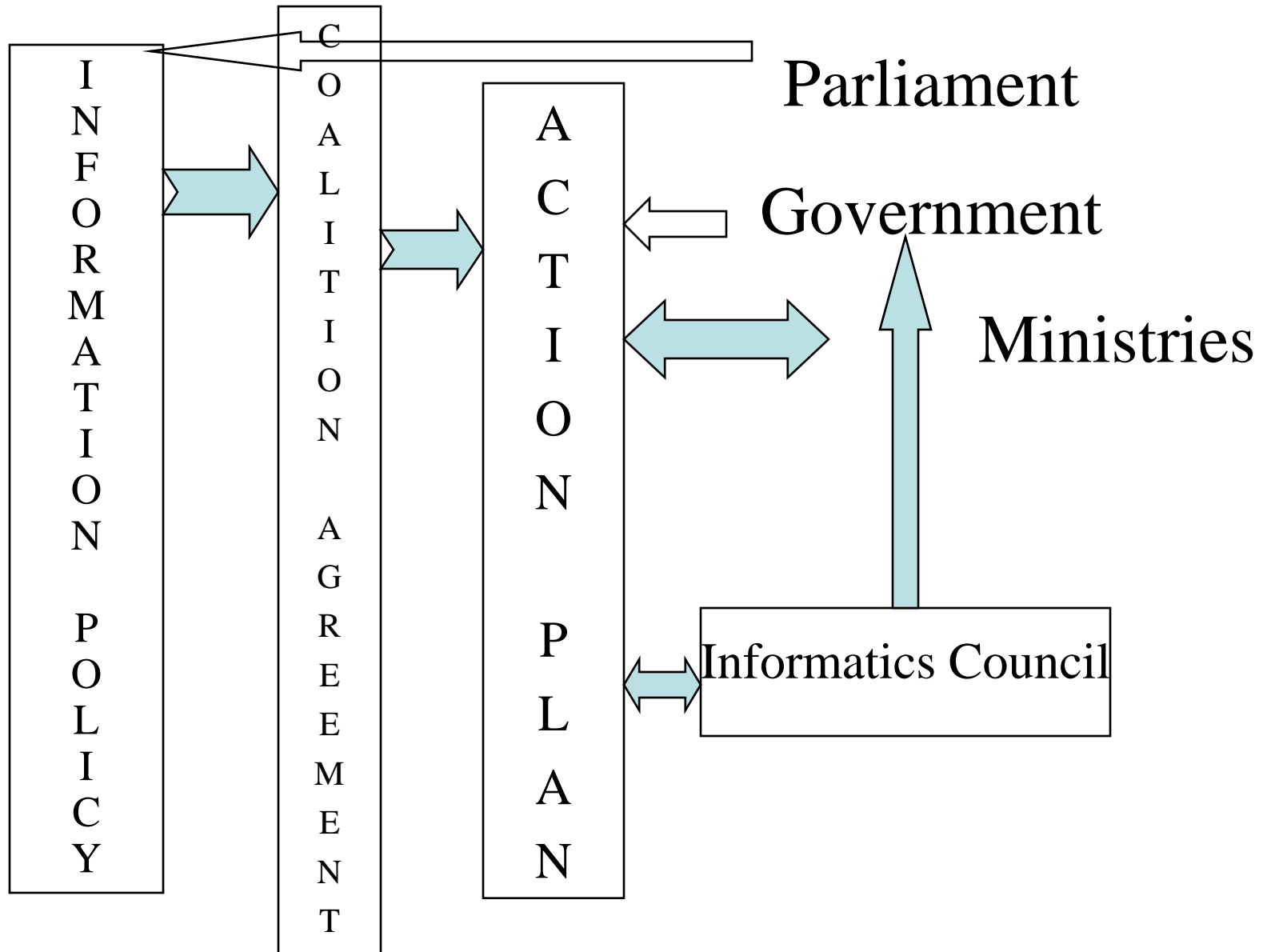


Example of e-services: Parental benefit



18 data requests
between 5 information
systems
+ calculation =
7 documents in real life
=
**3 minutes data input
+1 mouse click**

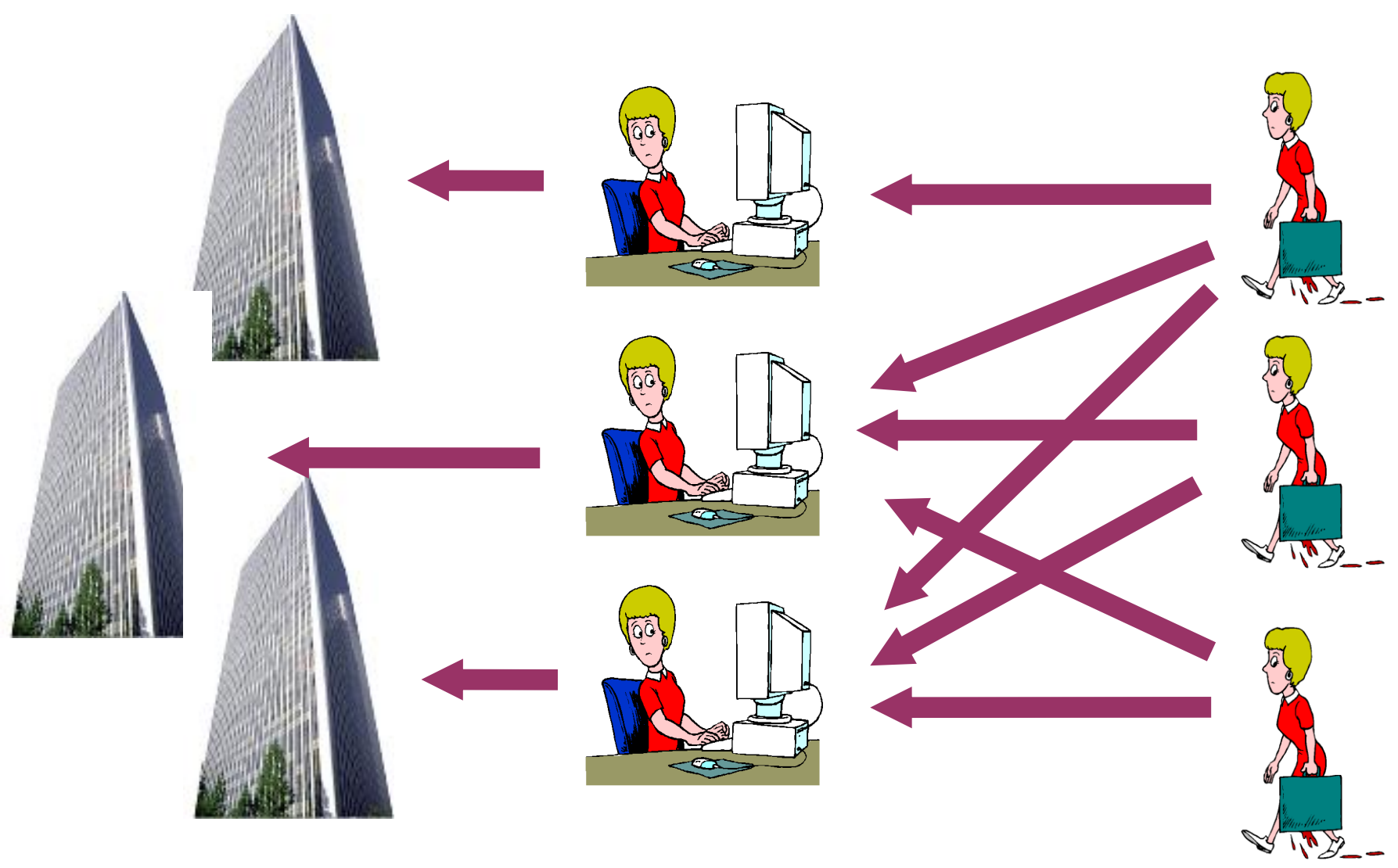
Organisational framework



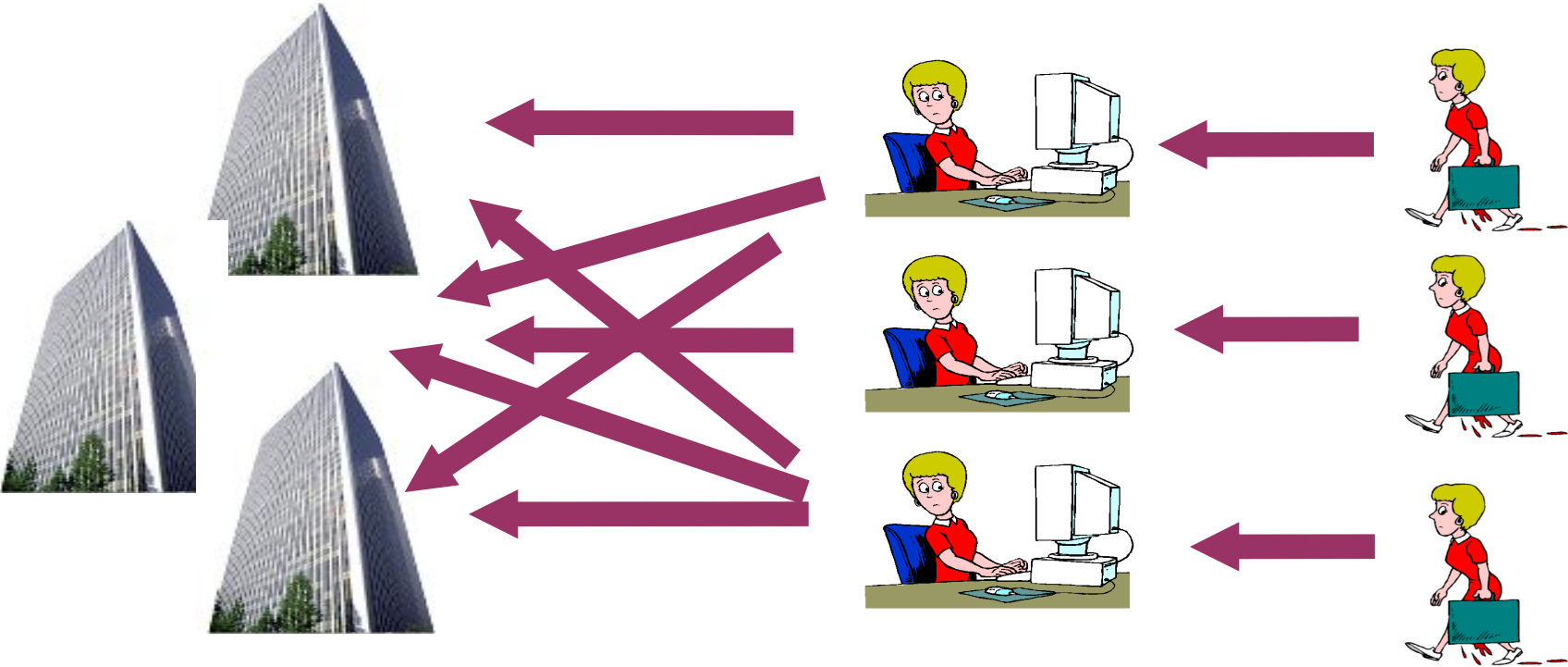
Example: Info-political principles in Estonia

- Citizen (customer) orientation
- Leading role for the private sector
- Efficient and transparent public sector.
eDemocracy and participation.
- Functioning model for protection of personal data
- Measures against digital divide (ID-cards example...)
- Neutrality concerning technological platforms
- etc.

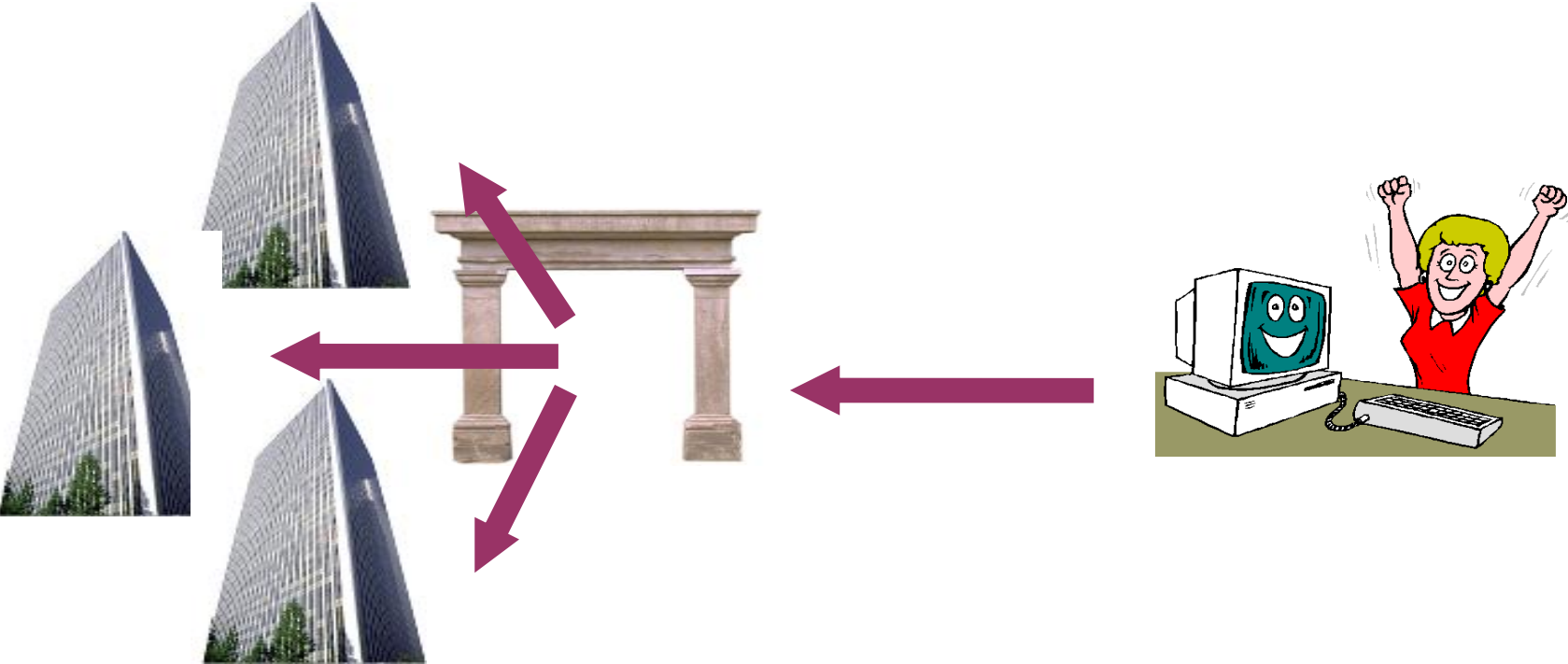
Progress. Public Service Model 1 (byrocratic state+Internet)



Public Service Model II (One stop shop)



Public Service Model III (24/7 self service)



Example of Action Plan:

Document management and digital archives

- All life-cycle of documents is digital in gov sector, preconditions for long-term archiving of digital documents
- Responsible: State Chancellery
- Actions:
 - Document management as part of interoperability framework
 - Infrastructure for digital archiving



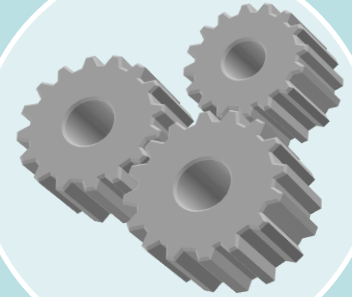
Organization



Legal
framework



Fiscal
framework



Technical
architecture

eGovernment Policy / Strategy

State Chancellery / Ministry

ICT work group of ministries

eGov Center (CIO office)

ICT work group of regional development

- Regulation initiatives
- eGov budget planning
- monitoring of implementation
- Interoperability Framework agreements

Ministries

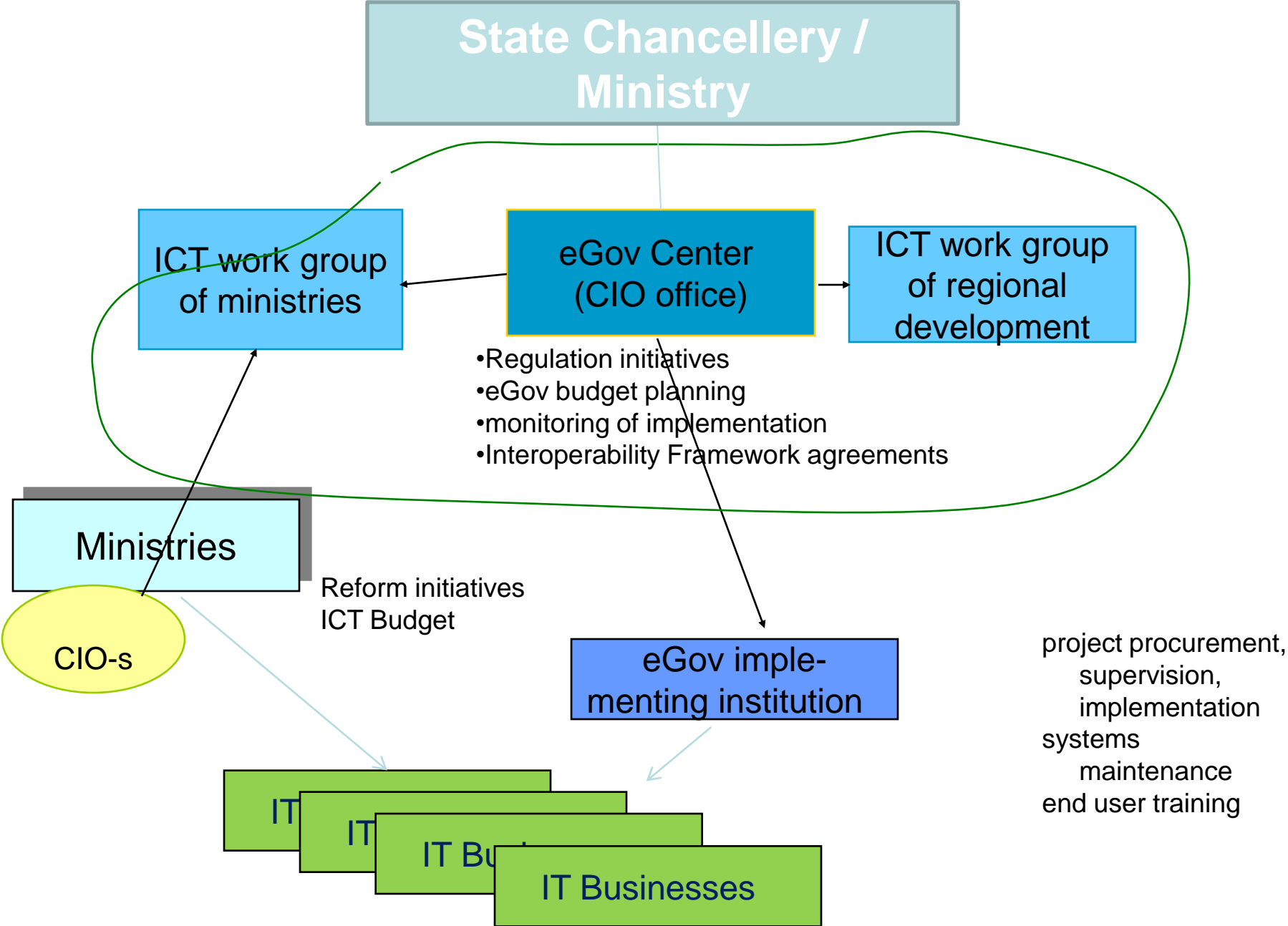
CIO-s

Reform initiatives
ICT Budget

eGov implementing institution

project procurement,
supervision,
implementation
systems
maintenance
end user training

IT
IT
IT Bu
IT Businesses



Nature of document	Name of Document	Nature of regulation
Policy and strategy documents	eGov Strategy, Interoperability Framework	Infopolitical agreement, strong recommendation
Laws and sub-acts	Databases acts, Personal Data Protection Act, Digital Signature Act etc.	Compulsory
Framework descriptions	Architecture descriptions	Strong recommendation
Interoperability Related Standards	Documents, digital signature, security, message transfer etc.	Advise and recommendation

Budgeting

- Separate article of state budget: expenses for IT- subdivided into HW, SW and project work ordered from outside of government structures. For the last 8 years this budget has formed about 1% of the state budget.
- All ministries, county governments and boards have independent IT budgets which are planned in cooperation of all CIOs.
- For joint actions of several ministries the IT budget is often included in the budget of the ministry that is coordinating the work.

E-Government infrastructure



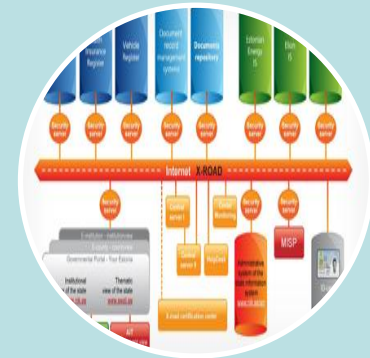
Electronic Identity:

- Authentication of a user by digital certificate imbedded in the ID card or SIM card



Digitalized information:

- Information systems and databases in all levels of government



Formalized exchange:

- X- road - the connection of government databases by a data exchange service layer

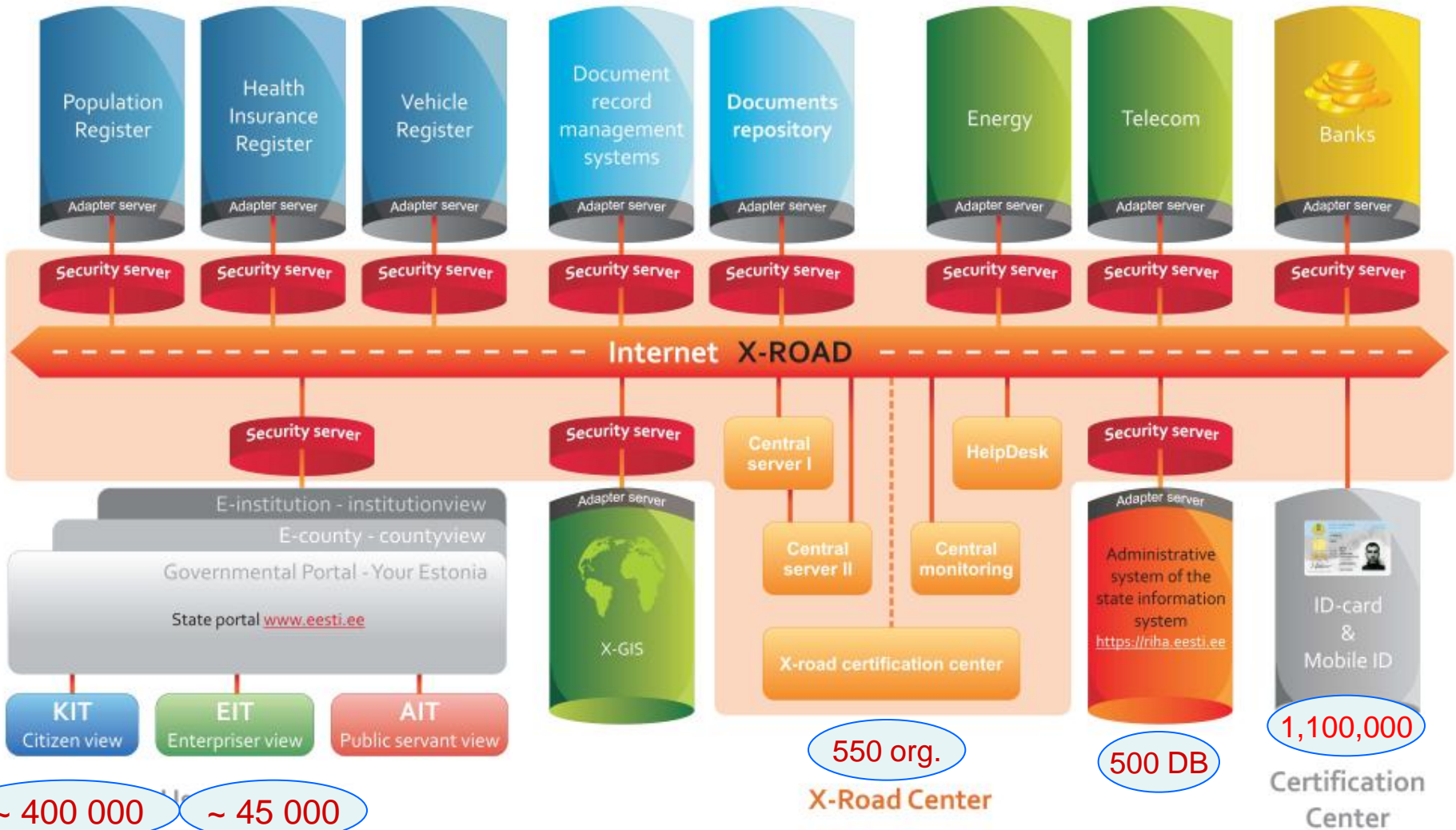
X-Road Estonia

110 DB

Public sector

5

Private sector



~ 400 000

~ 45 000

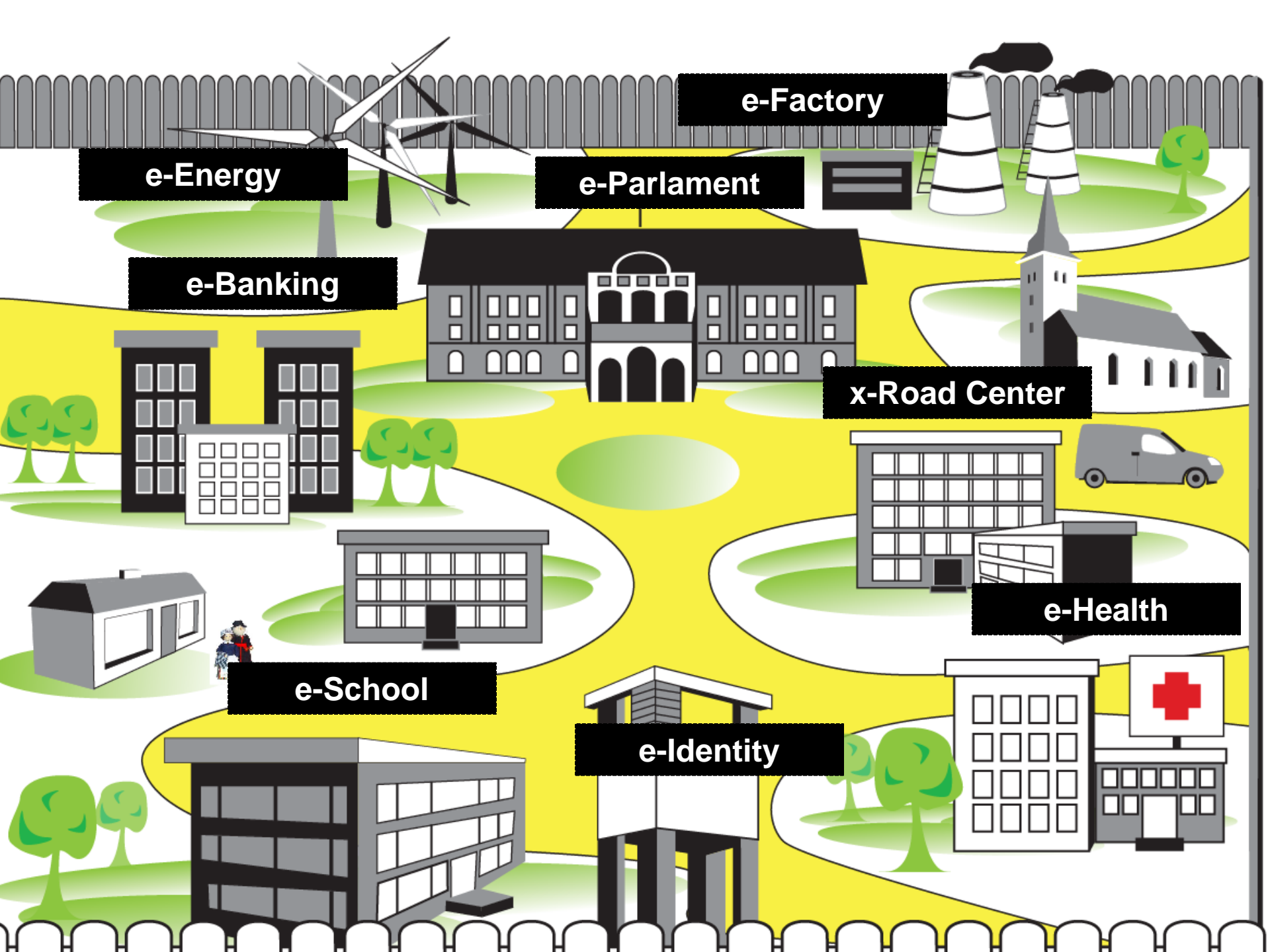
550 org.

X-Road Center

500 DB

1,100,000

Certification Center



e-Energy

e-Factory

e-Parlament

e-Banking

x-Road Center

e-Health

e-School

e-Identity

The central components in the architecture:

- Government network GovNet
- The Data Exchange Layer;
- The layer of personalized portals (citizen portal(s), entrepreneur portal(s), civil servant(s) portals);
- The register of registers, catalogue of services and the management system for the state information system;
- The layer of geoinformation systems;
- The layer of document management systems and document exchange centre;
- The system of classifications;
- The system of address details;
- The security system

National chip-based Identity Card

Issuing authority:

Estonian Citizenship and
Migration Board

Service contractor:

TRÜB Switzerland

Start of issue: January 1, 2002

Conformance with:

ICAO Doc. 9303 part 3



Inside 16 Kb RSA crypto chip are :
2 private keys; authentication certificate;
digital signature certificate;
personal data file

National e-services portal



Для работодателей | Помощь

Eesti keel | English | Русский

Введите ключевое слово

Поиск

Карта сайта | Расширенный поиск



Мои материалы

Услуги

Темы

Контакты



Вход

Выбирайте трудовой договор

Заключение трудового договора защищает работника и создает доверительные трудовые отношения с работодателем. Письменный трудовой договор обеспечивает вас правом на отдых и социальные гарантии, так как работодатель платит за вас социальный налог.

Проверьте на государственном портале, платит ли ваш работодатель налоги с вашей зарплаты.

Также можно посмотреть, поставил ли работодатель вас на учет в Больничной кассе, и есть ли у вас действительная медицинская страховка. Знайте свои права и требуйте заключения трудового договора!



Подробнее о трудовом договоре



- ➔ **Передача данных в Больничную кассу**
Теперь на государственном портале работодатель может передавать данные о медстраховке в Больничную кассу.
- ➔ **Справка A1 (E101) от Департамента соцстрахования**
О выдаче справки A1 (бывш. E101) можно ходатайствовать самостоятельно или в качестве работодателя для своего работника или в качестве чиновника для сотрудника своего учреждения.
- ➔ **Оформите пособие для первоклассника**
На государственном портале можно ходатайствовать о школьном пособии для жителей Таллинна и различных волостей.
- ➔ **Ваши нотариальные документы**
При помощи этой э-услуги частные лица и предприниматели могут просматривать свои нотариальные документы и скачивать их копии.
- ➔ **Подтвердите выбор спортклуба для ребенка**
Родители из Таллинна и Виймси могут подтвердить выбор спортклуба или спортшколы для перечисления муниципального пособия.
- ➔ **Ссылки на другие инфосистемы**

Some conclusions

- Cooperation and coordination is the key, technology is the simplest part;
- Important role of Centre in coordination of the actions;
- Training of CIO-s (IT managers) and partners from private sector;
- Medium push from legal framework;
- Figuring out what might be the motivation;
- Step-by-step approach, no need to enter to “business” of the “back-office”

Some conclusions

- Process from operational technical system to wide implementation takes 2-3 years – “honeymoon period” of the project
- Money, spent once for development of basic components of the architecture will give high profit in the phase of development of single e-services... but it will be clear only after several years... and this might not be the motivation for public institutions
- Driving force is often not from the top management of public institution but somewhere else – find this person ...



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Thank you!

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