# E-government coordination principles and policy implementation

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**ESTONIA** 

# eGA

- An independent and mission-based: non-profit, nongovernmental, non-academic.
- Jointly brought into existence by UNDP, Open Society Institute and Estonian Government in 2002.









- 28+ permanent staff
- In-house hands-on expertise: experts who built e-Estonia
- 100+ international experts with hands-on experience





# Our reach

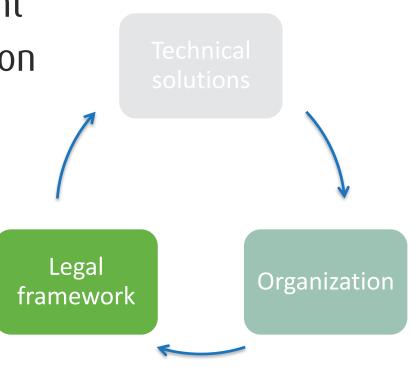


Cooperation with 90 countries, 4000 participants in training events



# Compentencies

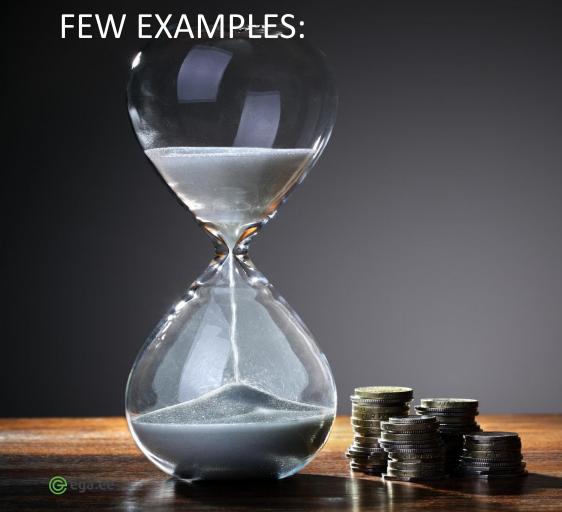
- Central & local e-government
- E-democracy & e-participation
- Interoperability, open data
- Cyber security
- E-identity
- Change management











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

2 % of GDP

**Economic Effect** 



Organization process



Legal framework



Fiscal framework process

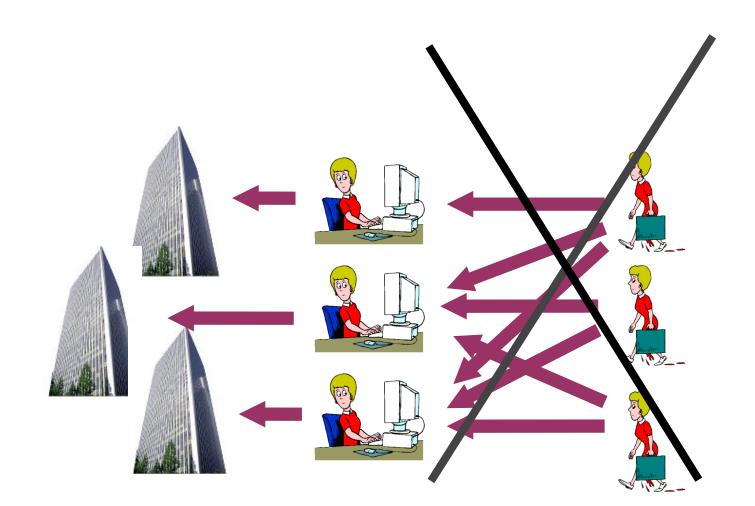


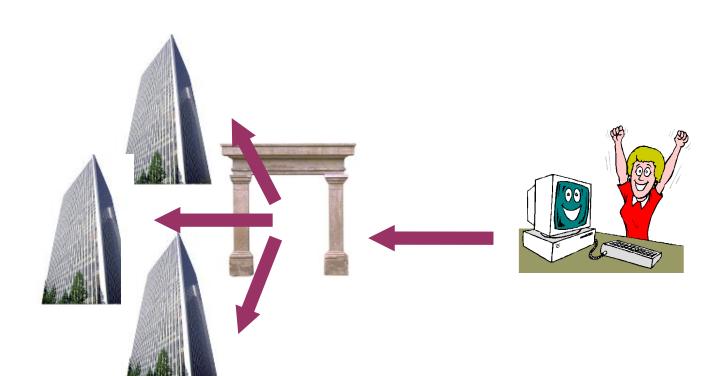
Technical architecture

e-Government Policy / Strategy

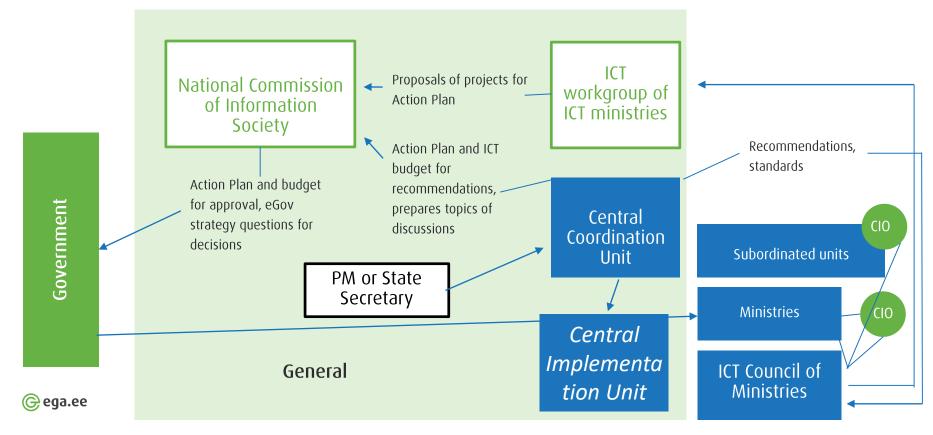
## **Principles**

- Citizen (customer) orientation "ONCE ONLY" concept
- Leading role for the private sector
- Efficient and transparent public sector
- Protection of personal data
- Measures against digital divide (ID-cards example...)
- Neutrality concerning technological platforms





# e-Government Coordination



# 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

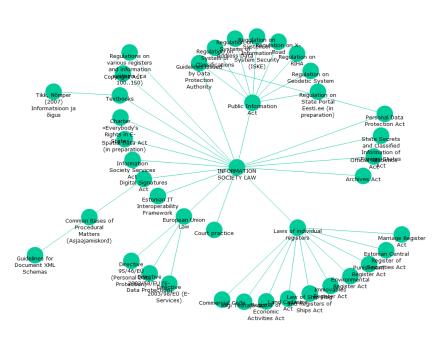
eGovernment Central Implementing Body:

Implementation of eGov interoperability platform.

- Data exchange layer and monitoring
- Portal
- IOP management system metadata
- Infrastructure
  - Network
  - eID
  - CA
  - Mobile and payment gateway
  - Cloud



# 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

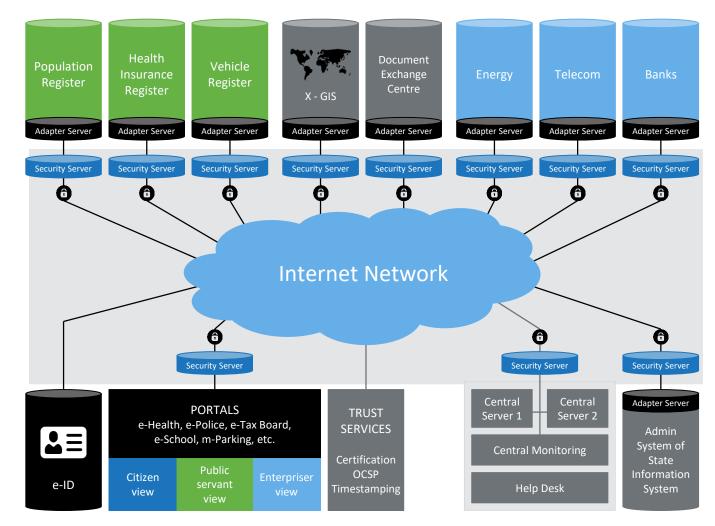


### X-Road

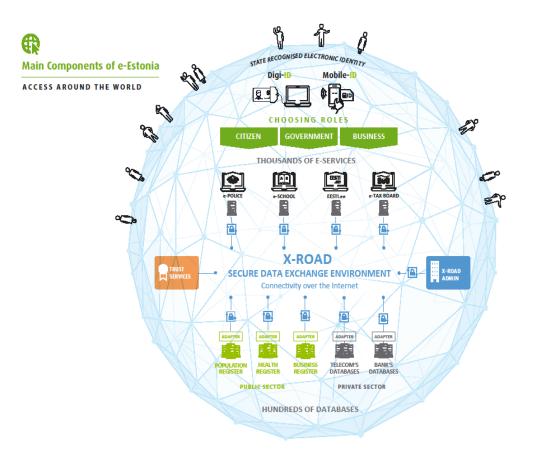
#### **Digital ID**







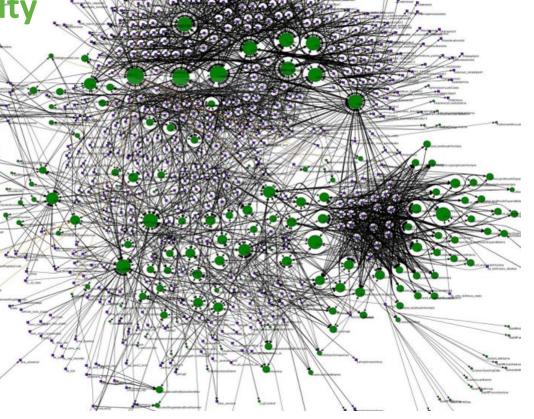
- No duplicated databases
- Clear data ownership
- Customer orientation
- Personal data protection





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
https://www.ria.ee/x-tee/fact/#eng



#### Some international lessons

- 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 is not motivating citizens
- 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



# Thank You

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