



Tallinn
e-Governance
Conference
2018



Tallinn e-Governance Conference 2018: Governance for Digital Citizens

29-30 May 2018 in Tallinn, Estonia
tallinnconference.ee

Concept Note

Introduction

Since late 2016, for the first time in history, more than half of the world's population is connected to the Internet. This is an important milestone which demonstrates that future belongs to Digital Citizens. People of the world are no longer only physical citizens of one or another country - people's online lives stretch across borders and boundaries, regardless of their physical location. What does that mean for traditional concepts of identity, citizenship, jurisdiction or government? How does that affect the expectations we have towards governance?

At the same time the digital world is becoming an increasingly personal environment. Ads that are displayed to people when they browse websites and other information which is provided to them online are becoming more and more varied depending on who the exact recipient is. This also applies to e-services offered by governments to people. These e-services are about to become more personalised, depending on the concrete needs and interests of an individual.

As this shift towards the personal is global, the discussion on the benefits and dangers of such a shift is also picking up pace and intensity. Issues related to digital identity, privacy and data protection intertwine with the governments' drive to enable efficient, precise, proactive and relevant public and private services that citizens actually need and benefit from. Also, traditional forms of democracy are challenged by these new Digital Citizens, who expect to play a much more active role in national and global policy making.

Conference topic

Tallinn e-Governance Conference 2018 topic is **"Governance for Digital Citizens"**. This topic will be discussed from four perspectives:

Day One – May 29

1. Digital Citizen

This session looks at the Internet from the user's perspective - what citizens actually do online and what are their expectations towards the digital environment? In this debate we keep in mind that three categories of citizens exist in all countries, based on their relationship with the online world: Digital Natives (people who have been online since birth), Digital Adopters (people who have started to use the Internet at some point during their lives) and Digital Outliers (people who have no access to the Internet or who do not use it for other reasons).

These three groups of people have different expectations towards their government, when it comes to online services, democracy and the e-governance development agenda, creating multiple digital divides. Governments cannot ignore any of the three groups and must design their governance models to meet the needs of a transforming society, where the digital divides still exist. In designing their e-services, governments need to take a more citizen-centric approach and move away from

the practice where existing offline services are simply converted into online versions. New models of service provision should be elaborated with active involvement of citizens.

Topics:

- Characteristics of Digital Citizens globally – differences and similarities
- Transformation into citizen-centric e-governance
- Challenges and opportunities of democracy in the Digital Era

2. Digital Rights and Freedoms

Society's transformation into a digital society alters and even challenges the rights and freedoms of people and companies. The Digital Citizen's rights and freedoms are exercised globally, across different jurisdictions and it is the role of governments to ensure their protection in this complex environment. Issues of privacy and data protection are at the forefront of this discussion. The EU's General Data Protection Regulation (GDPR) will be in force just by the time of the conference and its impact on the EU and the rest of the world can be discussed.

Topics:

- Human Rights Online
- General Data Protection
- Internet Freedom

Day Two – May 30

3. Personalised e-Governance

e-Governance of the future inevitably requires a Service Oriented Architecture. Digital Citizens even now, but especially so in the future will never bother to visit government offices to get an approval or to submit an application. e-services are not a nice-to-have luxury service anymore, but a new baseline from which to build and develop public services. Are governments able to provide their citizens with what they need when it comes to citizen-centric e-services?

Topics:

- Service Oriented Architecture – what it is and how to develop it
- Data protection challenges of personalised e-governance
- Artificial Intelligence and Big Data analysis in e-governance
- Predictive services

4. Digital Platforms for Digital Citizens

When looking at the software an average smartphone user has on their device, we find a few dozen apps, none of which are created or owned by a government. Should governments rely on these private platforms with a proven track-record for providing public services? What are the opportunities and threats of doing so?

Topics:

- What technology and infrastructure is required to create and support Digital Citizens?
- Role of business in creating and supporting Digital Citizens
- Private digital applications in use for governance

All topics will feature a plenary discussion followed by break-out sessions focusing on more concrete aspects of the topic, regional approaches and case studies.

Participation

The key goal of the conference is to help governments develop their use of e-services in a meaningful and future oriented way. In doing this, focusing on a citizen and user centric perspective is crucially important if governments want their e-services to be widely used.

Our desired audience would be public officials from all different regions of the world, in charge of e-governance development. This will provide a practical hands-on discussion and experience exchange on the necessary level of detail. It will also benefit those countries that have not yet established the necessary public structures, to learn from the existing experiences of their peers and colleagues.

Ministerial level participation will be strongly encouraged. Political leadership and will is usually of key importance in sustainable e-governance development. Countries such as Namibia or Mauritius serve as good examples in this context.

Additionally, donor organisations and development cooperation agencies shall be invited together with representatives of the business community.

Technicalities

- Venue: Radisson Blu Sky Hotel. Address: R vala puiestee 3, Tallinn, Estonia.
- Registration is open at <http://tallinnconference.ee/>
- Contact: conference@ega.ee

It is possible to hold side sessions during the conference at the conference venue. Proposals for side session topics should be sent to the organisers of the conference no later than on 30 March, 2018.

About the organisers

The e-Governance Academy (eGA) is a think tank and consultancy organisation founded for the creation and transfer of knowledge and best practice concerning e-governance, e-democracy, national cyber security and the development of open information societies. eGA inspires, trains and advises public sector leaders, officials and stakeholders in using information and communications technology (ICT) to increase government efficiency and transparency and to improve democratic processes.

For a decade e-Governance Academy has organised conferences related to electronic tools for governance. Larger events of the past years include:

- **2011** – 5th International Conference on Theory and Practice of Electronic Governance (ICEGOV2011)
- **2014** – Co-organiser (together with the Estonian Ministry of Foreign Affairs) of the Freedom Online Coalition’s annual conference in 2014
- **2015** – Tallinn e-Governance Conference 2015 – “How to organise e-governance?”
- **2016** – Tallinn e-Governance Conference 2016 – “Impact of e-governance on economic growth and transparency”
- **2017** – Tallinn e-Governance Conference 2016 – “e-Governance in the African, Caribbean and Pacific (ACP) countries
- **2017** – e-Partnership conference “Trust in e-Governance in the EU’s Eastern Partnership Countries”

See more:

<http://ega.ee/>

<http://2018.tallinnconference.ee/>



e-Governance Academy’s project management, trainings and consulting services are in compliance with the Quality Management Standard ISO 9001:2015.