

# Electronic tools for improving the quality of public administration at regional level in e-Estonia

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Estonia

a modest  
country that  
extends beyond  
its borders:

- + population: 1.3 million
- + area: 45,339 km<sup>2</sup>
- + 2,222 islands and islets
- + currency: Euro
- + member of: EU, NATO, WTO, OECD, DIGITAL 5
- + ICT sector: 7% of GDP

+distance from Estonia to Australia 13 450 km



# finest life and business events services

A person is walking away from the camera on a dirt path in a field at night. The person is holding a bright flashlight that illuminates the path ahead. The background is dark with some trees visible on the right side.

- + Technical
- + Organisational
- + Basic principles
- + Legislation

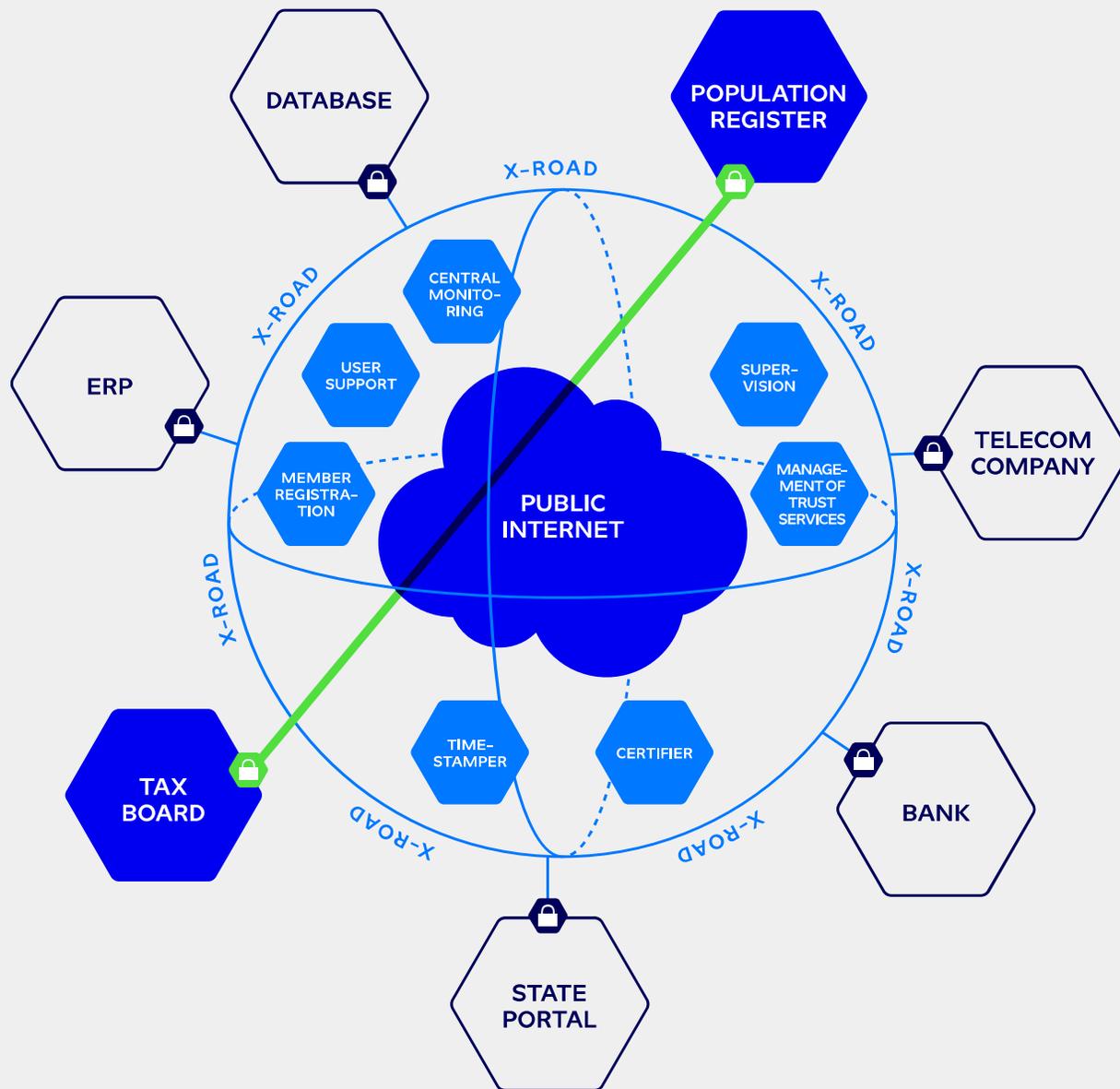
# electronic ID

The strongest identity.

- + e-ID, mobile-ID, smart-ID
- + travel
- + digital signing
- + i-voting
- + business, banking
- + state and healthcare
- + public transport
- + loyalty card

# exchange

The busiest highway of e-Estonia – X-Road.

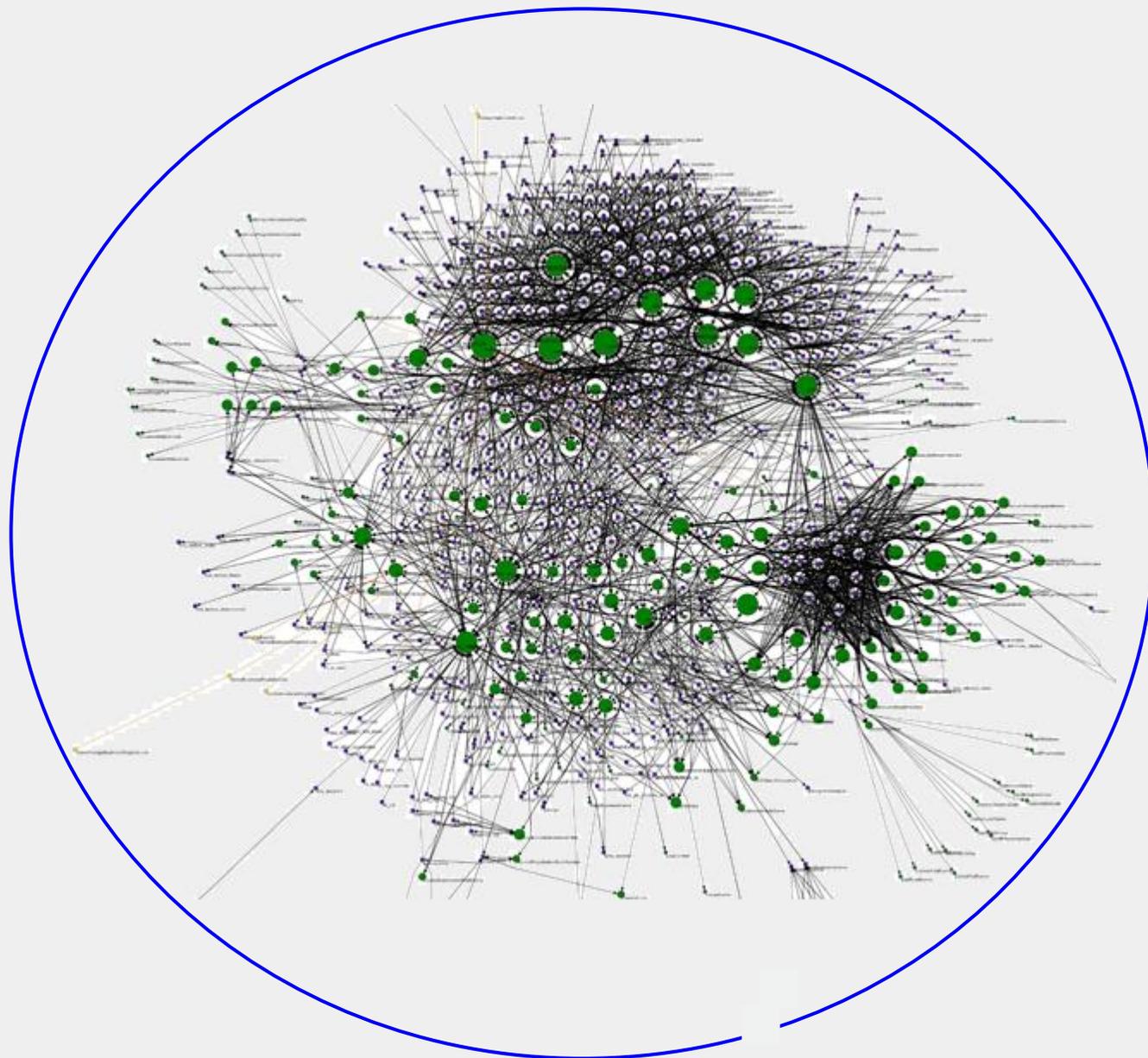


- + 99% of state services are online
- + over 2000 services
- + over 900 connected organizations, databases
- + over 500 million transactions per year

# exchange

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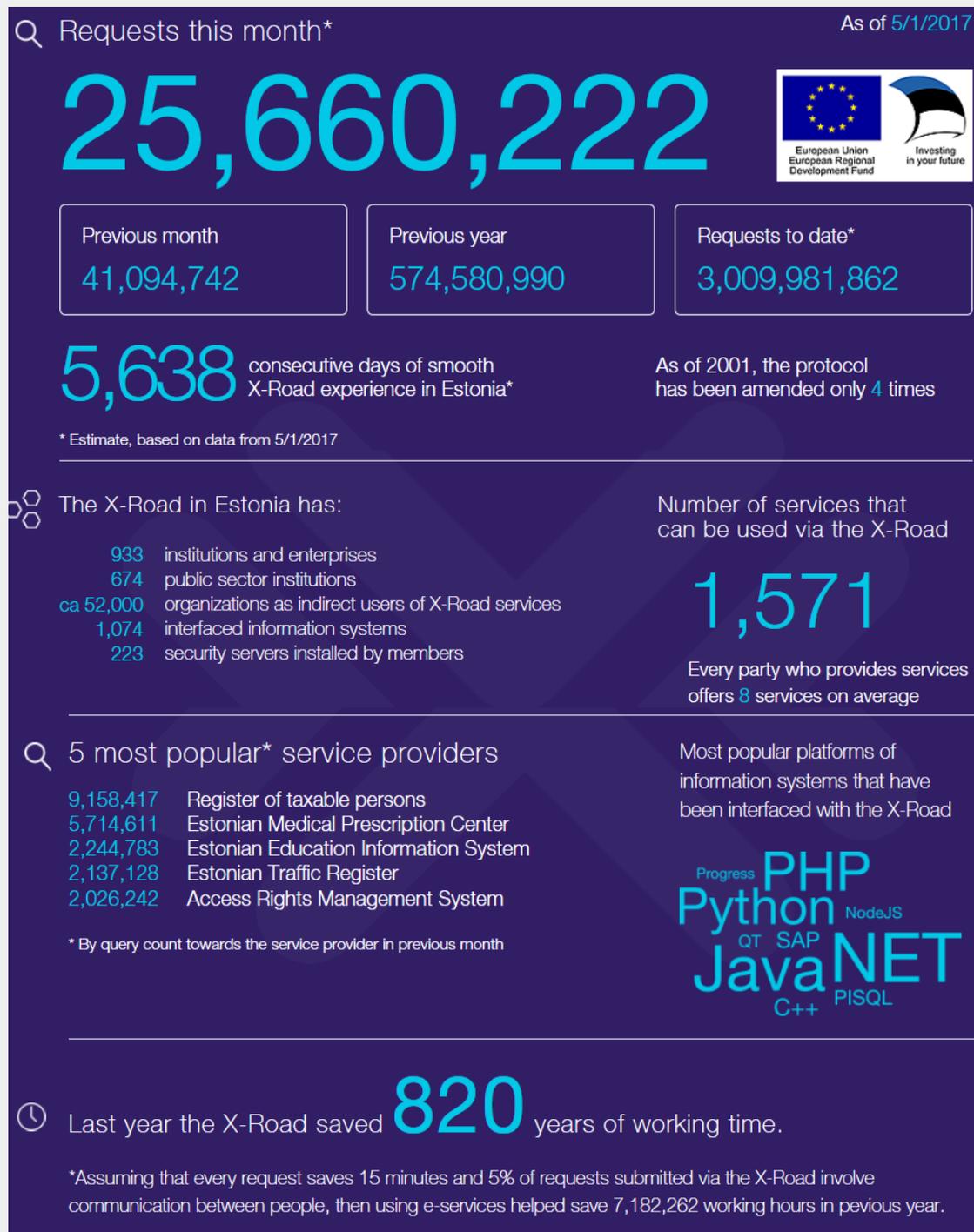
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# exchange

The busiest highway of e-Estonia – X-Road.

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



# essential

Best secret weapons.

- + centralize ICT investments
- + business case based approach
- + cross- institutional coordination

# Best approach is business case based approach

11  
ministries



In Ministry of Economic Affairs and Communications  
2 departments performing the specific cross institutional tasks

- RISO – information systems and infrastructure
- ITAO – information society services dev.



ICT investments



Regulation



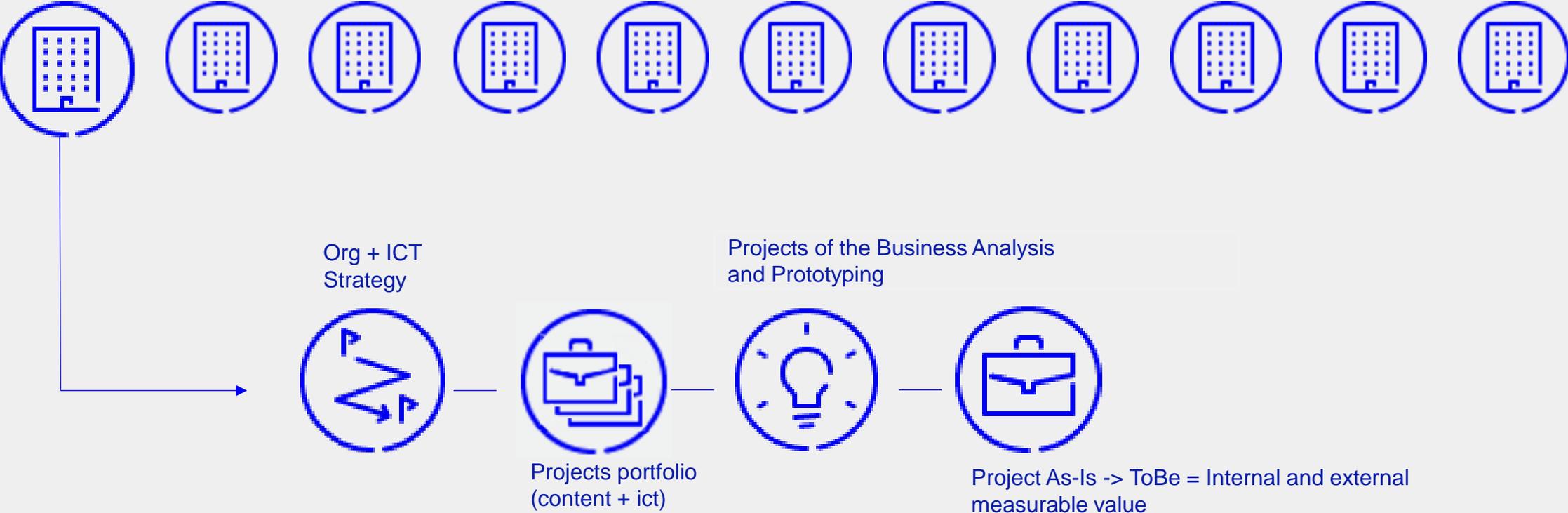
Frameworks



Services  
Catalogue

# Best approach is business case based approach

11  
ministries



# Best approach is business case based approach

11 ministries

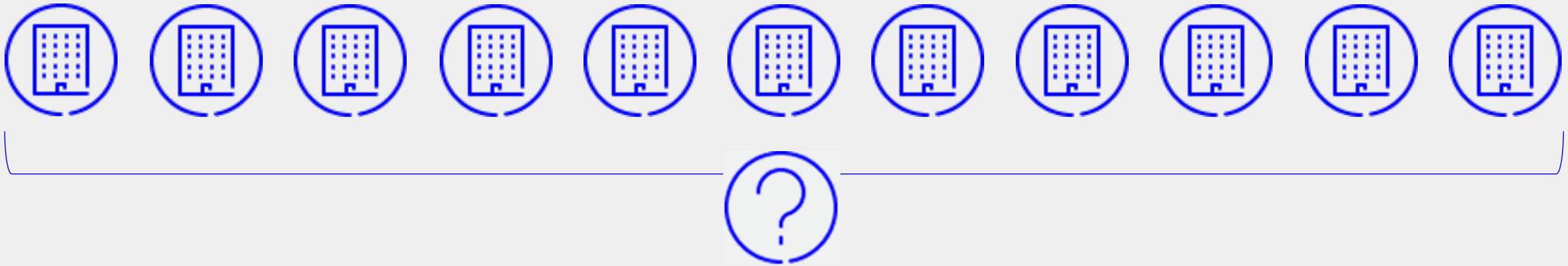


Number of the Projects in 2014:



# Biggest problem in the end users view

11 ministries



This block contains 14 screenshots of different Estonian government websites. The websites shown are: 1. Kaitseväeasutused (Defense Services); 2. Riikliku võõralaste vastuvõtuamet (State Agency for Foreigners); 3. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 4. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 5. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 6. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 7. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 8. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 9. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 10. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 11. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 12. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 13. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners); 14. Eesti võõralaste võõralaste vastuvõtuamet (State Agency for Foreigners).

# ESTONIAN PUBLIC SERVICE CATALOGUE



**CATALOGUE** <http://mkm-itaio.github.io/catalogue/>

[Estonian public service catalogue](#) is a simple web-based tool to generate overview of public services. Public service is direct contact between some public sector institution and it's clients: citizen, business or NGO. Catalogue is first of all meant for clients to find services what they are looking for. Secondly it aims to remind public sector who is it working for.

Service catalogue is filled in by each authority. Every service owner is responsible for having up to date service information in catalogue. Centrally is service management and describing coordinated in by Information Society Services Development Department in Ministry of Economic Affairs and Communications.

In total there are about 40 institutions, 11 ministries using service. Project materials are available in [Github](#) (Estonian).

Also statistics about public services is collected via service catalogue. All data is publicly available via [API](#).

# elaborated

## Clear and honest principles

All services across channels 1,556

Name	Number of times the service has been rendered	Annual satisfaction (%)	Annual administrative cost	Time spent by the customer	The
E- self service	5 042 345	63.78%	714 273.00€	3.88h	
Eesti.ee One Stop Shop	847 533	54.40%	-	0.16h	
Webpage	162 808 024	53.27%	813 195.50€	40.00h	
Smart Device	12 808	-	-	-	
DigiTV	0	-	-	-	
E-mail	441 556	62.79%	1 282.00€	152.16h	
Phone	1 852 457	71.25%	0.22€	0.08h	
Fax	0	-	-	-	
Mail	27 707	13.64%	-	6.00h	
Tex Message	375	-	-	-	
Service Office	881 301	70.08%	164 869.00€	64.11h	
At the Customer	16 547	-	-	-	
<b>Haldusala teenuste statistika kokku</b>	<b>171 930 653</b>	<b>63.32%</b>	<b>1 693 619.72€</b>	<b>266.39h</b>	

13 domains

58 Sub-domains

Valitus.ee Government office Ministries Eesti.ee Accessibility Help ENG EST SEARCH

REPUBLIC OF ESTONIA  
MINISTRY OF ECONOMIC AFFAIRS  
AND COMMUNICATIONS

Objectives, activities News, press info Ministry, contact Services

Home > Service search

Service search Numbers All services

Service search

Keyword: Enter keyword

Subdivision: Use an institution, Budget group, Service type, Service channel, Domain

- Citizenship and population
- Citizenship and migration
- Personal identification documents
- Population
- Consumption, travel, property
- Consular work
- Consumer protection
- Housing
- Law
- Money and property
- Economy and entrepreneurship
- Activities subject to notification and licence
- Building
- Communication and media
- Economy
- Energetics
- Entrepreneurship
- Foreign financing
- Industrial property
- Tourism
- Education and science
- Archiving
- Education
- Science
- Environment and environmental

Notification service of state portal eesti.ee  
State and local government authorities and other performers of public law functions issue notifications related to You or Your companies to the e-mail addresses personalideregistrycode@eesti.ee.

Issuing the document proving the right to drive  
Entering the data of the document proving the right to drive into the traffic registry and issuing the driving licence of B, AM, A1, A2, A, C1, C1E, C, CE, D1, D1E, D, DE, T categories and driving licences for bikes, mopeds and trams.

Submitting e-tenders in public procurements  
Submitting tenders in public procurements published at Public Procurement Register.

Checking the validity of an identity document  
You can check the validity of an identity document by entering the number of the document.

An electronic solution for simplifying administrative procedures (Electronic Maritime Information System)  
The EMDE application aims to simplify administrative procedures applied to transmission of maritime notifications, filling in and submission of documents and checking procedures.

Fire safety self inspection report submission  
The proprietor of a building submits a fire safety report for any building where fire safety risk is elevated, where lots of people congregate or where significant material damage is possible. The report is submitted once a year to the ERB.

115 organisations

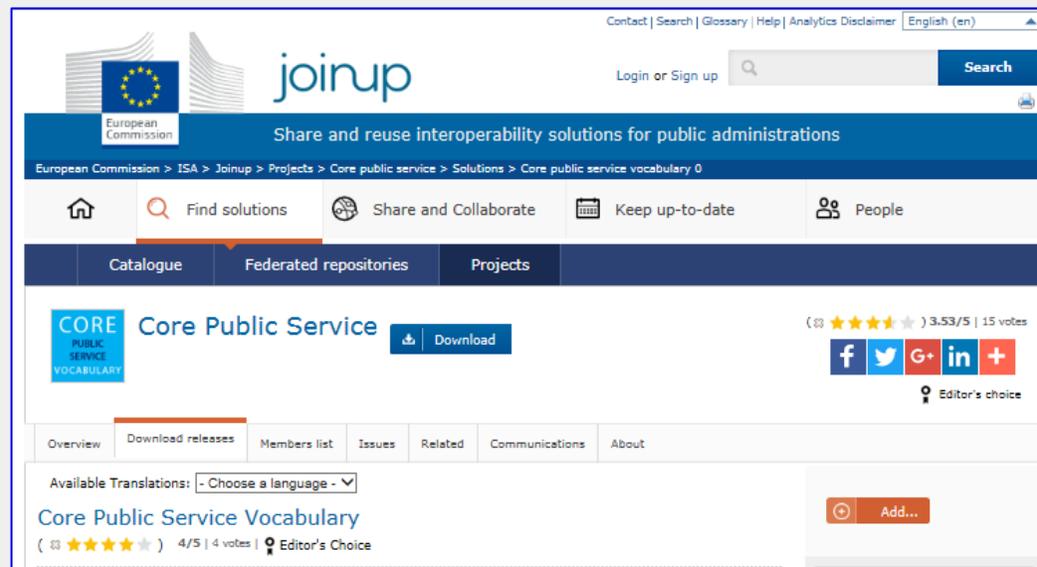
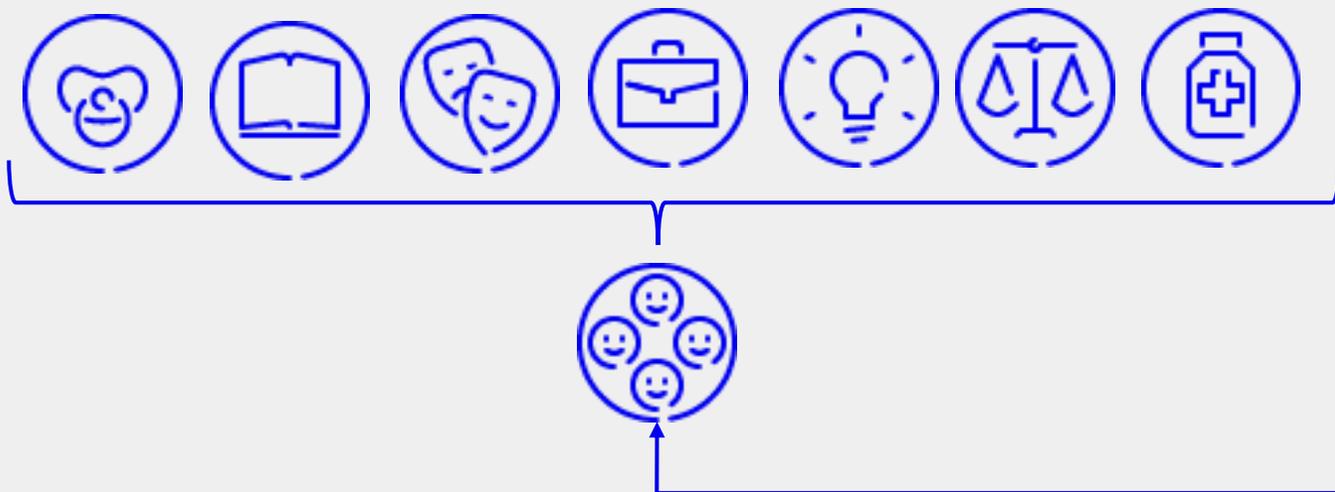
1 550 services

12 types

# elaborated

Clear and honest principles

Life events



<https://joinup.ec.europa.eu/node/64521>

# LIST OF PUBLIC SERVICES AVAILABLE

Origin	Public Service	Know more
Finland	<b>Start-up grant:</b> A start-up grant aims to secure the livelihood of a person who becomes an entrepreneur during the time that it is estimated to be necessary to start and establish full-time business activity. The maximum time, however, is 18 months.	
Estonia	<b>Start-up grant:</b> The start-up grant aims to support the creation of enterprises that have a lot of development potential, and thereby expand regional entrepreneurship and number of exporters.	
Estonia	<b>Entrepreneur's applications to the Social Insurance Board:</b> The entrepreneur shall see applications saved and submitted within the last 12 months.	
Estonia	<b>Submission of applications and documents in the Company Registration Portal:</b> The Company Registration Portal is an Internet environment that allows entrepreneurs to submit electronic applications, documents and annual reports to the Commercial Register.	

## ESTONIA - START-UP GRANT

**Description:** The start-up grant aims to support the creation of enterprises that have a lot of development potential, and thereby expand regional entrepreneurship and number of exporters.

**Type:** Grants

**Language:** English

**Sector:** Entrepreneurship

**Channel:** [Counter service at the bureau](#)

**Channel:** [E-selfservice](#)

**Channel:** [Web address](#)

**Event:** [Starting Business](#)

**Service provider:** [Ministry of Economic Affairs and Communications \(administrative area\)](#)

**Public Organisation:** [EE \(Enterprise Estonia\)](#)

**Formal Framework:** [There is no Name for Formal Framework. Click for more information.](#)

**Cost:** [There is no Value for Cost. Click for more information.](#)

## FINLAND - START-UP GRANT

**Description:** A start-up grant aims to secure the livelihood of a person who becomes an entrepreneur during the time that it is estimated to be necessary to start and establish full-time business activity. The maximum time, however, is 18 months.

**Input:** [There is no Name for Input. Click for more information.](#)

**Language:** English

**Language:** Finnish

**Language:** Swedish

**Channel:** [Web page](#)

**Channel:** [Printable form](#)

**Channel:** [Service location](#)

**Channel:** [eChannel](#)

**Event:** [Starting Business](#)

**Service provider:** [Employment and Economic Development Office](#)

**Public Organisation:** [Employment and Economic Development Office](#)

# elaborated

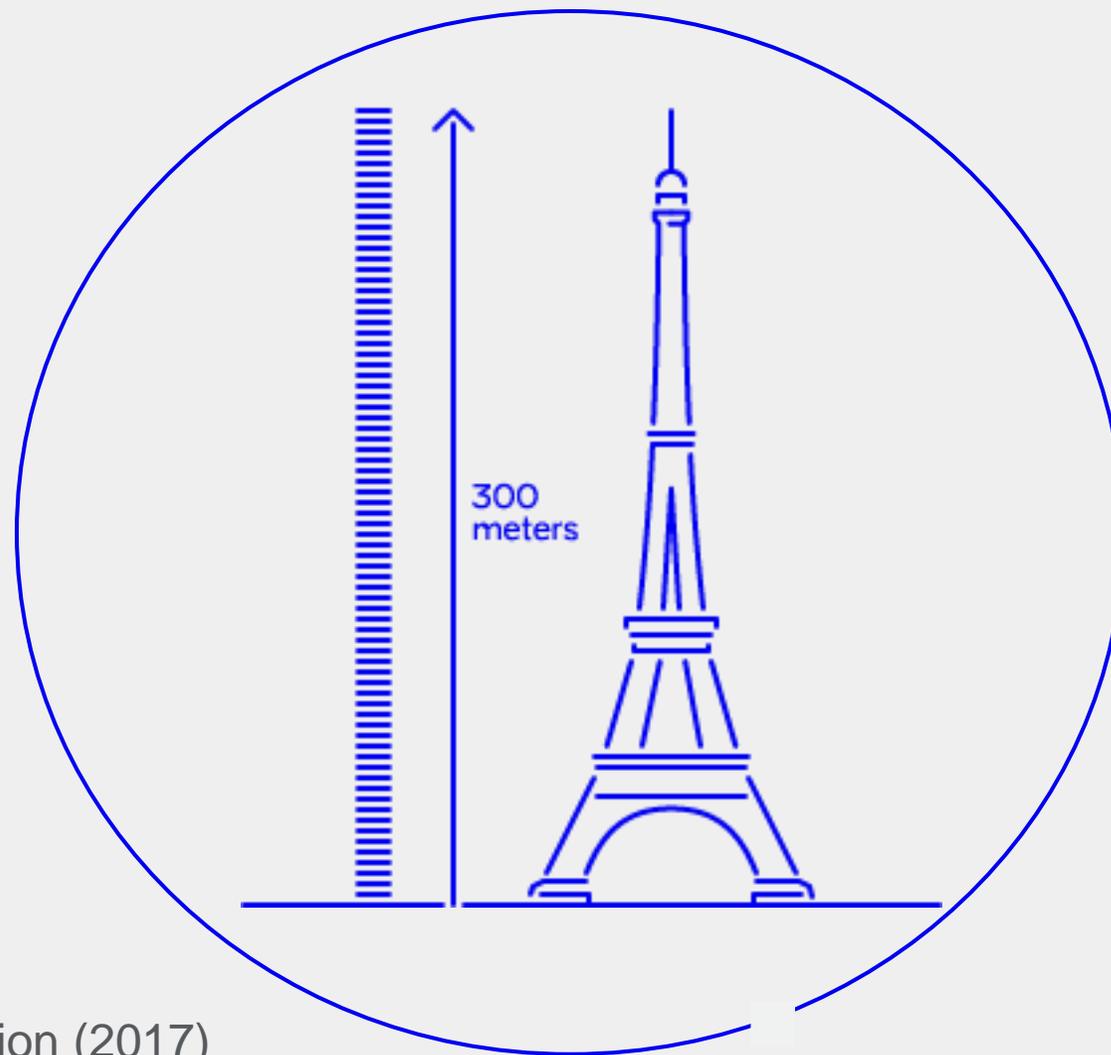
Clear and honest principles.

- + once-only
- + no legacy
- + digital by default
- + data first
- + not only digitalisation but transformation thru digitisation



# elaborated

Clear and honest principles



- + Public Information Act (2007)
- + General Part of the Economic Activities Code Act (2014)
- + Principles for Managing Services and Governing Information (2017)

# e-future is here!

Thank you for your attention

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