

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 km²
- + 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

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

electronic ID

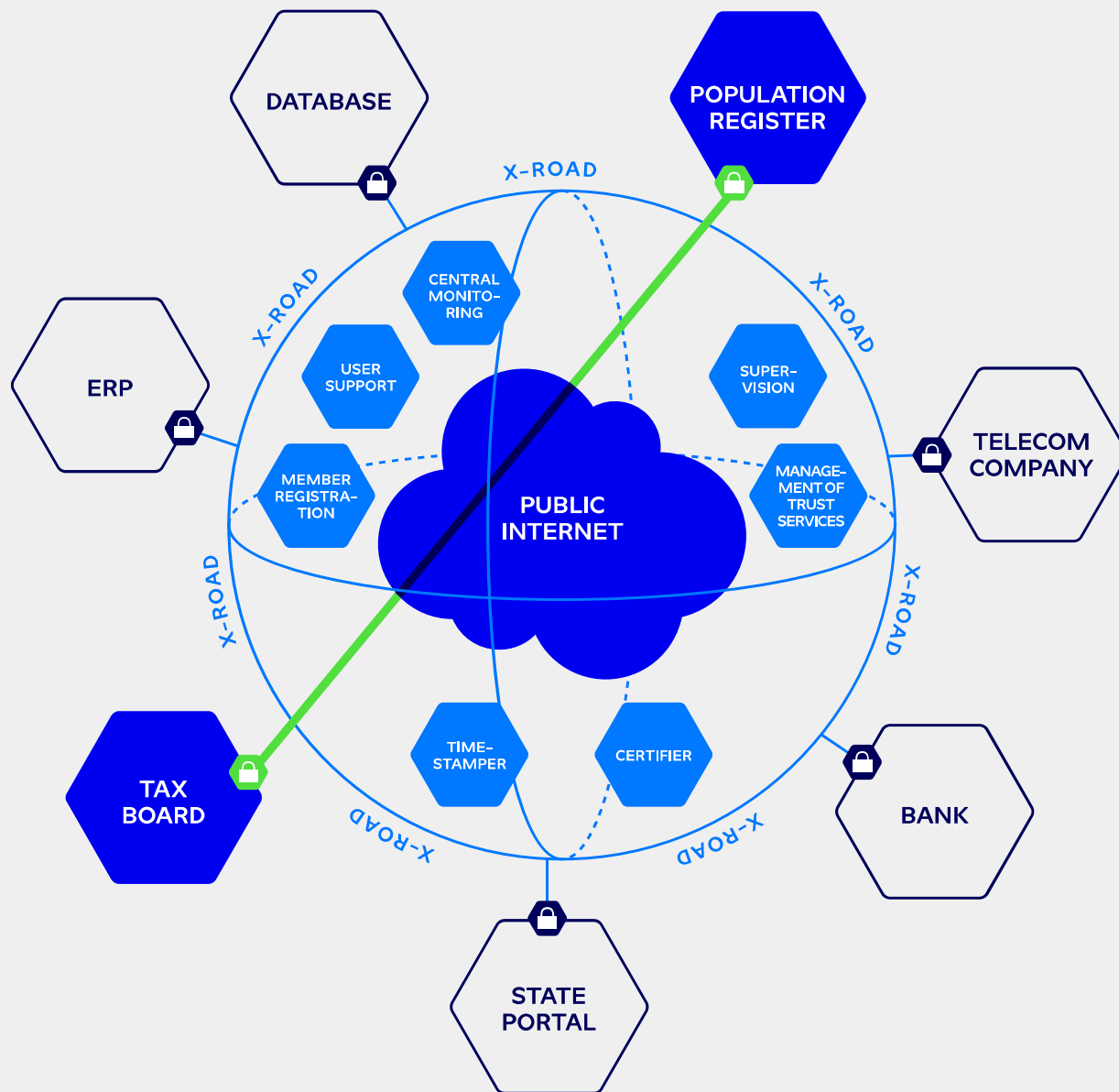
The strongest identity.

- + 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.

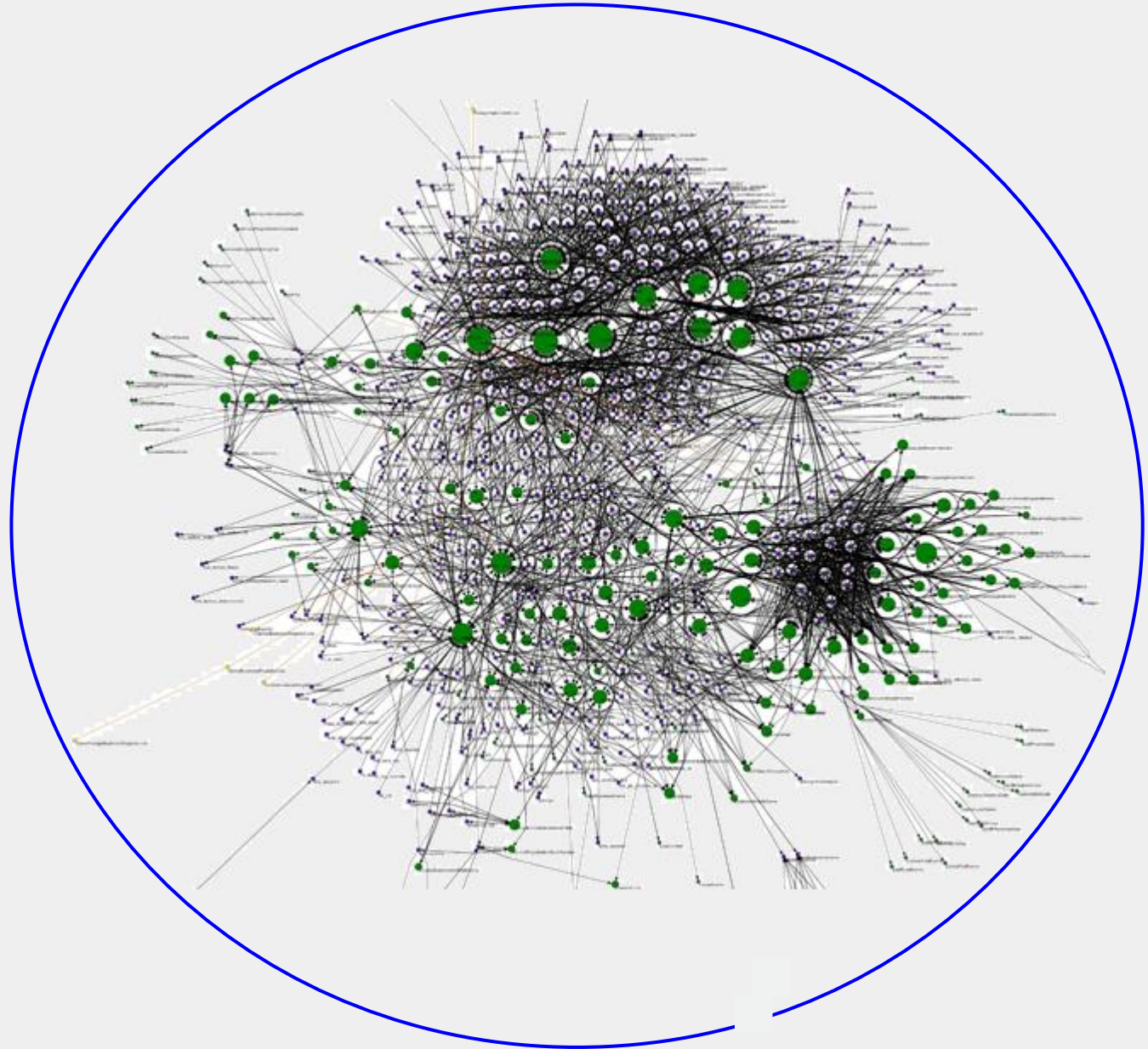
- + 99% of state services are online
- + over 2000 services
- + over 900 connected organizations, databases
- + over 500 million transactions per year



exchange

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

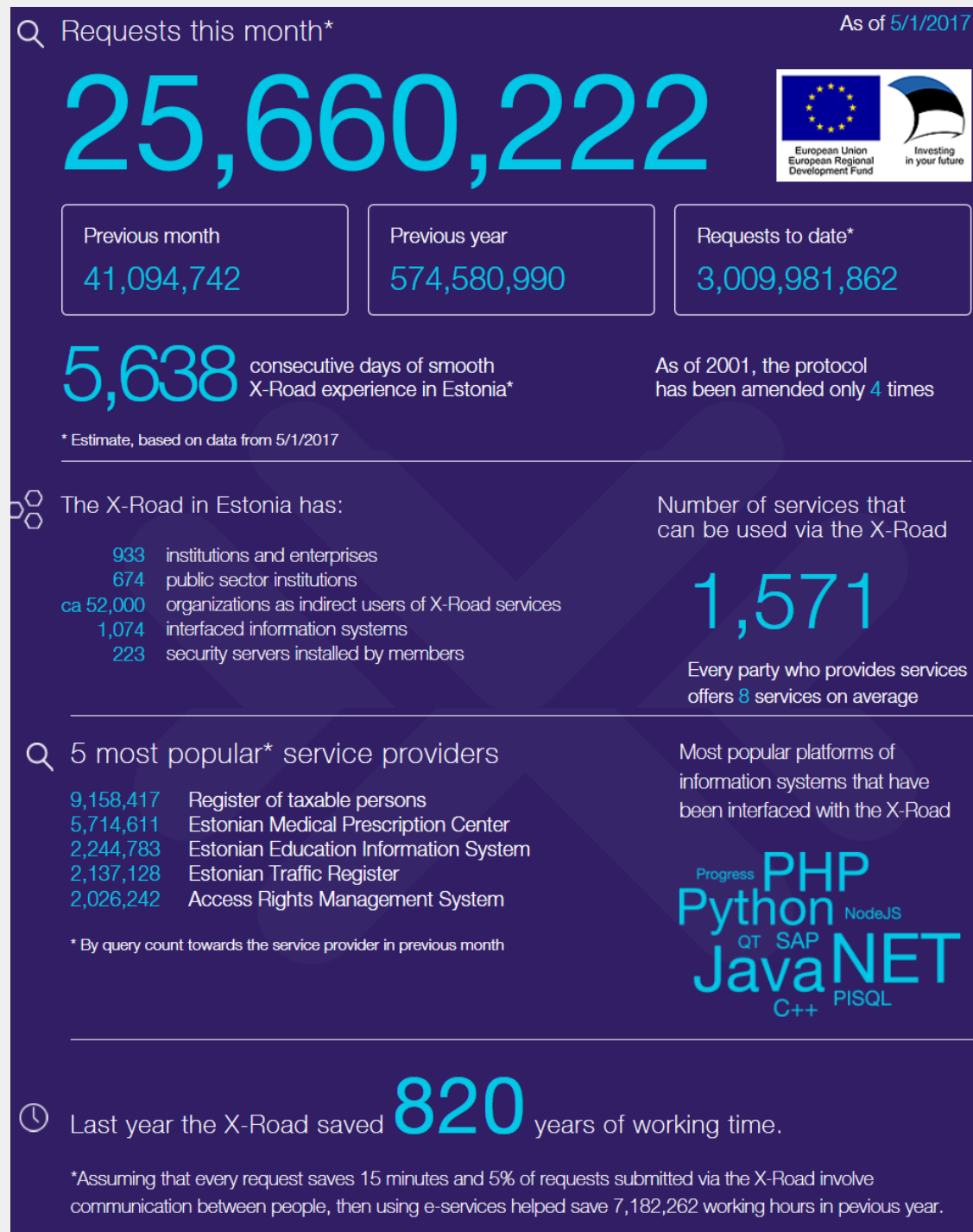
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exchange

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



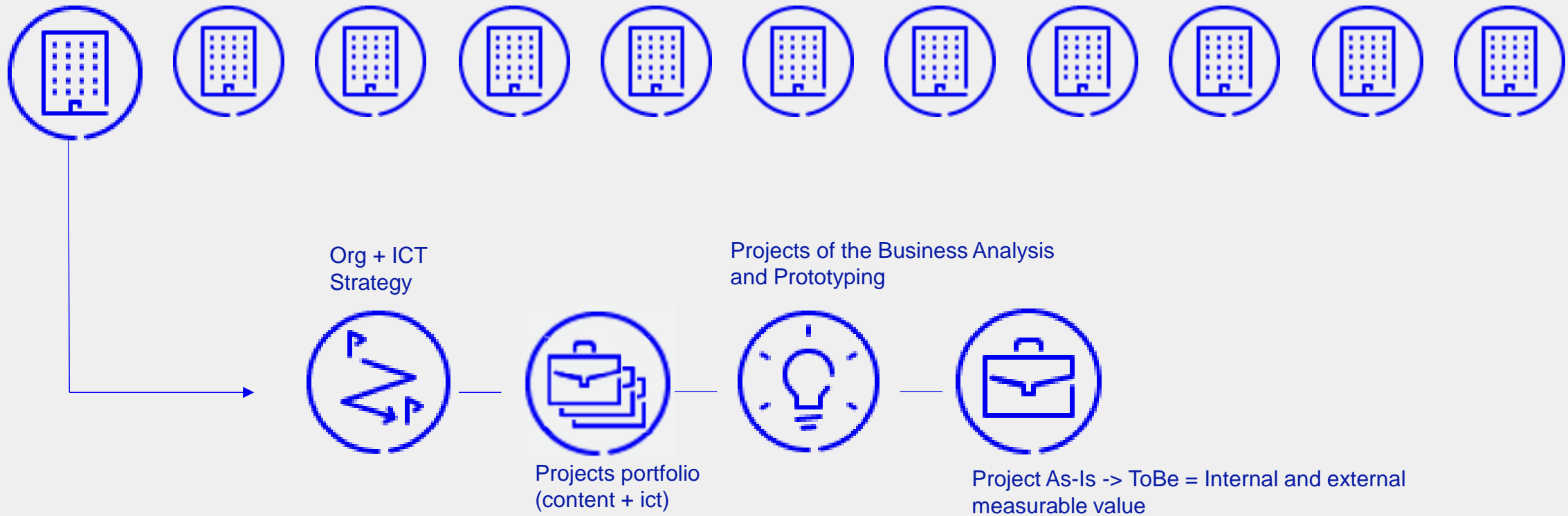
Frameworks



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:

300

Total costs:

107 MEUR

48

Total costs:

13 MEUR

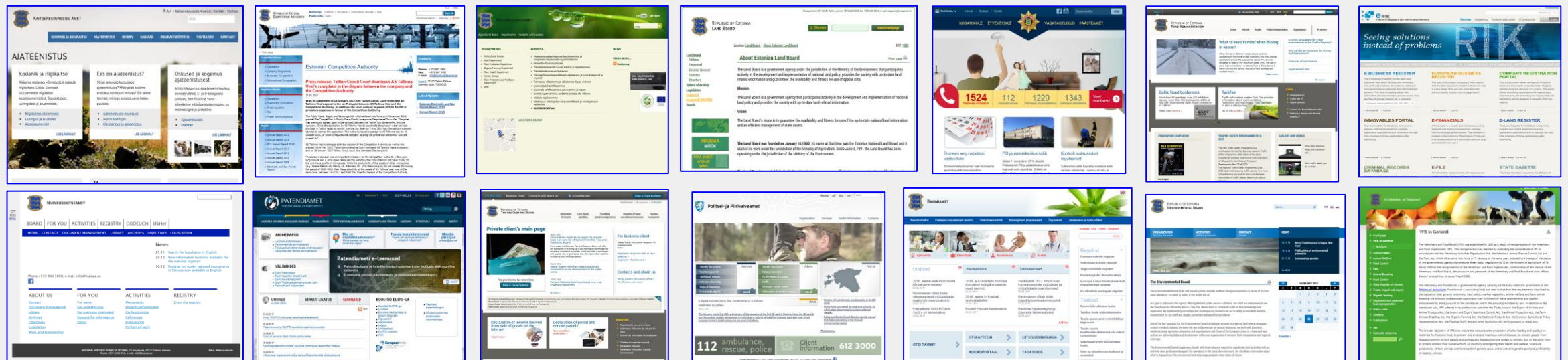
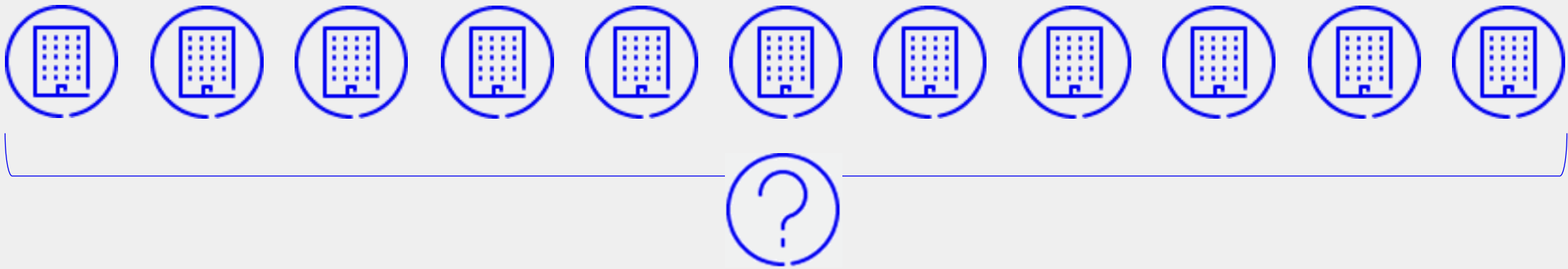
14

Total costs:

2,5 MEUR

Biggest problem in the end users view

11
ministries



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	-	-	-	
Haldusala teenuste statistika kokku	171 930 653	63.32%	1 693 619.72€	266.39h	

13 domains


58 Sub-domains

115 organisations

1 550 services

12 types

Valitus.eeGovernment officeMinistriesEesti.eeAccessibility HelpENGESTSEARCH



REPUBLIC OF ESTONIA
MINISTRY OF ECONOMIC AFFAIRS
AND COMMUNICATIONS

Objectives, activitiesNews, press infoMinistry, contactServices

Home > Service search

Service searchNumbersAll services

Service search

Keyword

Enter keyword

Subdivision

an institution

get group

vice type

vice 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 notifications related to You or Your companies to the e-mail addresses personalid.registrycode@eesti.ee.

All service channelsStatisticsRegulation

Issuing the document proving the right to drive

27.03.2017

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.

All service channelsStatisticsRegulationOnline! fee online

Submitting e-tenders in public procurements

Submitting tenders in public procurements published at Public Procurement Register.

All service channelsStatisticsRegulation

Checking the validity of an identity document

10.02.2017

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

All service channelsStatisticsRegulation

An electronic solution for simplifying administrative procedures (Electronic Maritime Information System)

10.02.2017

The EMDE application aims to simplify administrative procedures applied to transmission of maritime notifications, filling in and submission of documents and checking procedures.

All service channelsStatisticsRegulation

Fire safety self inspection report submission

10.02.2017

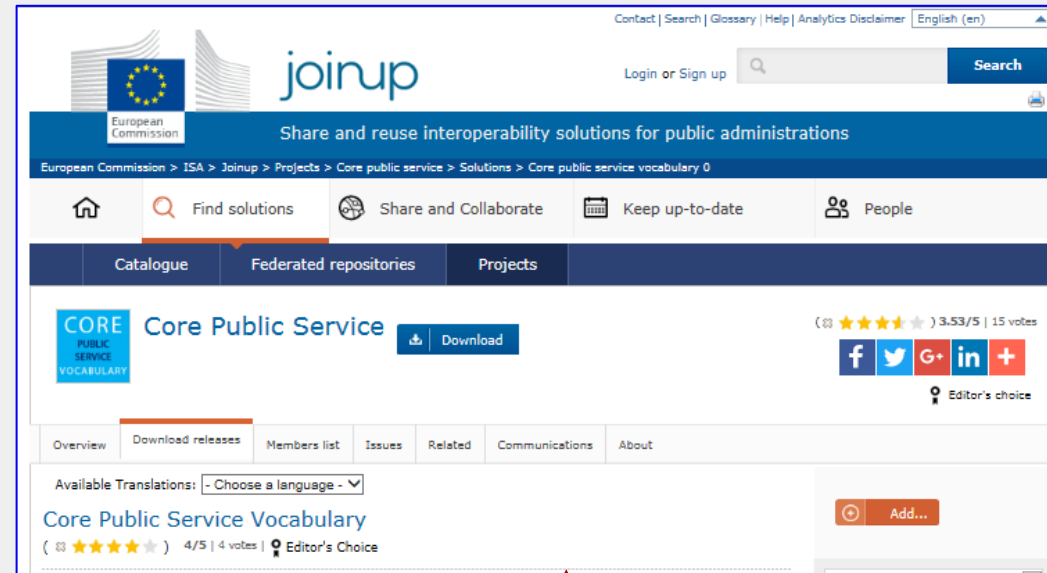
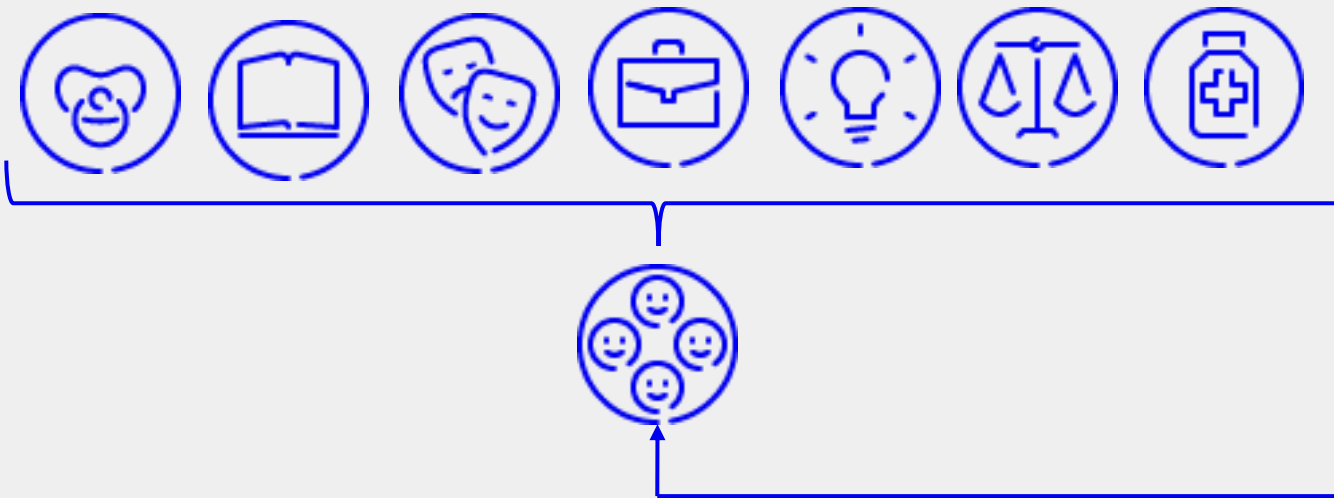
The proprietor of a building submits a fire safety report for any building where fire safety risk is elevated, where lots of people congregate or where significant material damage is possible. The report is submitted once a year to the ERB.

All service channelsStatisticsRegulation

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Clear and honest principles

Life events



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

LIST OF PUBLIC SERVICES AVAILABLE

Origin	Public Service	Know more
Finland	Start-up grant: 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	Start-up grant: 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	Entrepreneur's applications to the Social Insurance Board: The entrepreneur shall see applications saved and submitted within the last 12 months.	
Estonia	Submission of applications and documents in the Company Registration Portal: 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](#)

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Clear and honest principles.

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

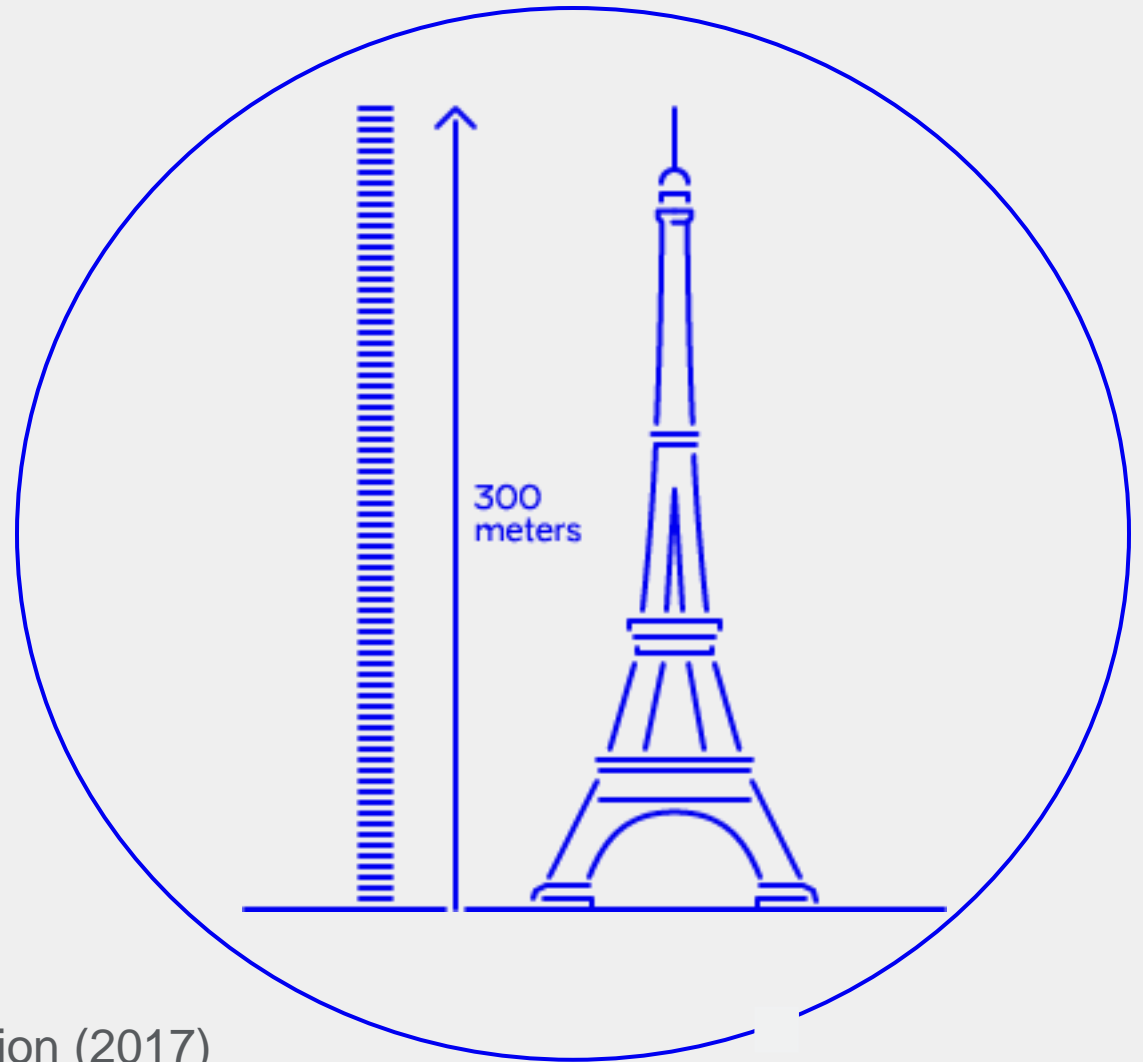


elaborated

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)

<https://www.riigiteataja.ee/en/eli/507072017004/consolide>



e-future is here!

Thank you for your attention

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