



**ESTONIAN ICT CLUSTER**

# **Practical Cases How to Build Seamlessly Working Digital Society!**

[www.e-estoniax.com](http://www.e-estoniax.com)

# Estonian ICT Cluster

**2009**

formation of  
the cluster

**20**

years  
e-governance  
experience

**1500**

participants  
per year

**90**

partners



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# eGOVERNANCE EXPERIENCE FROM ESTONIA

- The Once-Only Principle
- Secure authentication and digital signature
- Interoperability and secure data exchange
- Transparency
- Accountability
- Open internet
- Secure by design and standardized framework

# APPROACH – KEY STEPS FOR A SUCCESS

- **Policy** – legal environment, Once-Only Principle, digital security and agreements, interoperability
- **Organizational change** – strategy, capacity building for change management, process re-engineering and digitalization
- **Change management** – ICT implementation, mentoring, training and knowledge transfer, retrospectives and continuous learning

# ICT CLUSTER – VALUE OFFER

- Digital Infrastructure
  - X-Road
  - Digital ID
- Population register
- Law enforcement and eJustice
- e-Taxation
- Public Finance Management
- Business Registration
- Tourism development
- Urban development
- Public-safety answering point
- e-Health
- e-Education
- Border services
- ...

# SPECIFIC DELIVERABLES

- Legal and policy advisory
- Change management framework
- Capacity building readiness
- Technology implementation
- Knowledge transfer, training, mentoring

# BROADER COOPERATION – ESTONIA AND AFRICA

- **Cooperation with African Union –**  
30.11.2017 signed memorandum
- **Joint eGovernance education program**
  - Cooperation partners – Estonian Ministry of Foreign Affairs, ICT Cluster
  - Abidjan – May 2019
- **Taltech eGovernance Masters program**

MEMORANDUM OF UNDERSTANDING

BETWEEN

THE GOVERNMENT OF THE REPUBLIC OF ESTONIA



AND

THE AFRICAN UNION COMMISSION



# All over the world



# FEW EXAMPLES OF OUR PROJECTS

- Business registration – Oman, UAE, Qatar
- e-Justice – Kurdistan, ICC, Tanzania, Azerbaijan
- State budgeting – Nigeria, Moldova
- Tax administration – Botswana, Oman, Finland
- Mobile identity – Azerbaijan, Latvia, Lithuania
- Interoperability/X-Road – **Kyrgyzstan**, Finland, Benin, Namibia, Tunisia, Ukraine, Greenland, Haiti, Faroe Islands, Azerbaijan, Palestine
- Mobile mapping - Kenya, St Lucia, Vietnam
- ...

# ESTONIAN ICT CLUSTER COMPANIES AT e-Governance Conference 2019

Reach  u



**aktors** 



**ITL** CLUSTER



GoSwift





**ESTONIAN ICT CLUSTER**

**LET'S SUCCEED TOGETHER!**

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