Practical Cases How to Build Seamlessly Working Digital Society!

www.e-estoniax.com
Estonian ICT Cluster

- 2009: Formation of the cluster
- 20: Years of e-governance experience
- 1500: Participants per year
- 90: Partners
Practical Cases How to Build Seamlessly Working Digital Society!

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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
All over the world

Yes, there are some in here as well

All over the WORLD

128 countries

Who’s NEXT?
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
- …
LET’S SUCCEED TOGETHER!

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