



CLASS

Conference 2012

Cloud Assisted Services

Is fully digital e-government possible

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E-government model

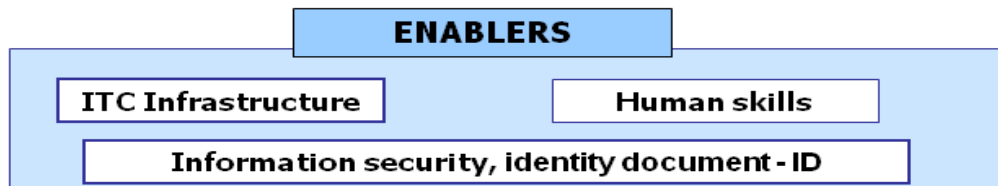
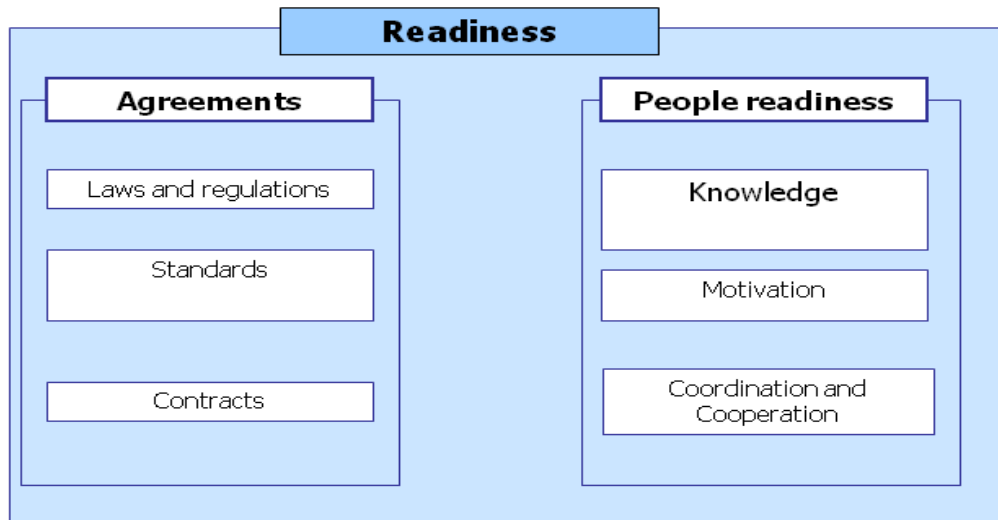
- **E- government definition**
- **Model**
- **E-government model usage in Estonia**
 - *Drivers*
 - *Enablers*
 - *Readiness*
- **Estonian e-government success facts**

E-Government definition

“E-Government” refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.

<http://web.worldbank.org/>

E-government model



Drivers

The principles to be followed in the development of the information society in Estonia are the following [6]:

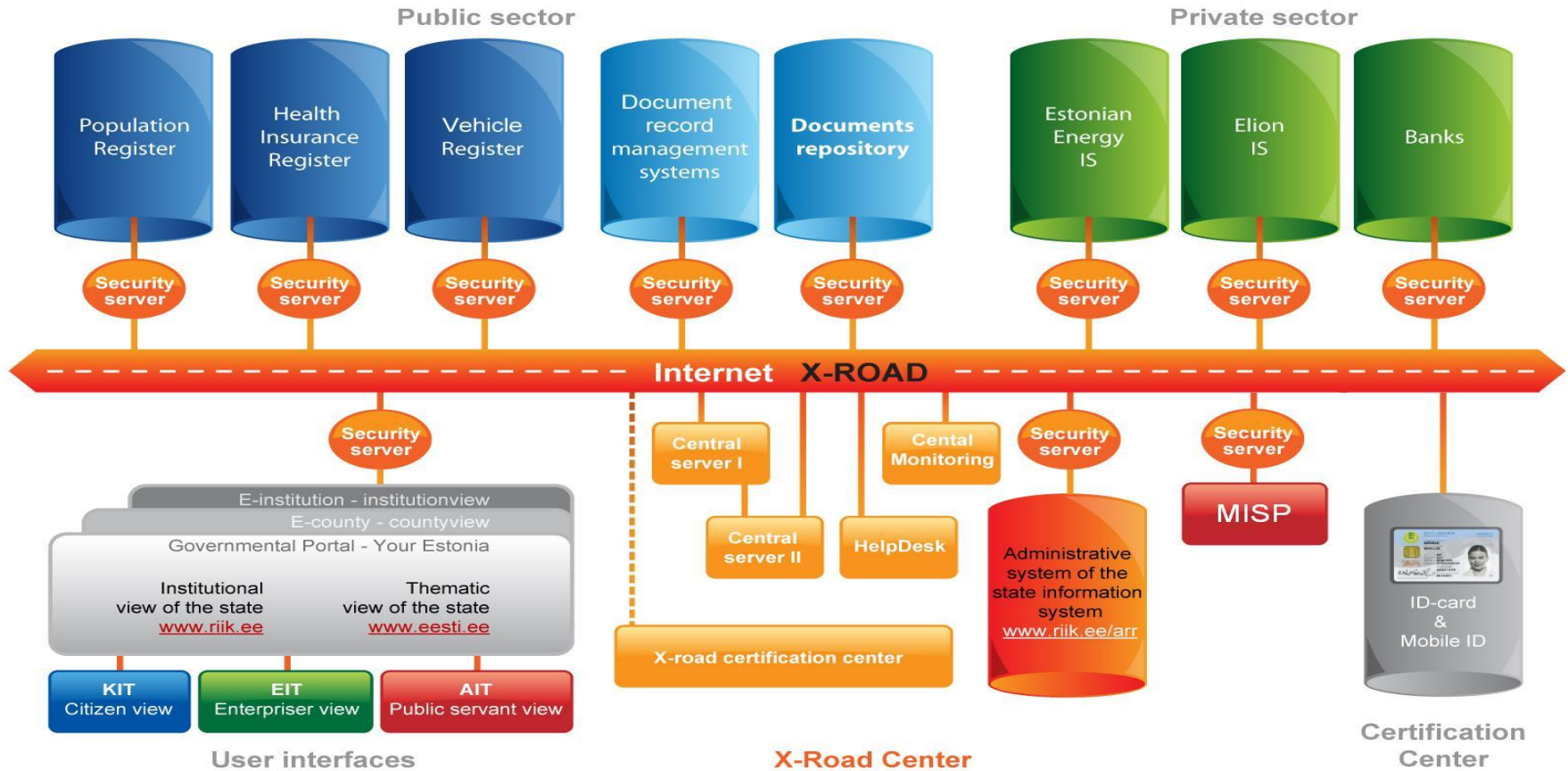
- It is a strategic choice with public sector leading the way in pursuing its principles;
- The information society is developed in a co-ordinated manner in co-operation between the public, private and third sector;
- The public sector is a smart customer, ensuring that in public procurements as much freedom as possible is left for innovative solutions;
- The information society is created for all Estonian residents, whereas particular attention is paid to the integration of social groups with special needs, to regional development and to the strengthening of local self-initiative;

Enablers

The two key ingredients in the infrastructure are:

- the X-ROAD,
- Digital ID.

Estonian information system





EESTI VABARIIK ISIKUTUNNISTUS
REPUBLIC OF ESTONIA IDENTITY CARD



MÄNNIK

MARI-LIIS

N/F

EST

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19.05.2015



ESTIMEN



Electronic ID-card

As of January 2012, more than 1.1 million people in Estonia (almost 90% of inhabitants) have ID cards. The Estonian ID card serves as an identity document and, within the European Union, also as a travel document. In addition to its physical use, the card is also used as proof of ID when utilising online services. In other words, the ID card is the **key to almost every innovative e-service in Estonia.**

<http://e-estonia.com/components/e-tax>

Estonian citizens can declare their income taxes electronically over the internet. Estonia's e-Tax Board offers a pre-completed form which makes it easy and fast to submit your tax return. The system identifies persons with the help of an ID card or mobile ID. A citizen must only log on to the e-tax system, check the information that is automatically assembled, make additions or changes (if necessary), and approve the declaration. The service has become so popular among Estonian residents that in 2012 over 94% of income tax declarations were presented through the e-tax system.

An entrepreneur may create a company in Estonia through a completely bureaucracy-free process directly at his personal computer. The e-business portal's record for the set-up and registration of a company is 18 minutes. Creating a company via the internet requires only an Estonian ID card, but the system also recognises ID cards from Belgium, Portugal, Lithuania, and Finland, and work is currently underway to enable increasing numbers of other nations' citizens to electronically register businesses in Estonia.

Digital prescription

On 1 January 2010, an IT solution was applied to Estonia's health care—a digital prescription system. In the past, patients had to carry paper prescriptions with them to the pharmacy. This system had several weaknesses: it was easy to lose the paper, the handwriting of the doctor could be illegible, etc. Electronic prescriptions have solved these problems because all prescriptions are sent to a central database. When the patient goes to the pharmacy, the pharmacist receives the prescription from the central database—there is no chance for the patient to lose the prescription or any risk that it might be unreadable.

The e-Governance Academy

Non-profit information society, development and analysis centre that aims to share Estonia's experience in the areas of e-government, e-democracy, and information technology education. More than 700 individuals from 36 different nations have come here to study, including representatives from Canada, Japan, Georgia, India, Namibia, and Pakistan. Estonian experience and knowledge have aided many nations in making their election processes more transparent, democratic, and less encumbered by bureaucracy.

Master of e-Governance

Innovation: Technology and Services

- **Degree awarded:** Master of Science (M.Sc.)
Academic volume: 120 ECP
Language of studies: English
Duration: 2 years
Entry: Bachelor's degree, motivational letter

Key features

- Focuses on designing, developing and improving governmental systems and implementing e-government components on every level of the state
- Specialization on IT technologies, innovation/services in public and private sector or adoption and marketing of e-government
- User-oriented services offered by government that are based on information and communication technologies
- Offers experience in the industry, practical research and project work already during studies

Thank You

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