eGA and GIF Implementation Experiences in Estonia

Arvo Ott, PhD

Director of eGov Technologies, Member of the Management Board
e-Governance Academy, Estonia
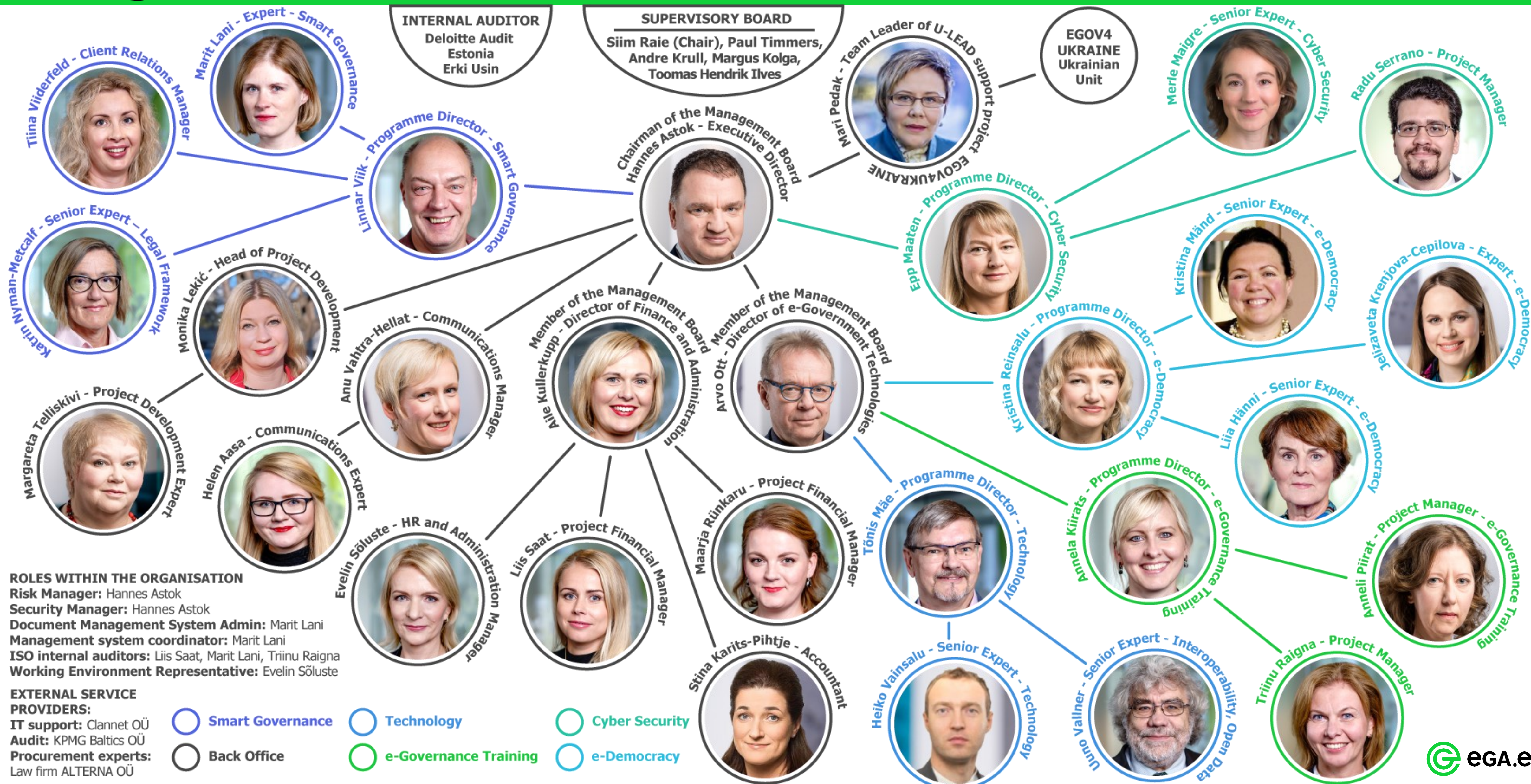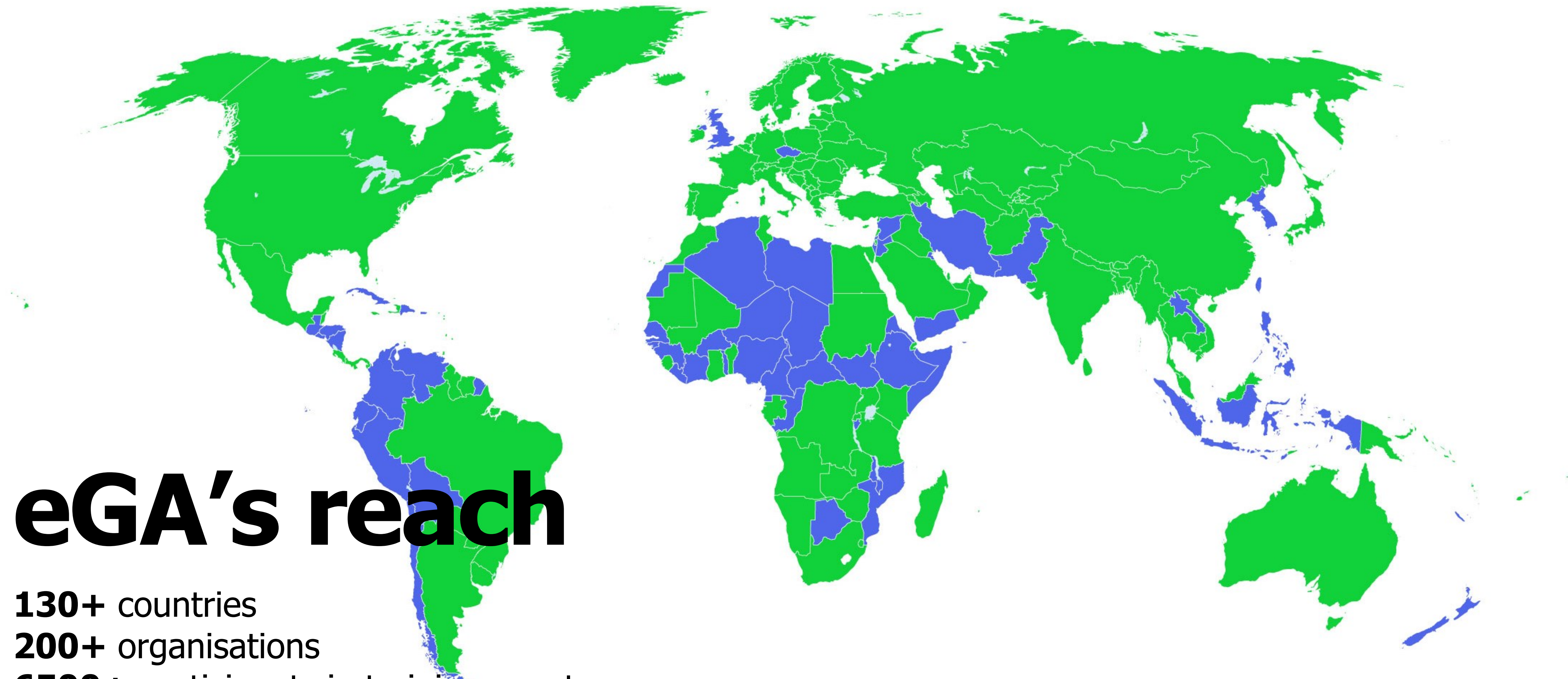
e-Governance Academy

- Since 2002
- Independent
- Mission-based

- Non-profit
- Non-governmental
- Non-academic

Organisation

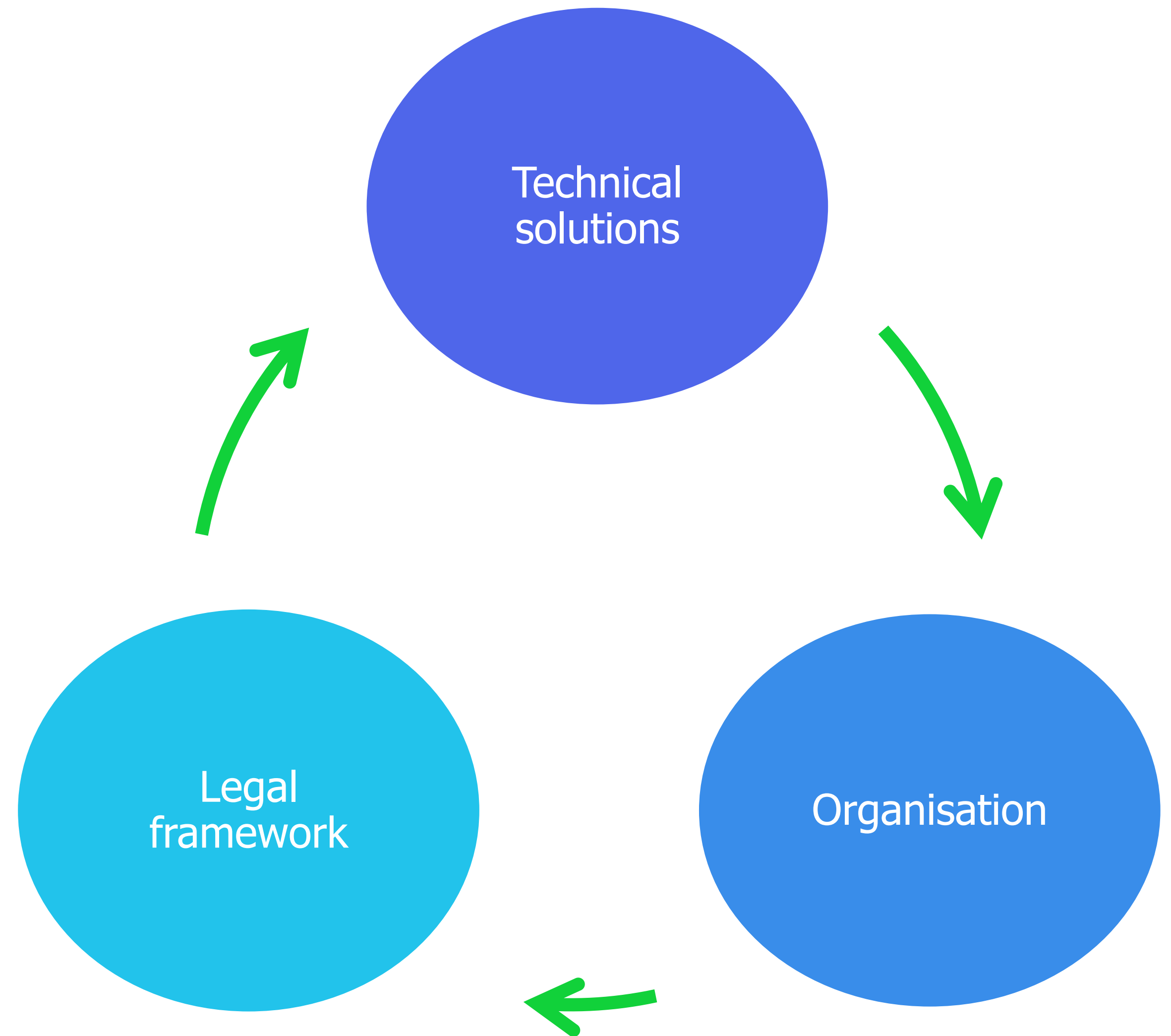**INTERNAL AUDITOR**
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Estonia
Erki Usin

SUPERVISORY BOARD
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Andre Krull, Margus Kolga,
Toomas Hendrik Ilves

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UKRAINE
Ukrainian
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Epp Maaten - Programme Director - Cyber Security

Kristina Mänd - Senior Expert - e-Democracy

Jelizaveta Krenjova-Cepilova - Expert - e-Democracy

Member of the Management Board
Aile Kullerkupp – Director of Finance and Administration

Member of the Management Board
Arvo Ott - Director of e-Government Technologies

Kristina Reinsalu - Programme Director - e-Democracy

Liia Hänni - Senior Expert - e-Democracy

Evelin Sõluste - HR and Administration Manager

Liis Saat - Project Financial Manager

Maarja Rünkaru - Project Financial Manager

Stina Karits-Pihtje - Accountant

Tõnis Mäe - Programme Director - Technology

Annela Kiirats - Programme Director - e-Governance Training

Anneli Piirat - Project Manager - e-Governance Training

Triinu Raigna - Project Manager

Heiko Vainsalu - Senior Expert - Technology

Uuno Vallner - Senior Expert - Interoperability, Open Data

ROLES WITHIN THE ORGANISATION
Risk Manager: Hannes Astok
Security Manager: Hannes Astok
Document Management System Admin: Marit Lani
Management system coordinator: Marit Lani
ISO internal auditors: Liis Saat, Marit Lani, Triinu Raigna
Working Environment Representative: Evelin Sõluste

EXTERNAL SERVICE PROVIDERS:
IT support: Clannet OÜ
Audit: KPMG Baltics OÜ
Procurement experts: Law firm ALTERNA OÜ

○ Smart Governance
○ Back Office
○ Technology
○ e-Governance Training
○ Cyber Security
○ e-Democracy

eGA.ee

eGA's reach

130+ countries
200+ organisations
6500+ participants in training events

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Fields of expertise

- Smart governance & change management in central and local government

- E-democracy and e-participation

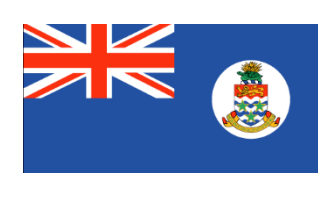- Technology: interoperability, open data, e-identity

- Cyber security

Technical solutions

Organisation

Legal framework

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Recent Projects

Benin	Ukraine	Aruba
Turkey	Armenia	Cayman Islands
Albania	Azerbaijan	Malaysia
Macedonia	Belarus	Vietnam
Montenegro	Georgia	Kiribati
Serbia	Moldova	Australia
Kosovo	Mongolia	Djibouti
Estonia	Uganda	European Union
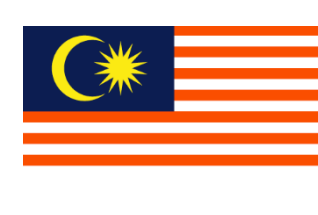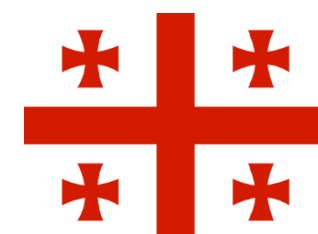
NCSI
national cyber security index

SUSTAINABLE DEVELOPMENT GOALS   UNDP

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Why?

Governance efficiency and transparency

Economic competitiveness

E-way of life

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A stimulus for e-government

Four pillars
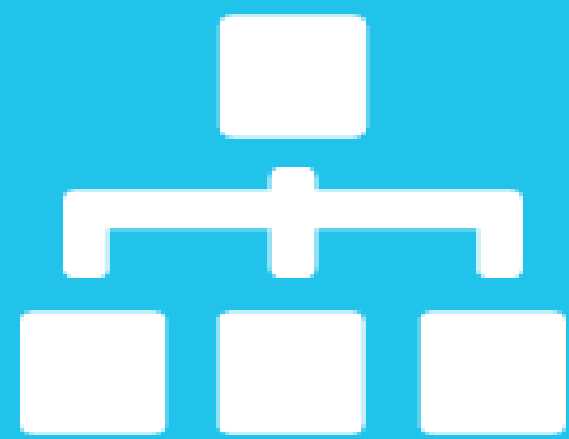
Organisation

process

Legal framework

process

Financial framework

process
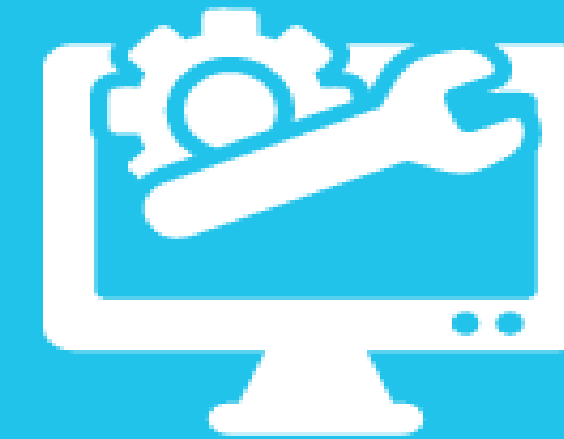
Technical architecture

project
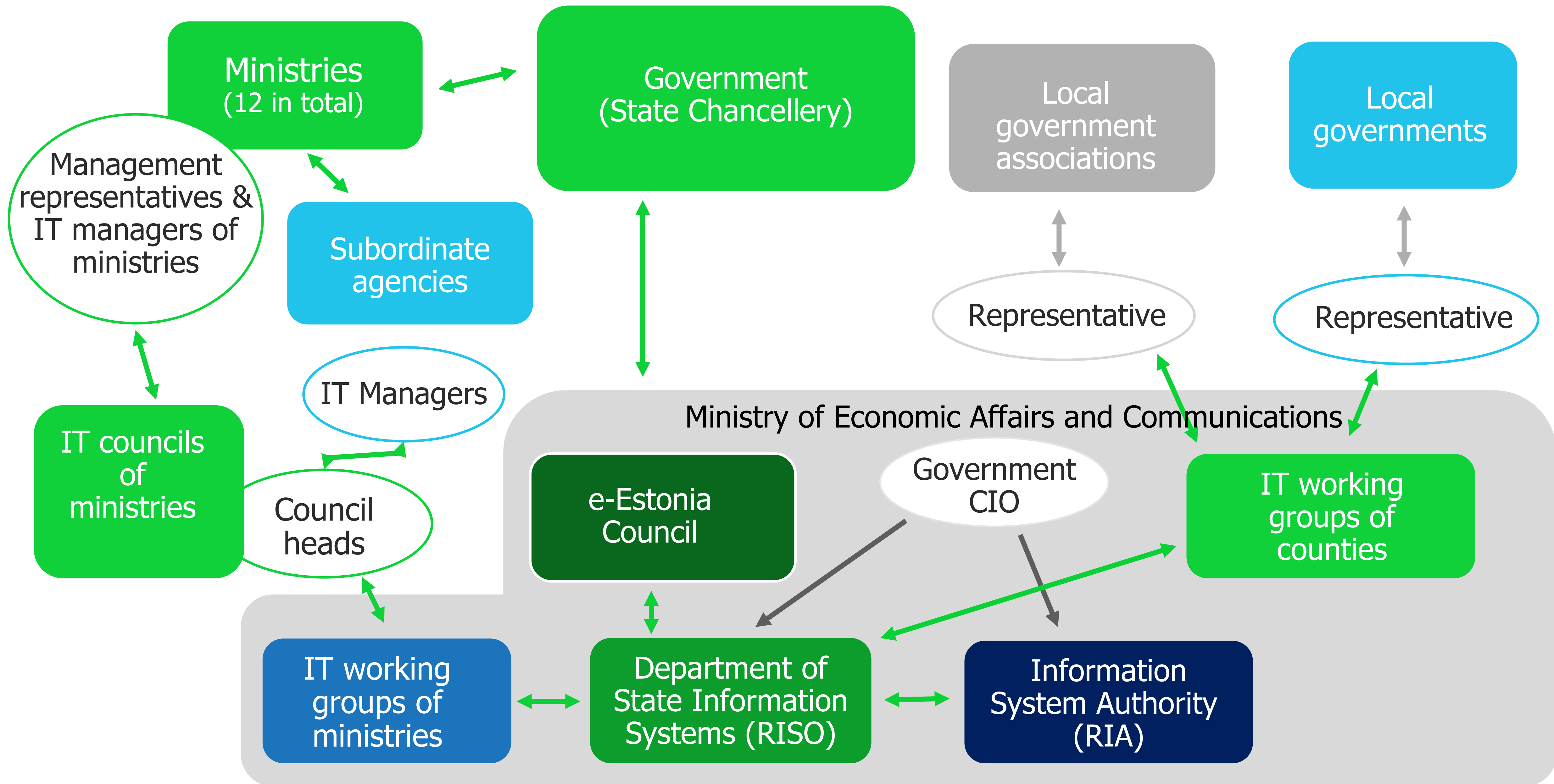
e-Government policy / strategy

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Principles

- Citizen (customer) orientation – "ONCE ONLY" principle

- Leading role of the private sector

- Efficient and transparent public sector

- Protection of personal data

- Measures against digital divide (digital identity)
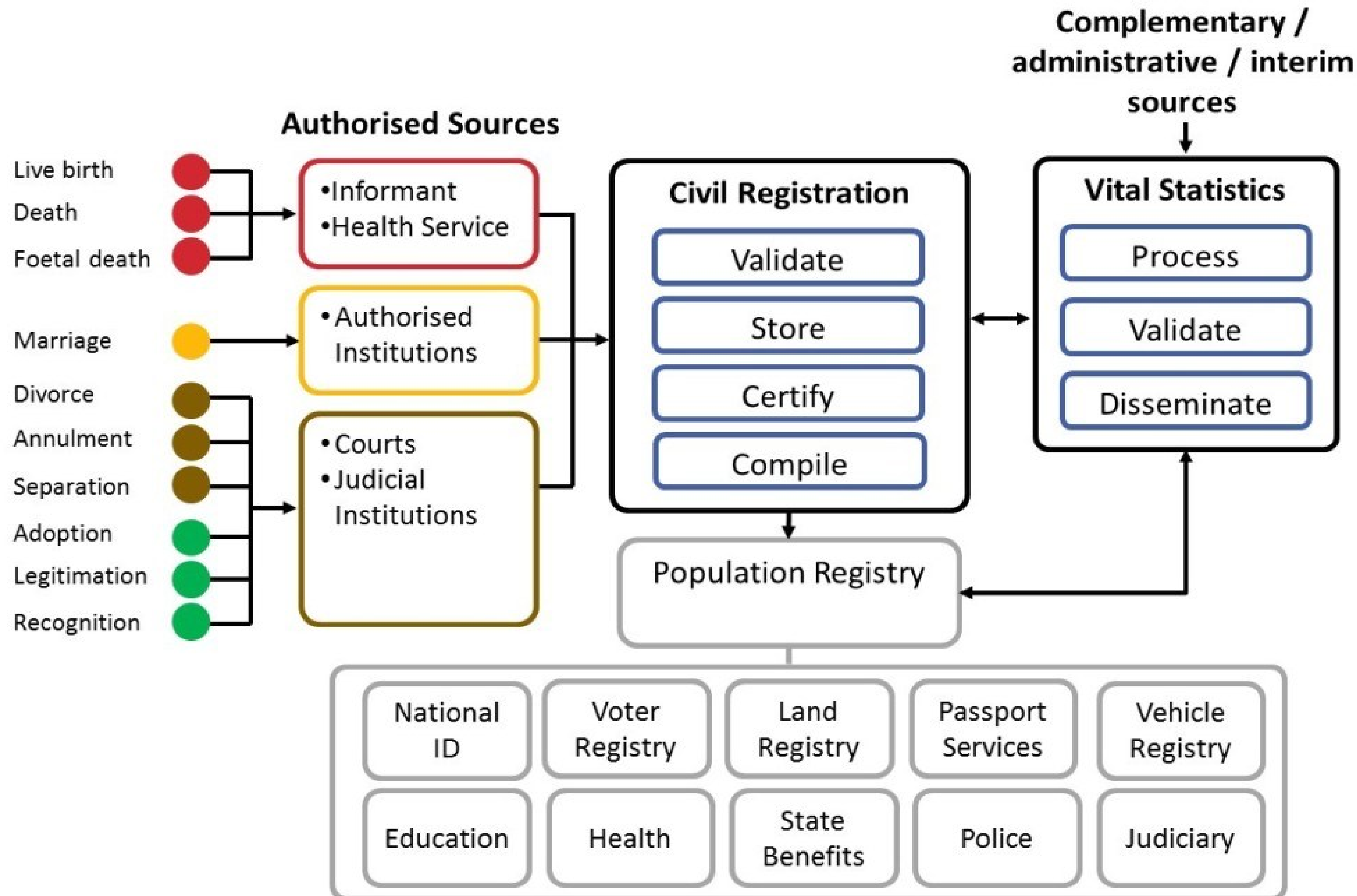
- Neutrality concerning technological platforms

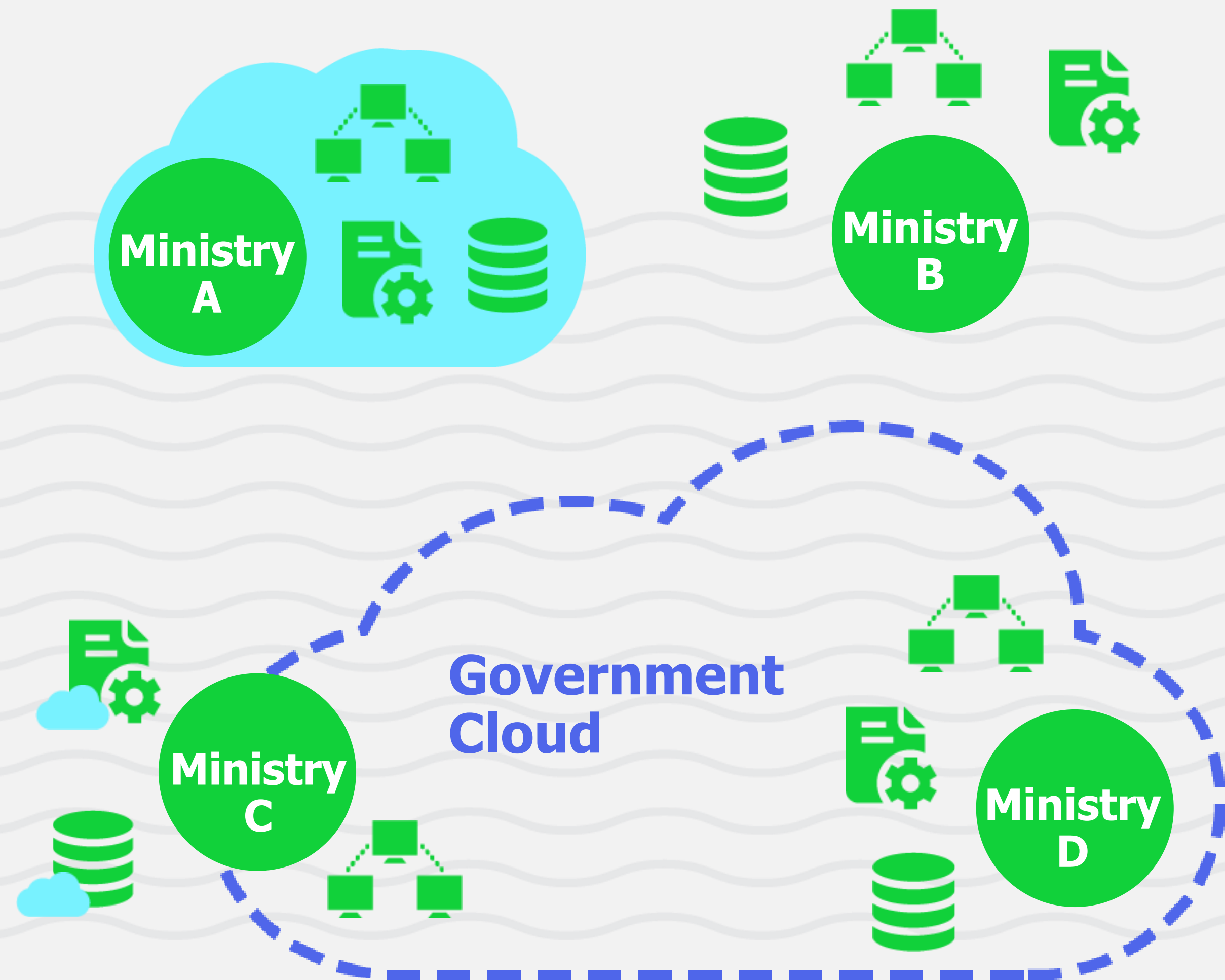eGA.ee

Interaction with citizens
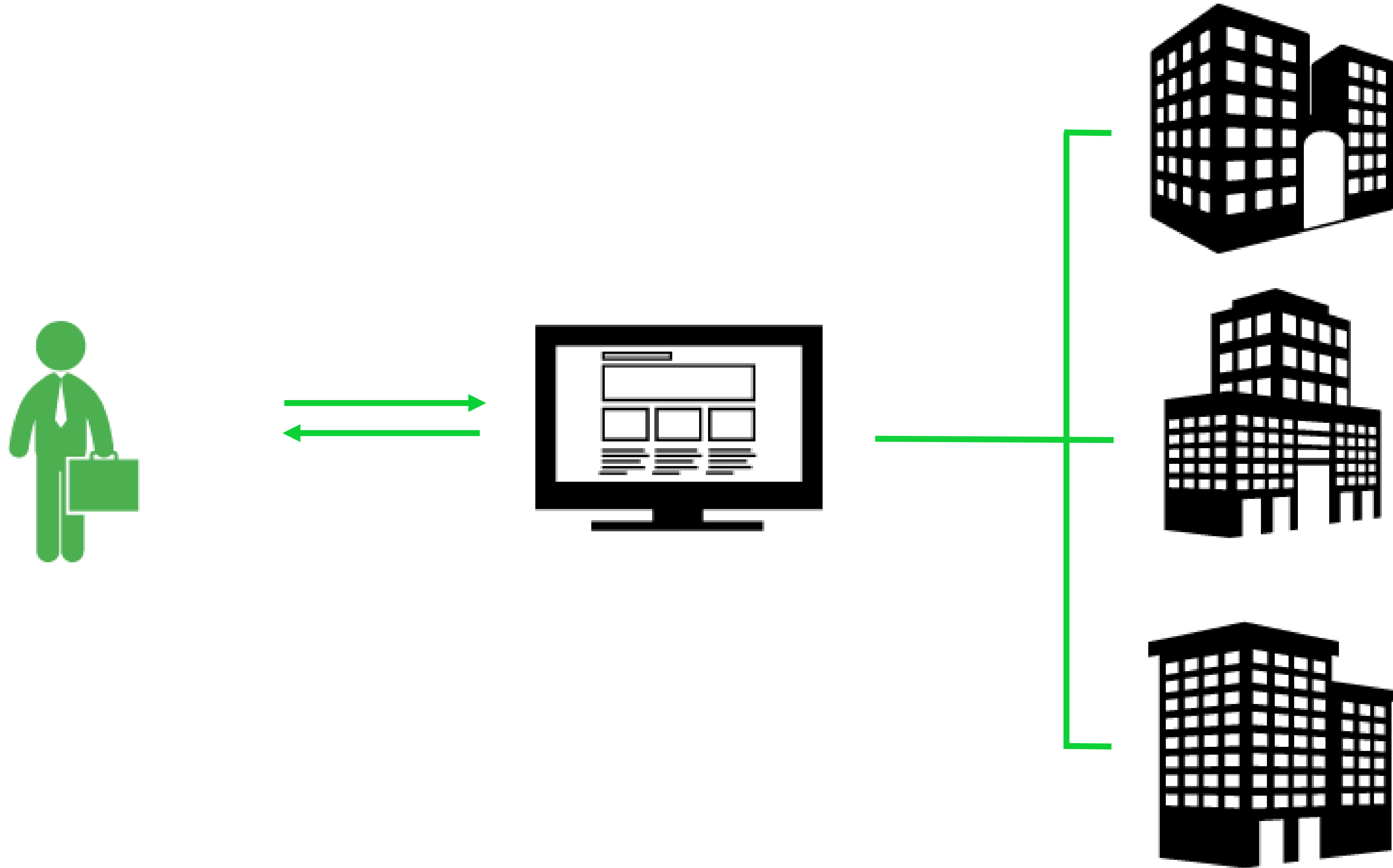
Coordination

Population data management

Shared Services

Horizontal enablers

Address system
Data protection
Electronic ID
Metadata management
Ontologies, semantics
Geographic coordinates
Classifiers
Document repository
Service portal
Data exchange
Infrastructure
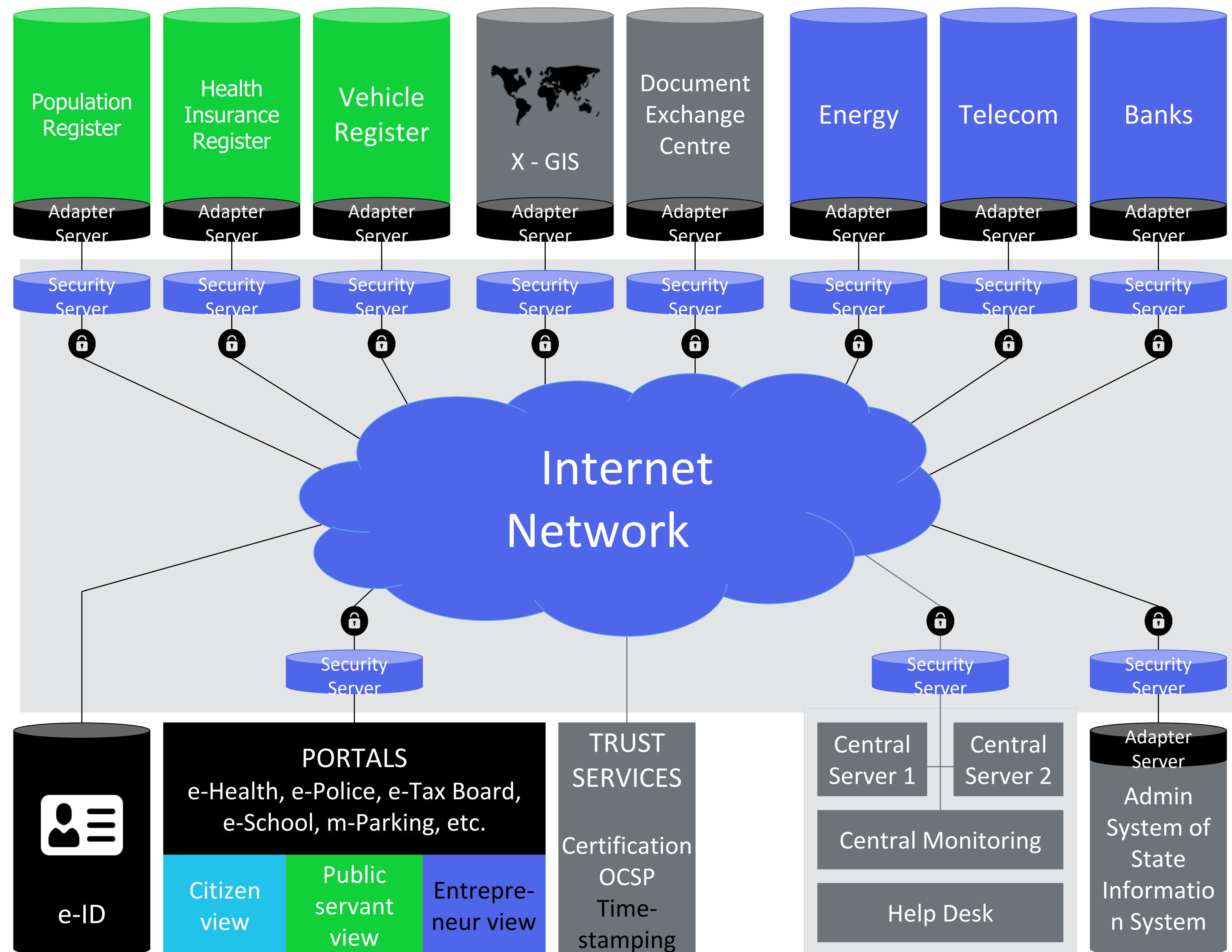Government cloud
Payment gateway
Mobile gateway

Ministry A

Ministry B

Ministry C

Ministry D

Government Cloud

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e-Governance enablers

X-Road

Electronic ID

Mobile-ID & Smart ID

Population Register — Adapter Server

Health Insurance Register — Adapter Server

Vehicle Register — Adapter Server

X - GIS — Adapter Server

Document Exchange Centre — Adapter Server

Energy — Adapter Server

Telecom — Adapter Server

Banks — Adapter Server

Security Server

Internet Network

e-ID

PORTALS
e-Health, e-Police, e-Tax Board, e-School, m-Parking, etc.

Citizen view | Public servant view | Entrepre-neur view

TRUST SERVICES

Certification
OCSP
Time-stamping

Central Server 1 | Central Server 2

Central Monitoring

Help Desk

Adapter Server

Admin System of State Information System

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Catalogue of interoperable solutions

48,000 data objects
4500 services described
2000 institutions connected
1600 contact persons
900 code lists
700 information systems described
200 X-Road service providers
https://www.ria.ee/x-tee/fact/#eng

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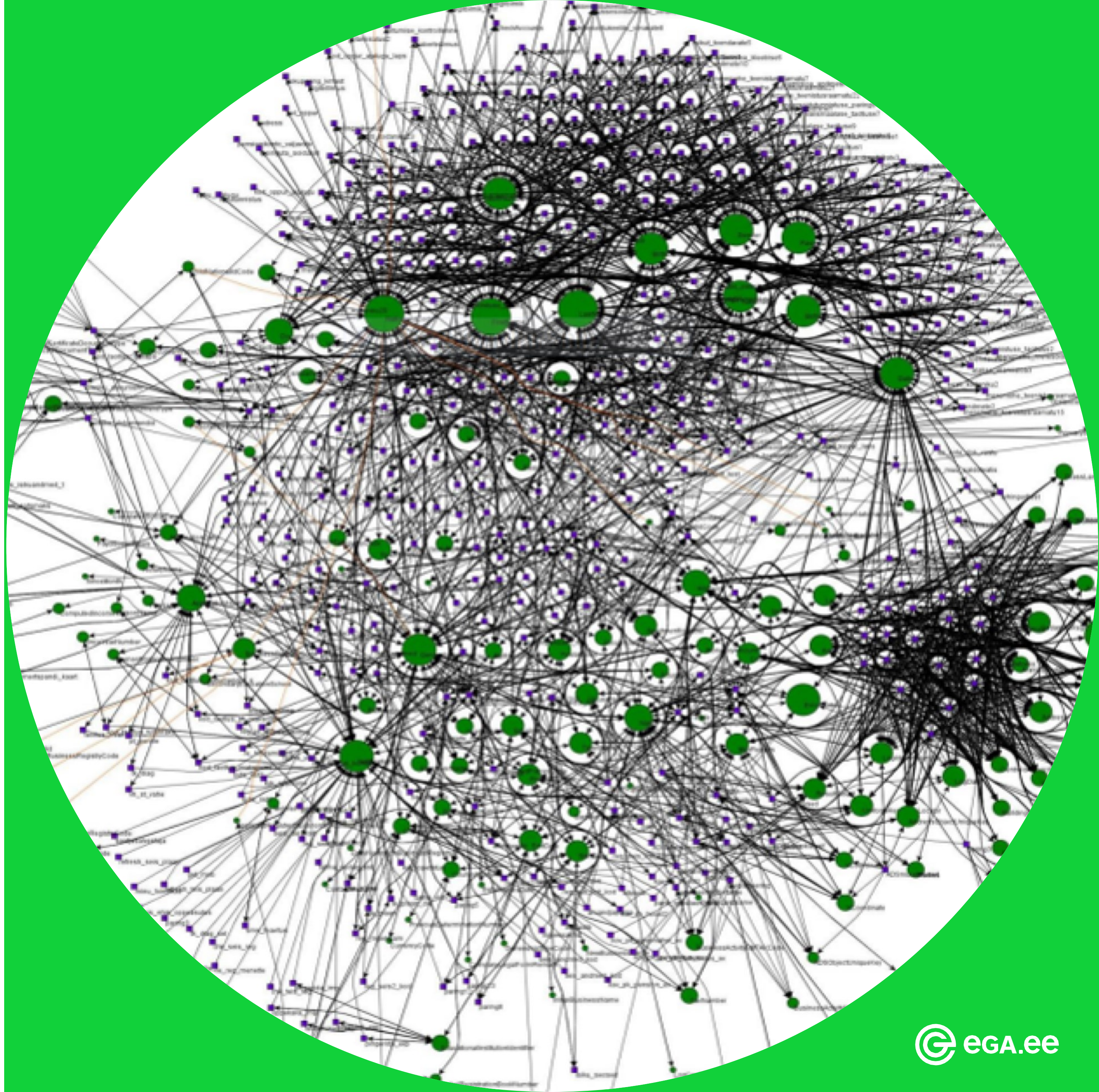
Benefits

- **Cost** – development of multiple data exchange channels with different technologies should be avoided.

- **Fast and cheap** system integration and e-service development

- **No need to change existing** back-office **technologies and systems.** Integration of different technologies is possible.

- **Easy to use** – business sector can easily join to integration and service development process.

- **Secure and control** – security by design, functionality of system can be controlled centrally, but in parallel, access of data can defined by personal data protection legislation and related technology

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Challenges

- **Main challenge is in organization and planning**, not the money or technology
- **All knowledge should be in the country** – can be supported by international experiences
- **Local ICT** business should be supported
- E-government is **not an academic issue**
- **Impact** can be seen **in 3-6 years**, politicians are not motivated
- **Driving forces** are unclear: banks and business sector in Estonia

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Thank You
for attention!

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