a modest country that extends beyond its borders

+ population: 1.3 million
+ area: 45,228 km2
+ currency: Euro
+ member of: EU, NATO, WTO, OECD, DIGITAL 9
+ ICT sector employees: 5,9% of workforce

essential

Best secret weapons.

+internet is a social right
+every Estonian resident has an electronic ID
+99% of services are online
+Estonians trust e-solutions - Transparency works

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empowering

Easiest life: only getting married or divorced and selling real estate cannot be done online.

Yet.

health

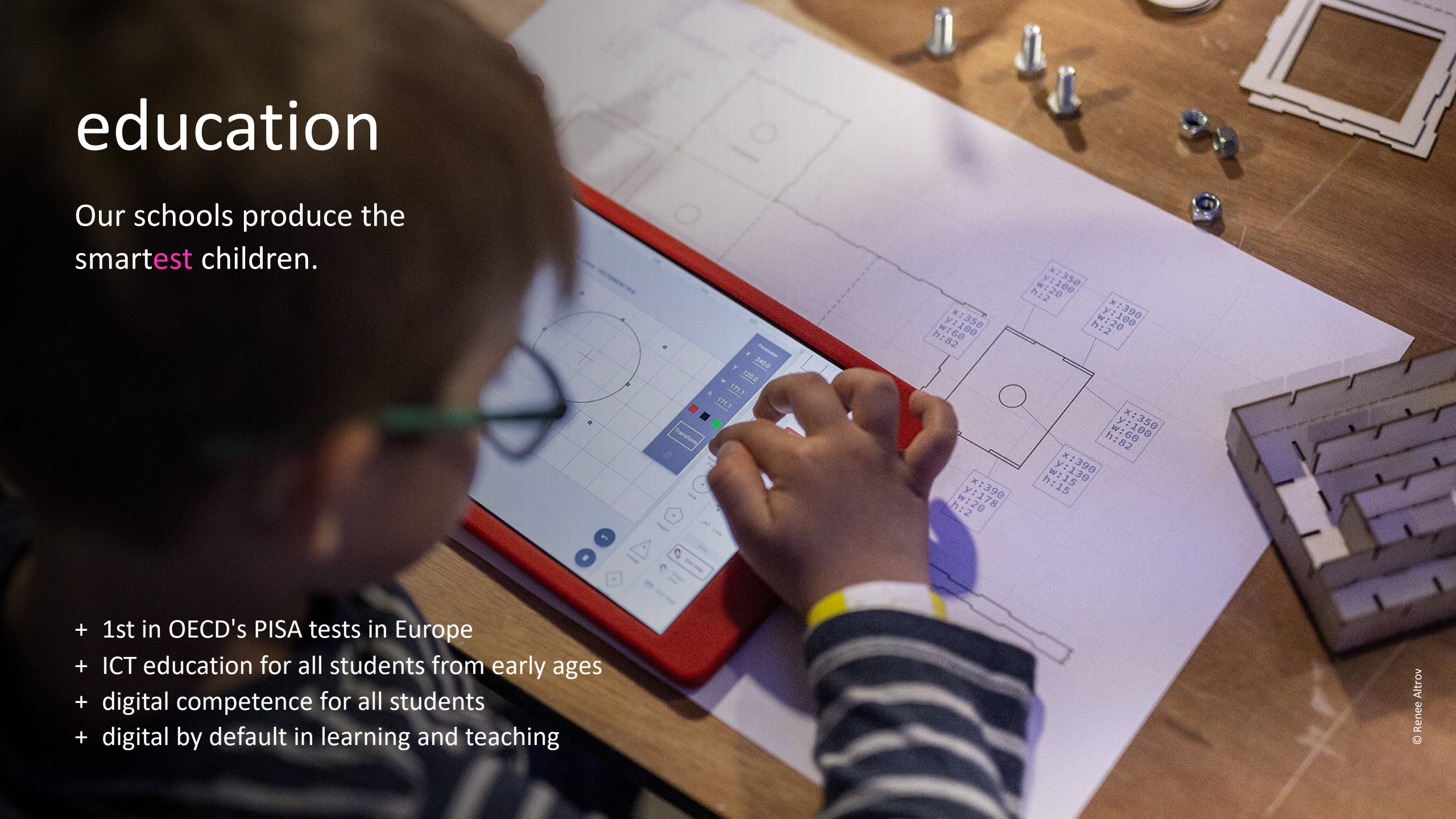
The healthiest system.

+ digital health data
+ digital prescription
+ e-Ambulance
+ personalised medicine

© Anete Palmik

education

Our schools produce the smartest children.



+ 1st in OECD's PISA tests in Europe
+ ICT education for all students from early ages
+ digital competence for all students
+ digital by default in learning and teaching

© Renee Altrov

electronic ID

The strongest identity.

+ every Estonian has an electronic ID
+ eIDAS assurance level „high“
+ 16% of mobile-ID
+ 34% of smart-ID
+ e-Residency

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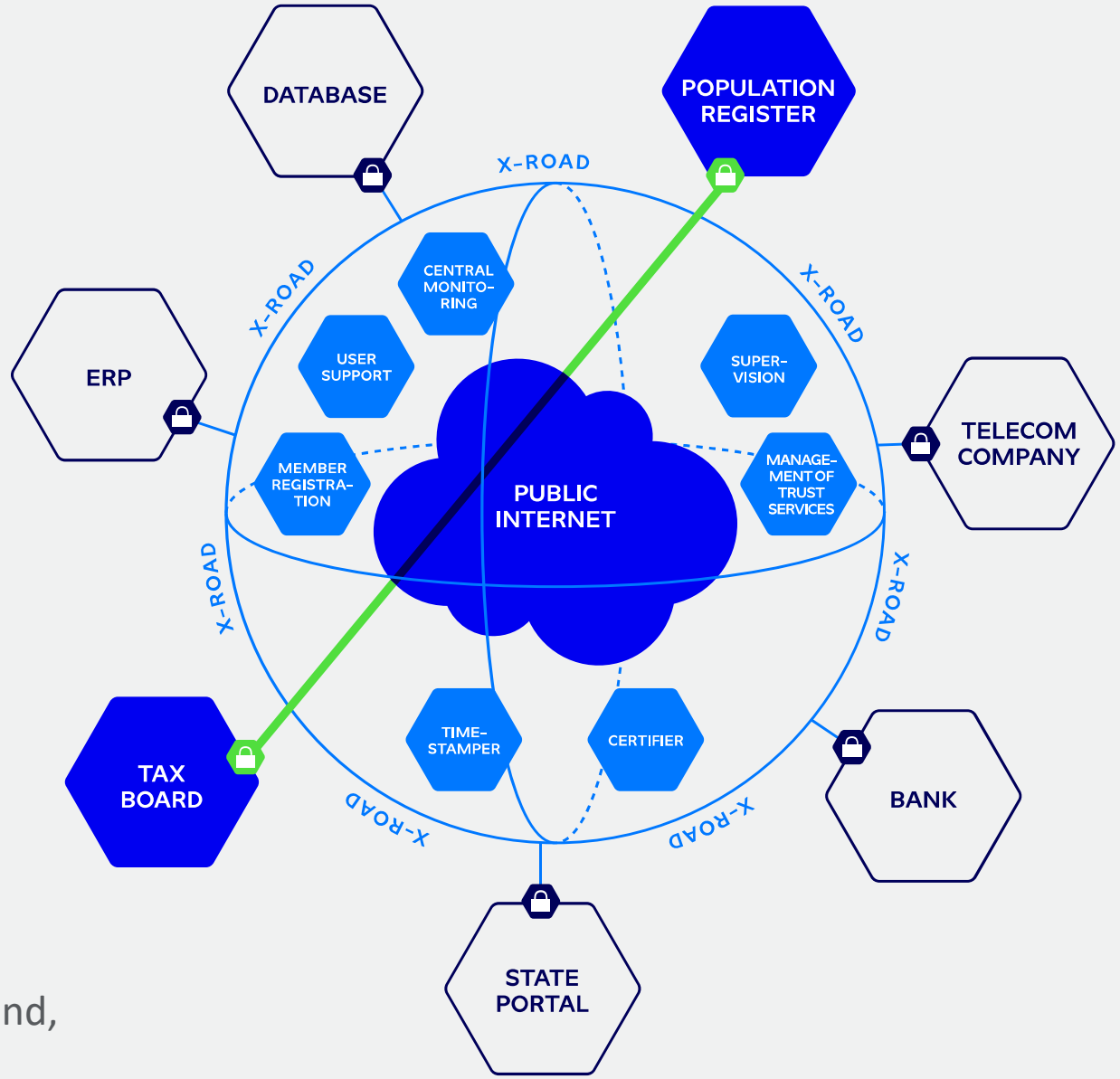
exchange

The busiest highway of e-Estonia – X-Road from 2001.



+ saving 1407 years annually
+ over 1000 institutions and enterprises
+ 150 public sector institutions
+ 3 195 different services
+ over 900 million transactions per year
+ exported to Finland, Kyrgyzstan, Faroe Islands, Iceland, Japan and other countries

Basic Principles

Clear and honest principles.

+once-only
+digital by default
+open internet

© Aron Urb

Legalisation

Estonia does not have specific e-governance legislation, but there are a number of legal acts that have an effect on e-governance (state and local governments).

+ Public Information Act
+ Digital Signatures Act
+ Population Register Act
+ Personal Data Protection Act
+ Public Procurement Act
+ State Secrets and Classified Information of Foreign States Act

estonishing future
+invisible services
+cross border digital governance
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proactive government

TARGET:
7 LIVE BY YEAR 2020

Action plan for life-event service design

2020

name change (incl marriage)

change of residence

retirement

death (succession)

building houses

disability

2019

driving licence

buying a car

childbirth

start of school

school change

unemployment & job search

crime victim

military service

2018

starting a business

lessons learned

+ KISS - keep it short and simple;
+ Start by solving citizens simple problems with IT;
+ Do the same things together, it is cheaper and more sustainable (local governments have to work together because the responsibilities of local governments are essentially the same);
+ Use open source. Licensed solutions will bind you for years and are expensive;

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let’s build the future together!
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