10 years of eGov. factsheet

eGovernment infographic – 2018

ESTONIA

Use of Internet with Public authorities

<table>
<thead>
<tr>
<th>to Interact</th>
<th>to Download forms</th>
<th>to Obtain info</th>
<th>to Send forms</th>
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<td>78%</td>
<td>65%</td>
<td>40%</td>
<td>70%</td>
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eGov State of Play indicators

- User Centricity
- Citizen cross border mobility
- Key Enabler

- Transparency: 88
- 74
- 83
- 85

Good – Fair – Moderate - Insufficient

Use of Internet with Public authorities

Estonia

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eGov services to business and citizens

- Online application for identity cards is supported by a new website since 2017.
- eResidency for business registration is supported by a new website since 2017.
- Agriculture new client portal: The Ministry of Agriculture has developed and made publicly accessible a new client portal for its end users.

Strategy & Legal frameworks

- Digital Agenda 2020 implemented
- Draft Personal Data Protection Act
- Simplified Business Income Taxation Act
- Regulation on Principles for Managing Services and Governing Information

Actors

- The State Information System Department has been renamed to Government CIO Office. It is now composed of six new teams:
  - Digital Service Excellence Team;
  - Legal Team;
  - Financing Team;
  - ICT Skills Team;
  - Cybersecurity Policy Team;
  - International Affairs Team; and
  - Govtech Team.

Infrastructure

- Establishment of the Government Cloud and creation of a Data Embassy with Luxembourg, for hosting Estonian data and information systems outside Estonia.
- Select IT: A project in which adults can train for a duration of 14 weeks to become junior software developers.
- Digi ABC: A general project to bring digital skills to the industry.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.