Digital Public Administration Infographic 2020

Estonia

Political Communications

The government from Estonia has launched the Cybersecurity Strategy 2019-2022 , which defines the longer-term vision of Estonia in the field of cybersecurity. In addition, the government has adopted Estonia's national Artificial Intelligence Strategy 2019-2021.

Legislation

The Act on Amendments to the Accounting Act (795 SE), initiated by the Estonian Government, has made machine-processable invoices mandatory in invoicing with the public sector. As a result, the Estonian public sector only accepts eInvoices since July 2019.

Governance

The information society policy is shaped and coordinated by the Ministry of Economic Affairs and Communications. Specifically within the Ministry, the Government CIO Office is responsible for the coordination of digital government development and national cybersecurity policy.

Infrastructure

Since September 2019, the eServices of the Estonian Tax and Customs Board (ETCB) are available in the newly redesigned e-MTA environment. The portal aims to make compliance in tax and customs matters equally easy for occasional users as for regular users, such as accountants.

Digital Public Administration indicators

Percentage of individuals using the internet for

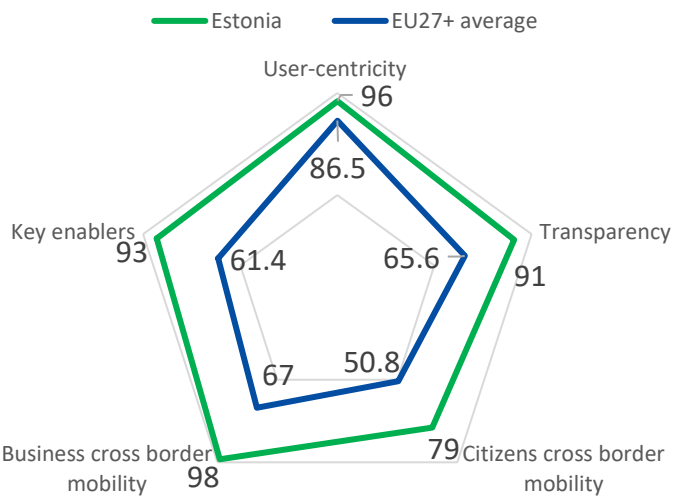
		Estonia	EU28 average
Interacting with public authorities	+1%* ↑	80%	55%
Obtaining information	0%*	69%	44%
Downloading official forms	0%*	48%	33%
Sending filled forms	+3%* ↑	74%	38%

* This is the trend evolution compared data from Eurostat in 2018.

Source: Eurostat 2019

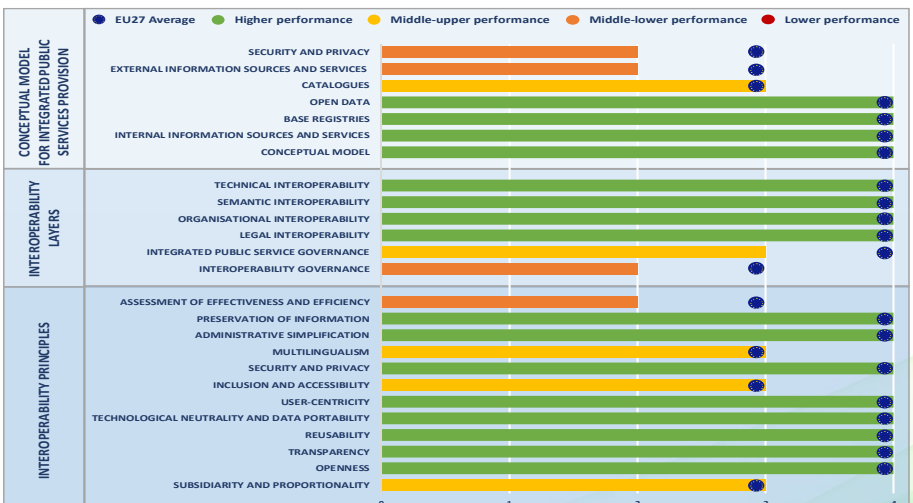
eGovernment indicators

eGovernment performance across policy priorities



Source: eGovernment Benchmark report 2020

State-of-Play of Interoperability



Source: European Interoperability Framework Monitoring Mechanism 2019