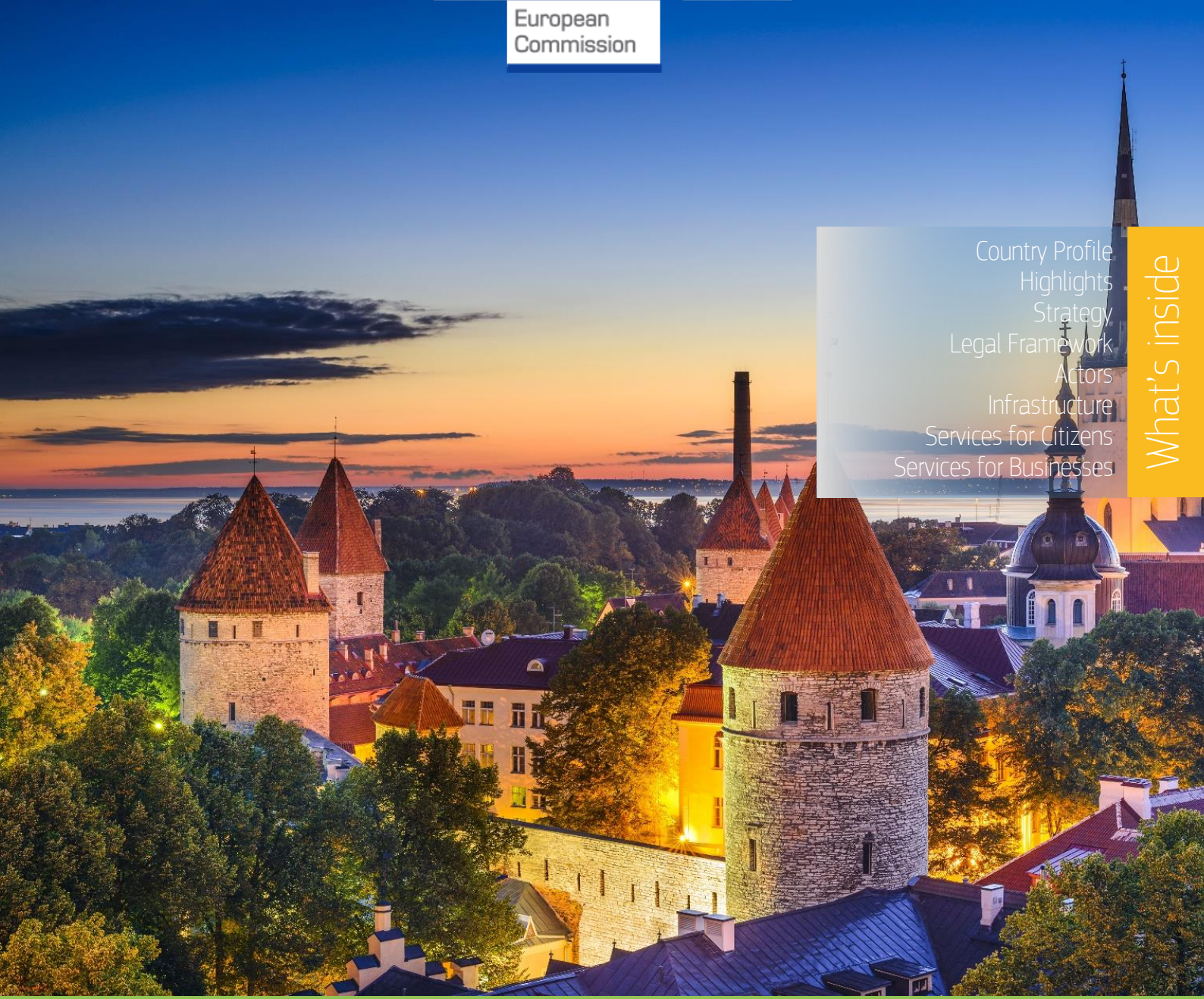




European
Commission



Country Profile
Highlights
Strategy
Legal Framework
Actors
Infrastructure
Services for Citizens
Services for Businesses

What's inside

eGovernment in



Estonia

ISA²

Visit the e-Government factsheets online on Joinup.eu

Joinup is a collaborative platform set up by the European Commission as part of the ISA² programme. ISA² supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font. The letters are connected, with "jo" and "in" being more prominent than "up".

This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

Cover picture © AdobeStock

Content © European Commission

© European Union, 2018

Reuse is authorised, provided the source is acknowledged.

Country Profile1

eGovernment Highlights.....7

eGovernment Strategy9

eGovernment Legal Framework11

eGovernment Actors16

eGovernment Infrastructure22

eGovernment Services for Citizens.....27

eGovernment Services for Businesses.....34

Country Profile

Basic data and indicators

Basic Data

Population (1000): 1,315,635 inhabitants (2017)

GDP at market prices: 23,002.3 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 75 (2016)

GDP growth rate: 4.9% (2017)

Inflation rate: 3.7% (2017)

Unemployment rate: 5.8% (2017)

General government gross debt (Percentage of GDP): 9.0% (2017)

General government deficit/surplus (Percentage of GDP): -0.3% (2017)

Area: 45,226 km²

Capital city: Tallinn

Official EU language: Estonian

Currency: EUR

Source: [Eurostat](#) (last update: 8 February 2018)

Political Structure

Estonia is a **parliamentary republic**.

Legislative power lies within the unicameral Parliament, called the State Assembly (*Riigikogu* in Estonian). The Assembly has 101 members, elected by popular vote, to serve four-year terms. Members are elected on the basis of a proportional system, and a 5 % splinter party threshold applies for those wishing to take part in parliamentary activities.

Estonia's Head of State is the [President](#), elected for a five-year term by the *Riigikogu*. The [Government](#), exercising executive power, is formed by the [Prime Minister](#), nominated by the president and a total of 14 ministers. The Government is appointed by the President with the approval of the Parliament.

Estonia is divided into 15 counties and 213 urban and rural municipalities (towns and parishes), whose powers and responsibilities are established by the Local Government Organisation Act of June 1993. The Government of each county is led by a County Governor, who represents the national Government at regional level and is appointed by the Central Government for a term of five years. Local self-government is exercised solely at the municipal level.

The [Constitution](#) of the Republic of Estonia was adopted on 28 June 1992.

Estonia became a member of the European Union on 1 May 2004.

Head of State: President [Kersti Kaljulaid](#) (since 10 October 2016).

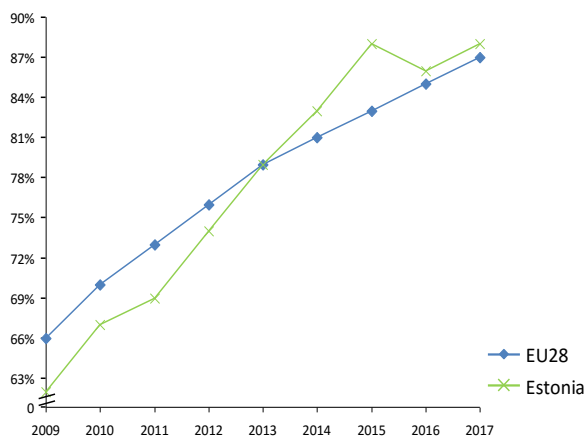
Head of Government: Prime Minister [Jüri Ratas](#) (since 23 November 2016).

Information Society Indicators

Generic Indicators

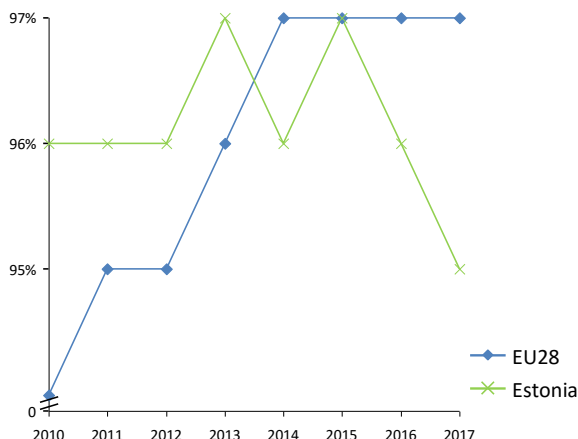
The following graphs present data for the latest Generic Information Society Indicators for Estonia compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Estonia



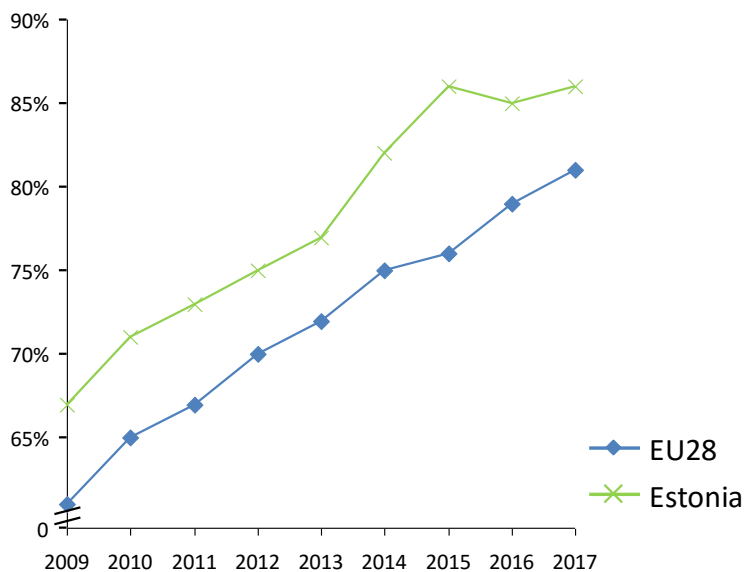
Source: [Eurostat Information Society Indicators](#) :

Percentage of enterprises with Internet access in Estonia



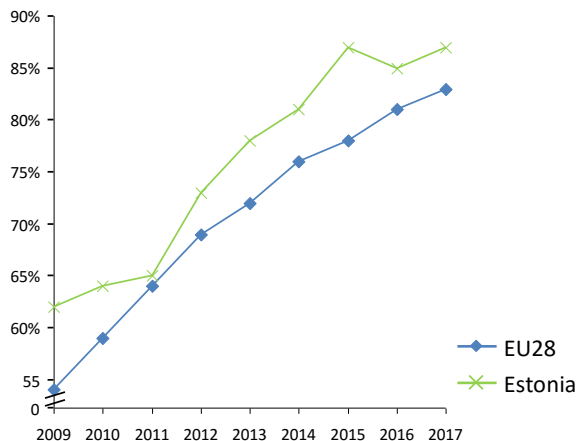
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet at least once a week in Estonia



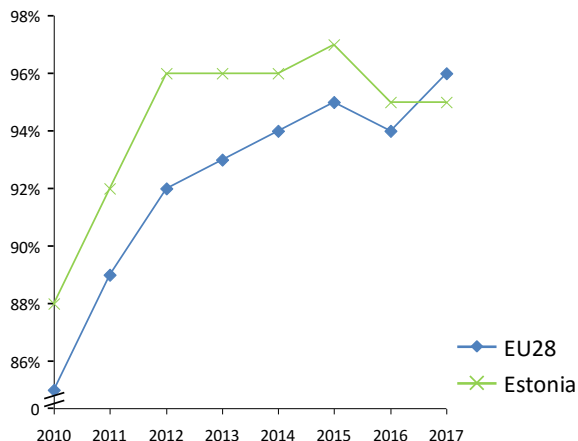
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Estonia



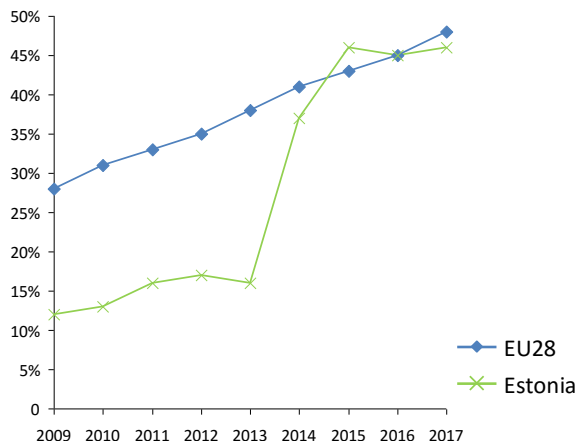
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with a broadband connection in Estonia



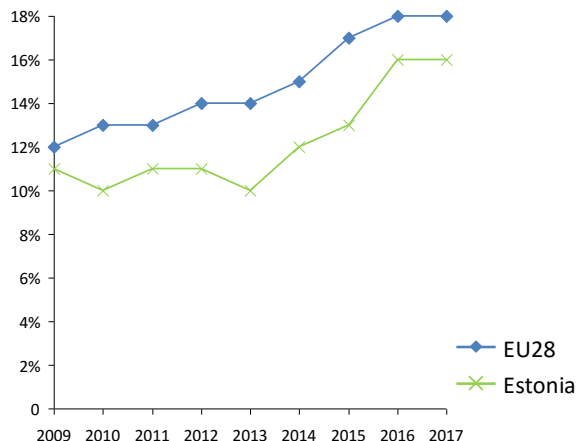
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals having purchased/ordered online in the last three months in Estonia



Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises having received orders online within the previous year in Estonia

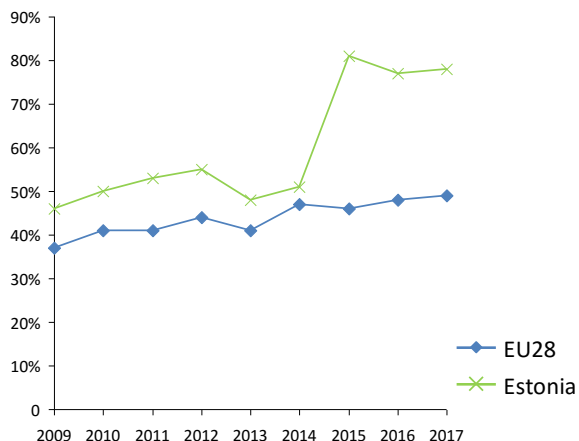


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

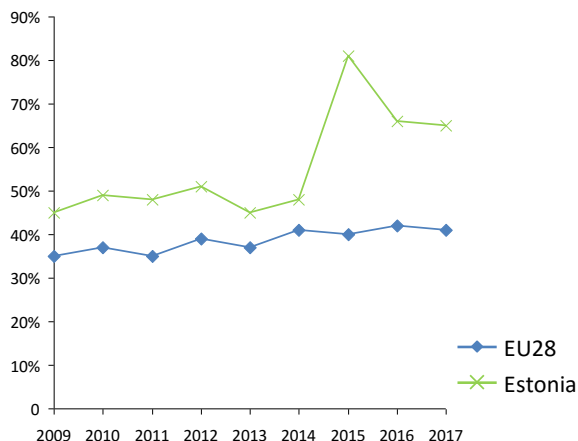
The following graphs present data for the latest eGovernment Indicators for Estonia compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Estonia



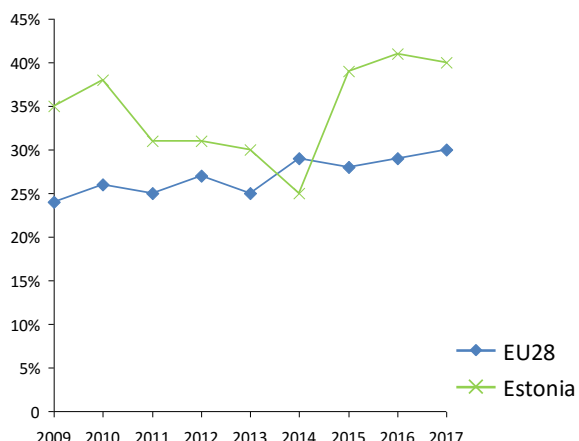
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for obtaining information from public authorities in Estonia



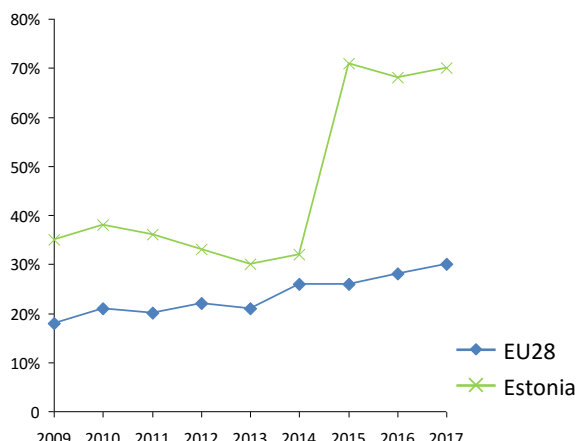
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for downloading official forms from public authorities in Estonia



Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for submitting completed forms to public authorities in Estonia



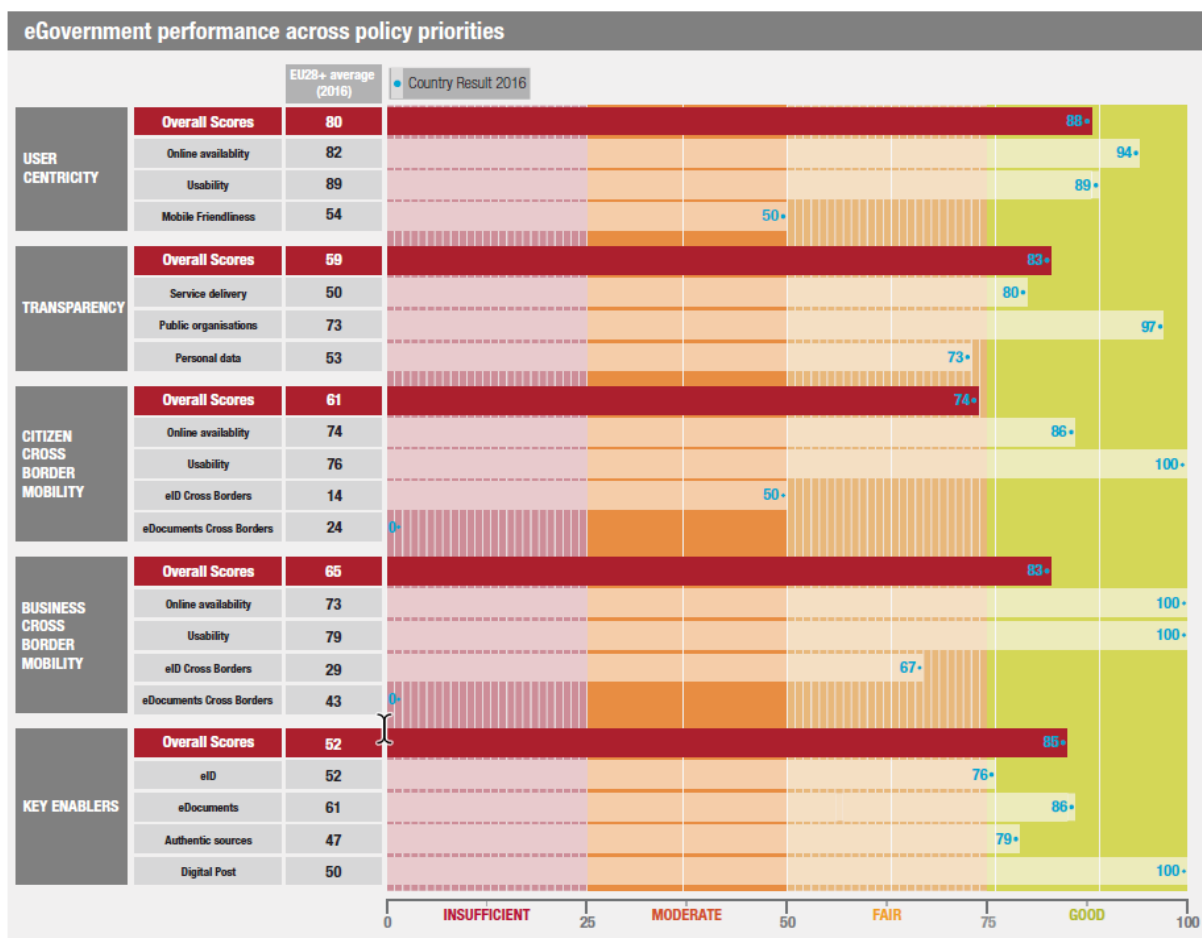
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#) report, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments is transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens and businesses can use online services in another country.
- **Key Enablers** – indicates the extent to which five technical pre-conditions are available online. There are: Identification (eID), Electronic documents (eDocuments), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through, for example, personal mailboxes or other digital mail solutions.

This year’s measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operations; Losing and finding a Job; Studying; Family Life (new life event, measured for the first time). The figure below presents the development of eGovernment in Estonia compared to the EU average score.



Source: [eGovernment Benchmark Report 2017 Country Factsheets](#)

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

The current [Digital Agenda 2020](#) for Estonia is in force and is being implemented, therefore, no new strategies or action plans have been created. Estonia will start the preparation of a new digital agenda in 2018.

eGovernment Legal Framework

- ▶ A draft for 'Personal Data Protection Act' was prepared by the Ministry of Justice and is currently in the coordination process, expected to enter into force in May 2018.
- ▶ The government has adopted a [Regulation](#) on the Principles for Managing Services and Governing Information. It aims to establish a common view on how to develop, maintain and provide high quality public services.
- ▶ The [Simplified Business Income Taxation Act](#), which came into force in 2018, allows for small companies to operate without bureaucracy, and submit less documents.

eGovernment Actors

The State Information System Department has been renamed to [Government CIO Office](#). It now has six new teams:

- ▶ Digital Service Excellence Team;
- ▶ Legal Team;
- ▶ Financing Team;
- ▶ ICT Skills Team;
- ▶ Cybersecurity Policy Team;
- ▶ International Affairs Team; and
- ▶ Govtech Team.

eGovernment Infrastructure

- ▶ In 2017, the main changes and key milestones for eGovernment in Estonia were establishing the Government Cloud and creating a Data Embassy with Luxembourg for hosting Estonian data and information systems outside Estonia.
- ▶ Other eGovernment infrastructure strategies include two training programmes, namely [Select IT](#) and [Digi ABC](#). The former is a project in which adults can train for a duration of 14 weeks to become junior software developers. The latter is a general project to bring digital skills to the industry.

eGovernment Services

The Estonian government has accomplished several smaller changes in eGovernment services. It has launched a website where citizens can apply online for [identity cards](#). [eResidency](#) for business registration also has a new website. Furthermore, the Ministry of Agriculture has also introduced a new client [portal](#).

Other highlights

The [eesti.ee](#) state portal now has been refreshed.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this [link](#).

eGovernment Strategy

Main strategic objectives and principles

Estonian Information Society Strategy 2014 - 2020

The [Information Society Strategy 2020](#) does not deal with the introduction of ICT in various residential and policy areas, such as the use of ICT in health care or business. Rather it focuses on the use of ICT and smart solutions for the creation of an enabling environment assurance. The higher goal is thus to support the competitiveness of the economy through ICT, human well-being and an increase in the efficiency of state government.



The Information Society Strategy includes a number of steps necessary for development activities. Indicatively these steps include the following:

- ▶ Construct a base ready for the ultra-fast Internet network, enabling that at least 60 % of all Estonians use the Internet on a daily basis.
- ▶ Enhance the cross-border capability of eServices in joint cooperation with the Nordic Institute of eGovernment Innovation aiming at developing [X-roads](#), eIdentities, digital signatures, etc.
- ▶ Ensure that by 2020, 20% of the population uses the digital signature.
- ▶ Provide people with the technological and organisational infrastructure to take control over the use of their data and know at any time who, why, when and how these data are being used by their government.
- ▶ Modernise Estonian public eServices and implement uniform quality standards and support reform of old IT solutions.
- ▶ Improve related policies for better decision-making and service provision.
- ▶ Launch an eResidency by issuing a digital identity to non-residents and providing its eServices in a similar way to Switzerland's banking industry.

Cyber Security Strategy 2014 - 2017

The [Cyber Security Strategy 2014-2017](#) is the basic document for planning Estonia's cyber security and a part of Estonia's broader security strategy. The strategy highlights important recent developments, assesses threats to Estonia's cyber security and presents measures to manage threats. The strategy continues the implementation of many of the goals found in the Cyber Security Strategy 2008-2013.

The new Cyber Security Strategy sets out **four objectives**:

1. A comprehensive system of security measures, consisting of different levels, will be implemented in Estonia to ensure cyber security at national level.
2. Estonia will be a country that is characterised by a very high level of information security competence and awareness.
3. Proportionate legal regulations serve to support the secure and extensive use of information systems.

4. Estonia will be one of the leading countries in international co-operation to enhance cyber security.

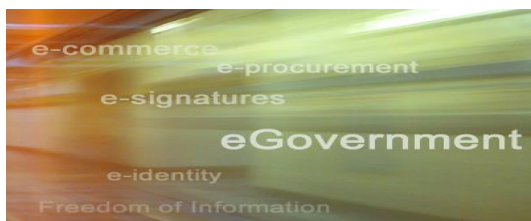
The implementation of the strategy will be coordinated by the Ministry of Economic Affairs and Communications. All ministries and government agencies will participate in its implementation, above all the Ministry of Defence, the Information System Authority, Ministry of Justice, The Police and Border Guard Board, the Government Office, Ministry of Foreign Affairs, Ministry of the Interior and the Ministry of Education and Research. The strategy will be implemented in cooperation with non-governmental organisations, business associations, local governments and educational institutions.

The total cost of implementation of the activities provided in the strategy is approximately EUR 16 million.

A third cybersecurity strategy is in the making.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Estonia.

Freedom of Information Legislation

Public Information Act (2001)

The first version of the [Public Information Act](#) (PIA) took effect in January 2001. A newly revised, updated [Public Information Act](#) entered into force on 1 January 2015, which has started the transposition of the provisions of the revised Directive (2013/37/EU) into national law. The Act covers State and Local Agencies, legal entities in public law and private entities that are conducting public duties including educational, health care, social or other public services. Any person may make a request for information, which is registered; the holder of information must respond within five working days. Fees may be waived, if the information is requested for research purposes. Departments and other holders of public information have the duty to maintain websites and post an extensive list of information on the Web. These entities are also required to ensure that the information is not 'outdated, inaccurate or misleading'. In addition, email requests must be treated as official requests for information. The Act is enforced by the [Data Protection Inspectorate](#). Since 1 January 2008, the Act has also been regulating the field of the former [Databases Act](#) (in force from 1997 to 2007).

[Archives Act](#) (1998)

The Archives Act entered into force on 1 May 1998. The Act sets the principles for collecting, evaluating, archiving, preserving, accessing archival documents and for archiving activities. It sets the guidelines for private records entered in the archives' register and the transfer of ownership of private records also entered in the archives' register.

Data Protection/Privacy Legislation

[Consumer Protection Act](#) (2004)

This Act entered into force on 15 April 2004 and it regulates the offering and sale, or marketing in any other manner, of goods and services to consumers by traders. Furthermore, it determines the rights of consumers as the purchasers or users of goods or services, and provides for the organisation and supervision of consumer protection and liability for violations of this Act. Some minor amendments were included and entered into force on 1 January 2015 (proceedings and punishments for legal persons).

[Personal Data Protection Act](#) (1996)

The first Personal Data Protection Act (PDPA) entered into force on 19 July 1996. The Act was amended in 2003, to be made fully compliant with the **EU Data Protection Directive 95/46/EC**, and once again [amended](#) in January 2008. The Act protects the fundamental

rights and freedoms of persons with respect to the processing of their personal data, in accordance with the right of individuals to obtain freely any information that is disseminated for public use.

The [2008 version](#) of the Act introduced several changes. Firstly, the previous classification of personal data into three groups (non-sensitive personal data, private personal data and sensitive personal data) has been replaced by two data categories: (1) 'personal data' and (2) 'sensitive personal data', the latter being the sub-class under special protection. Secondly, all processed personal data are protected and registered by Chief processors (i.e. controllers) with the [Data Protection Inspectorate](#), the data protection supervision authority. Moreover, the new PDPA Act extends all general principles applying to the processing of personal data and to the processing of the **personal identification code** (the unique number assigned to every Estonian citizen and resident).

From 1 January 2015 the Data Protection Inspectorate may submit reports concerning significant matters which have an extensive effect or need prompt settlement which become known in the course of supervision over compliance with the Act to the Constitutional Committee of the Riigikogu and the Legal Chancellor. The current version can be found at <https://www.riigiteataja.ee/akt/112072014051>.

[System of Security Measures for Information Systems \(2008\)](#)

This Regulation entered into force on 1 January 2008 and establishes the system of security measures for information systems used for processing the data contained in state and local government databases and for information assets related therewith. The system consists of the procedure for the specification of security measures and the description of organisational, physical and IT security measures to protect data. However, it is underlined that this Regulation does not apply to security of information systems processing state secrets.

eSignatures Legislation

[Electronic Identification and Trust Services for Electronic Transactions Act \(2016\)](#)

The new Electronic Identification and Trust Services for Electronic Transactions Act adopted on 12 October 2016, constitutes the effective transposition of the EU's eIDAS regulation. This act replaces the [Digital Signatures Act](#) (DSA), entered into force on 15 December 2000 and was revised in 2014. The DSA gave digital and handwritten signatures equal legal value and sets an obligation for all public institutions to accept digitally signed documents.

eCommerce Legislation

[Information Society Services Act \(2004\)](#)

The information society services act was passed on 14 April 2004 and entered into force on 1 May 2004. It implements EU Directive [2000/31/EC](#) on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market. It establishes the requirements pertaining to information society service providers, as well as the organisation of supervision and liability in the case of violation of these requirements. The Act was [amended](#) on 1 January 2015.

[Simplified Business Income Taxation Act](#)

On 1 January 2018, the Simplified Business Income Taxation Act entered into force, which establishes a 'business account'. The business account is aimed at small companies (one-man private limited companies and self-employed persons) to operate without bureaucracy. The Act enables a physical person to open a business account from which 20% will automatically go to the Tax and Customs Board. Therefore, they expose themselves to the

Tax and Customs Board and in return, the account holder will not need to submit annual reports and submit tax returns.

eCommunications Legislation

National Broadcasting Act (2007)

The National Broadcasting Act entered into force on 1 June 2007, providing the legal status, objective, functions, financing, and organisation of management and activities of the Estonian National Broadcasting. The objective of National Broadcasting is to assist in the performance of the functions of the Estonian state provided by the Constitution of the Republic of Estonia.

Electronic Communications Act (2004)

The Electronic Communications Act was passed on 8 December 2004 and entered into force on 1 January 2005 in order to implement the [EU Regulatory Framework for Electronic Communications](#).

The purpose of this Act is to create the necessary conditions to promote the development of electronic communications networks and communications services while ensuring the protection of the interests of users of such services. The Act provides requirements for: publicly available electronic communications networks and communications services; radio-communication; management of radio frequencies and numbering; apparatus and State supervision over the compliance with the requirements. The Act was lastly amended on 16 January 2011 and [entered](#) into force on 1 January 2015. It is already known that there will be new amendments which will enter into force 1 January 2016.

eProcurement Legislation

Public Procurement Act (2007)

A new Public Procurement Act came into force in May 2007, thus transposing the EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)). It includes legal provisions enabling the further development of eProcurement (eAuctions, Dynamic Purchasing System, eCatalogues etc.) so as to give better opportunities for taking forward a fully electronic Procurement tendering process.

It is worth mentioning that the [previous version](#) of the Public Procurement Act (October 2000) had already established rules for the eNotification of public tenders through the country's Public Procurement State Register.

In order to implement EU Directives 2014/24/EC, 2014/25/EC and 2014/23/EC the legislative process is currently under way and the new Public Procurement Act should come into force 1 April 2016.

eInvoicing Legislation

Estonia's [Accounting Act](#) requires all contracting authorities (central, regional and local) to accept and process machine-processable invoices as of 1 March 2017.

Re-use of Public Sector Information (PSI)

[Public Information Act \(2001\)](#)

The Public Information Act covers the provisions of the EU Directive [2003/98/EC](#) on the re-use of public sector information (PSI). Estonia thus notified the full transposition of the PSI-directive in July 2009. The transposition of the EU Directive 2013/37/EU into Estonian legislation is currently also under way.

[Re-use of Public Sector Information Directive 2013/37/EU](#)

The PSI Directive was transposed into national law in 2016. The major ongoing work is related to data protection and the transposition of the General Data Protection Regulation. In several areas, the Regulation enables Member States to specify details or deviate from the written procedure, for that reason, a draft 'Personal Data Protection Act' is prepared by the Ministry of Justice and is currently in the coordination process. The Personal Data Protection Act is expected to enter into force in May 2018.

Managing Services and Governing Information

[Principles for Managing Services and Governing Information](#)

In June 2017, the Principles for Managing Services and Governing Information (a Government Regulation) entered into force obliging all authorities to ensure:

1. Management and quality of the direct public services;
2. Management and quality of the processes;
3. Information governance and quality thereof;
4. Every sub-activity of information governance and quality thereof of the authority.

With this Regulation, Estonia has taken a new approach in developing public services. From now on public services must be life-event based and where possible, pro-active. Estonia is currently developing a methodology on how to develop and offer such public services.

This Regulation obliges authorities providing public services to have an up-to-date list of its own direct public services and of the support services provided to other authorities, containing at least significant services. Furthermore, the management of the processes behind the services must have a clear owner. The problem authorities often face is that they do not have a clear view of their services (as defined in the second article of the Regulation).

The Regulation also establishes a web of coordinators:

- ▶ The [Ministry of Economic Affairs and Communications](#) is responsible in management of direct public services, including upon determination, sharing and exchange of the information necessary for providing such services;
- ▶ The [Data Protection Inspectorate](#) in organising access to and protection of information;
- ▶ The [Estonian Information System Authority](#) in implementation of the requirements for the architecture of the state information system and for the key components of the state information system.

The coordinators, while executing their tasks, have the following functions:

- ▶ Planning the main directions of development and the activities supporting development;
- ▶ Issuing guidelines and recommendations;
- ▶ Monitoring the implementation of planned activities and application of guidelines;

- ▶ Managing communication;
- ▶ Cooperating with other coordinators;
- ▶ Engaging other parties as necessary.

The Regulation aims to establish a common view how to develop, maintain and provide high quality public services.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Ministry of Economic Affairs and Communications

The Ministry of Economic Affairs and Communications holds political responsibility for the development of the State information policy. It elaborates the state's economic policy and economic development plans, while also drafts the respective legislation bills, in a variety of fields, among which, informatics, development of state information systems, research, and development and innovation.



Urve Palo
Minister of Entrepreneurship and Information Technology

Contact details:

Ministry of Economic Affairs and Communications
Harju 11
15072 Tallinn

Tel.: +372 625 6335

E-mail: heidi.ojamaa@mkm.ee

Source: <http://www.mkm.ee/en>



Siim Sikkut
Deputy Secretary General for Communications and State Information System

Contact details:

Ministry of Economic Affairs and Communications
Address: Harju 11 St, 15072 Tallinn, Estonia

Tel.: +372 63 97 680

E-mail: siim.sikkut@mkm.ee

Source: <http://www.mkm.ee/en>

Government CIO Office

The Government CIO Office (formerly known as the State Information System Department) of the Ministry of Economic Affairs and Communications plays a major role in the elaboration of the Estonian information society Policy. It embarks on developing information society-related activities in the field of information technology and on the preparation of draft legislation in the relevant fields. The Government CIO Office's strategic tasks include the coordination of state IT-policy actions and development plans in the field of state administrative information systems (IS), such as state IT budgets, IT legislation, coordination of IT projects, IT audits, standardisation, IT procurement procedures and international cooperation in the field of state IS. The CIO Office comprises six teams:

Digital Service Excellence Team; Legal Team; Financing Team; ICT Skills Team; Cybersecurity Policy Team; International Affairs Team; and Govtech team.



Miia Mänd
Chief Operating Officer, Deputy CIO

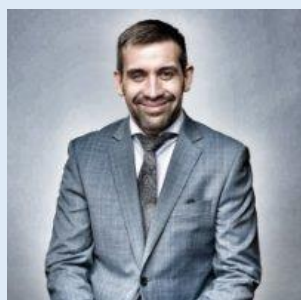
Contact details:

Ministry of Economic Affairs and Communications
Harju 11, 15072 Tallinn, Estonia

Tel.: +372 6256372

E-mail: miia.mand@mkm.ee

Source: <http://www.mkm.ee/en>



Janek Rozov
Government Chief Digital Officer, also Deputy CIO

Contact details:

Ministry of Economic Affairs and Communications
Harju 11, 15072 Tallinn, Estonia

Tel.: +372 6256364

E-mail: janek.rozov@mkm.ee

Source: <http://www.mkm.ee/en>



Sandra Särav
Global Affairs Director, Deputy CIO

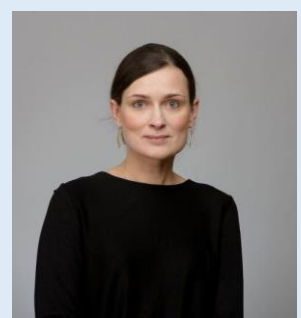
Contact details:

Ministry of Economic Affairs and Communications
Suur-Ameerika 1, Tallinn 10122, Estonia

Tel.: +372 55 12 001

E-mail: Sandra.Sarav@mkm.ee

Source: www.mkm.ee



Liis Rebane
Head of Estonian Cyber Security Policy

Contact details:

Ministry of Economic Affairs and Communications
Harju 11, 15072 Tallinn, Estonia

Tel.: +372 6397686

E-mail: liis.rebane@mkm.ee

Source: <http://www.mkm.ee/en>



Ave Lauringson
ICT Skills Coordination Director

Contact details:

Ministry of Economic Affairs and Communications

Harju 11, 15072 Tallinn, Estonia

Tel.: +372 63 97 643

E-mail: Ave.Lauringson@mkm.ee

Source: <http://www.mkm.ee/en>

[Estonian Association of Information Technology and Telecommunications \(ITL\)](#)

The ITL is a non-profit organisation, aiming to unite the Estonian information technology and telecommunications companies; to promote their co-operation in Estonia's development towards an information society; to represent and protect the interests of its member companies and to express their common positions.

The main activities of the association include the popularisation of information and communication technology (ICT), the promotion of vocational education and amendment of legislation.

[e-Estonia Council](#)

The e-Estonia Council created in 2014 (formerly Estonian Informatics Council) is a government committee that directs the development of digital society and e-governance in Estonia.

Five experts and ICT sector representatives and three ministers are members of the Council. It is chaired by the Prime Minister. Other government institutions and experts are involved in the work upon need.

Coordination

[Government CIO Office](#)

The Department of State Information Systems (RISO), as part of the Ministry of Economic Affairs and Communications, which is now renamed to Government CIO Office, is the main actor in coordinating governmental ICT policy and information society policy. In more detail, RISO coordinates: the state information policy and the consequent development of sustainable energy development projects in the initiation and implementation of information society; the development of national information systems regarding international cooperation within its jurisdiction and the initiated national information systems related to IT standardisation.

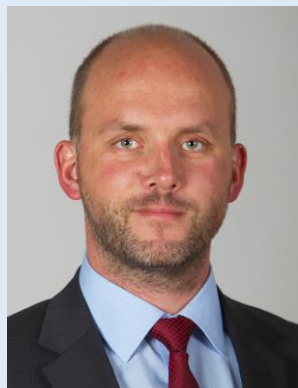
[Department of Information Society Services Development \(ITAO\)](#)

ITAO, also a department of the Ministry of Economic Affairs and Communications, coordinates the development of public sector services. It elaborates and disseminates different guidelines and manuals regarding common quality criteria for public services, life-cycle approach to public service development, choice of service channels etc.

[Estonian Information System Authority \(RIA\)](#)

Since 1 June 2011, the Estonian Informatics Centre has been re-organised to the Estonian Information System Authority (RIA). The Authority's mission is to "coordinate the development and management information system so that Estonian citizens are served in the best possible way." It coordinates all Public Key Infrastructures related to the operation of ICT and Information Technology, like the [State portal](#), the middleware system X-Road,

the Government backbone network EEBone, the administration system of the State information system (RIHA) and the electronic document exchange centre (DVK). It is also liable to coordinate the state information system development projects and the preparation and participation in international projects. Finally, RIA also monitors the legislation process concerning the management information system requirements.



Taimar Peterkop
Director General of the Estonian Information System's Authority (RIA)

Contact details:

Estonian Information System Authority (RIA)

Pärnu mnt 139a

15169 Tallinn

Tel.: +372 66 30 200

Fax: +372 66 30 201

E-mail: taimar.peterkop@ria.ee

Source: <http://www.ria.ee/>

[Estonian Association of Information Technology and Telecommunications \(ITL\)](#)

The ITL is a non-profit organisation whose primary objectives are to: coordinate the co-operation of the Estonian information technology and telecommunications companies, educational institutions and promote their co-operation towards the development of information society in Estonia. The main activities of the association include the popularisation of ICT and the amendment of legislation. The central coordination provided by ITL, deals with strategic planning, setting priorities, ensuring financing and creating cooperation networks while ensuring their functionality.

[e-Estonia Council](#)

The e-Estonia Council created in 2014 (formerly Estonian Informatics Council) is a government committee that directs the development of digital society and e-governance in Estonia.

Five experts and ICT sector representatives and three ministers are members of the Council. It is chaired by Prime Minister. Other government institutions and experts are involved in the work upon need.

Implementation

[Department of State Information Systems \(RISO\)](#)

The Department of State Information Systems, part of the Ministry of Economic Affairs and Communications, is responsible for the development and the implementation of State IT strategies at central level.

[Estonian Information System Authority \(RIA\)](#)

RIA implements Estonia's national eGovernment strategy, through the State portal <https://www.eesti.ee/eng>, the EEBone network, the State information system (RIHA) and the electronic document exchange centre.

[Government Departments and Agencies](#)

Government Departments and Agencies are responsible for the implementation of the departmental eGovernment projects falling within their respective fields of competence. Since Estonia is a highly decentralised country when it comes to the information society

organisation, they play a very important role in the implementation of action plans and projects.

Support ICT Strategy Unit

[E-Estonia Council](#)

Besides its role in coordination and policy formulation, the E-Estonia Council is an expert committee advising the Government on ICT matters in a horizontal manner.

[CERT Estonia](#)

The Computer Emergency Response Team of Estonia (CERT Estonia), established in 2006, is an organisation responsible for the management of security incidents in '.ee' computer networks. Its duty is to assist Estonian Internet users in the implementation of preventive measures in order to reduce possible damage from security incidents and to help them in responding to potential security threats. CERT Estonia deals with security incidents that occur in Estonian networks or incidents that have been notified of by citizens, or institutions either in Estonia or abroad.

[Estonian Information Technology Foundation for Education \(HITSA\)](#) (formerly Estonian Information Technology Foundation (EITF))

The Information Technology Foundation for Education (HITSA) is a non-profit association established by the Republic of Estonia, the University of Tartu, Tallinn University of Technology, Eesti Telekom and the Estonian Association of Information Technology and Telecommunications.

The role of the HITSA is to ensure that the graduates at all levels of education have obtained digital skills necessary for economic and societal development and that the possibilities offered by ICT are skilfully used in teaching and learning, helping improve the quality of learning and teaching at all levels of education.

[eGovernance Academy](#)

The eGovernance Academy is a non-governmental, non-profit organisation, which aims to promote the use of ICT in the work of Government and in democratic practices. Its mission is to train and advise leaders and stakeholders in using information and communication technology (ICT), to increase government efficiency and to improve democratic processes with the aim of building open information societies. The Academy is a regional learning centre set up by the Republic of Estonia, the [United Nations Development Programme \(UNDP\)](#) and the Information Programme of the Open Society Institute.

Audit/Assurance

[National Audit Office](#)

The role of the National Audit Office (*Riigikontroll*) is to promote reforms while supporting public bodies in their efforts to create, through their activities and services, best value for the taxpayers. In this context, the National Audit Office assesses the performance (economy, efficiency and effectiveness) and regularity of the activities of Public Administration, and furthermore provides recommendations to assist the Parliament and the Government in improving the operation of the State.

Data Protection

[Estonian Data Protection Inspectorate \(EDPI\)](#)

The Estonian Data Protection Inspectorate is an independent agency placed under the authority of the Ministry of Justice. EDPI is acting as the defender of all information rights (both privacy ([Personal Data Protection Act](#)) - and transparency-related) and supervisory authority for freedom of information matters ([Public Information Act](#)) and for direct e-marketing ([Electronic Communications Act](#)).

To accomplish that, it acts as: a commissioner (ombudsman) and preliminary court; an auditor and a licensor; an educator and consultant; a designer of legal practices; a policy advisor consultant and a law enforcement agency.

[AS Sertifitseerimiskeskus](#)

AS *Sertifitseerimiskeskus* (SK) is the Certification Authority (CA) providing certificates for the Estonian electronic ID card and related services pertaining to the use of these certificates while giving legally-binding digital signatures. The authority's mission is to ensure the reliability and integrity of the electronic infrastructure underpinning the Estonian 'eID card' project, and to offer reliable certification and time-stamping services. It also functions as a competence centre for the eID card and spreads the knowledge necessary for creating electronic applications for the card. To this end, AS *Sertifitseerimiskeskus* has created '[DigiDoc](#)', a universal system for giving, processing and verifying digital signatures. 'DigiDoc' can be connected to any existing or new software, but its components are also a stand-alone client programme and web portal.

Regional & Local eGovernment

Policy/Strategy

[Estonian Ministry of Finance](#)

Based on the development plan of local governments' information and communication technology, there was a team put together under administration field of Minister of Public Administration to support the technological development of local governments (<http://kov.riik.ee/>).

Other

[Association of Estonian Cities](#)

The Association of Estonian Cities is a voluntary union established to represent the common interests and arrange co-operation among cities and rural municipalities. The Association's main goal is to ensure the development of Local Governments through joint activities. The Association is also in charge of the [Local Government Portal](#) (KOP) created 2003, providing information, news and any development related to local government.

[Association of Municipalities of Estonia](#)

This Association gathers the majority of Estonian rural municipalities within the 15 Estonian counties, communicating between them through a dedicated Intranet system, bringing together local government units, and contributing to the development and strengthening of self-government administration and decentralisation of power under the principles of democracy.

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

['eesti.ee'](#): eGovernment portal

Estonia's eGovernment portal was first launched in March 2003 on the basis of the 'eCitizen' project which was initiated in 2002. Since then, the portal has been constantly renewed. In the last quarter of 2007, a new version of the portal merged the former 'State Information portal' and the 'Citizen portal', creating a **single** integrated service. This portal coordinates the information provided and the services offered by various State institutions. It features a safe Internet environment for communication with the State and offers reliable information and **eSolutions** for citizens, entrepreneurs and officials respectively. The access to relevant information and eServices on the portal indeed depends on whether the user is a citizen, entrepreneur or State official.

The State portal's environment allows users authenticated with their national eID card to: access and check their personal details; perform transactions with municipal and Government bodies; complete and convey online forms and applications; sign documents digitally; create email addresses with the suffix @eesti.ee; and receive email or SMS notifications. In addition, it gives access to other registry services (e.g. the Forest Registry) on more than 20 national databases. Based on the data held in the State Commercial Register, entrepreneurs using the portal can access **transactional services** for businesses.

['DigiDoc'](#) portal

'DigiDoc' portal is available for Estonian ID-card and Estonian and Lithuanian Mobile-ID users and allows for digital signing, verification of validity of digital signatures, forwarding of documents to other users of the portal and receiving documents from other users of the portal. The [DigiDocService](#) provides a quick and easy way to raise the security of any web service to meet the highest demands. It makes it possible to carry out authentication based on strong authentication devices from different vendors and provides service providers with the opportunity to enter legal signatures on any created data within their service, which provides long-term validity and proof of action in courts across the EU.

[Rural Municipality Portal](#)

The portal was launched in February 2011 by the Estonian Government, with the view to increase the transparency of local governments and expand citizen participation. The concept of the portal is innovative as it is based on an open source content management tool, which allows for easy and uniform site administration. The developed solution includes a standard website structure for local governments, tools for site administration and built-in interfacing with public registers.

Network

[ASOnet's 'EEBone'](#)

'EEBone' (*PeaTee*) is the broadband network of data communication among Government institutions. It is a Government-wide backbone network, connecting more than 20 000 computers from all Government offices across the country, providing secure access to the Internet and the Government's Intranet. The network was launched in October 1998, and its development was based on the **backbone network 'ASOnet'** elaborated by the Border Guard Administration, the Customs Board and the Police Board in 1993. The network

currently provides approximately 50 % of all administrative services to the various associations.

The Estonian Information System Authority (RIA) is highly involved in running the network, either as a mediator of customised value-added data services, or as a provider of customer service. The use of the backbone network is financed centrally from the State budget and is free-of-charge for subscribed clients. Clients only have to pay to access the backbone network and to determine the access connection service themselves.

X-Road Middleware

Launched in December 2001, the '**X-Road**' (*X-Tee*) is a middle-tier data exchange layer enabling Government databases to communicate with each other. It was initially developed as an environment facilitating the formulation of queries to different databases in a standardised way. The system allows officials, as well as legal and natural entities to search data from national databases over the Internet within the limits of their authority, using a unified user interface.

In addition, the system has been further developed to enable the creation of eServices capable of **simultaneously** using data held in different databases. Several extensions have thus been developed for the 'X-Road' system. These include: writing operations to databases, transmitting huge data sets between information systems, performing successive search operations of data in different data sheets, providing services via web portals.

The 'X-Road', as one of the cornerstones of the Estonian State Information system, offers the following services: authentication; authorisation; MISP (mini-portal system); register of simple queries; queries to various databases and registers; opportunities to write registers; sending large amounts of data over the Internet; secure data interchange, recording logs and search tracking option; running of citizen portal and operator's portal; central and local monitoring and collection service description in a special database (WSDL mode).

eIdentification/eAuthentication

Electronic ID card

Estonia started issuing national ID cards in January 2002. The card, which fulfilled the requirements of Estonia's Digital Signatures Act, now replaced by the [Electronic Identification and Trust Services for Electronic Transactions Act](#), is mandatory for all Estonian citizens and residing foreigners of over 15 years of age. It is meant to be the **primary document** for identifying citizens and residents and is used in any form of business – governmental or private communications. It is furthermore a valid travel document within the EU. Since 1 January 2007, the card issued by the Citizenship and Migration Board, has become valid for 5 years (instead of 10 years in the past). The ID-card can be [used](#) to vote electronically (since 2005), create a business, verify banking transactions, be used as a virtual ticket, and view medical history (since 2010). As of January 2012, more than 1.1 million people in Estonia (almost 90 % of inhabitants) have ID cards.

In addition to being a physical identification document, the card has advanced electronic functions facilitating secure authentication and providing a legally binding digital signature for public and private online services. An electronic processor chip contains a personal data file, a certificate for authentication (along with a permanent email address Name.Surname@eesti.ee for eCommunications with the public sector), a certificate for digital signature, and their associated private keys, protected with PIN codes. The certificates contain only the holder's name and personal code (national ID code). The data file is valid as long as the identity card is, and so are the certificates, which thus have to be renewed every five years.

Mobile-ID

'Mobile-ID' is the ID-card based identity verification and digital signature solution for users of mobile phones in Estonia. This means that the mobile phone, based on a standardised SIM application, will act as a secure signing device. Thus, similarly to the eID card, the mobile-ID enables **authentication** and **digital signing** of documents, bearing the same legal value. The user's certificates are maintained on the telecom operator's SIM card; to use them, the user has to enter a PIN code.

The new mobile-ID service (wireless PKI) was launched in May 2007 by the mobile operator [EMT](#), in co-operation with several banks and the Certification Centre, [AS Sertifitseerimiskeskus](#). This service allows accessing **Internet banking services** without entering eBanking codes. To authenticate oneself securely with the mobile-ID, the user will click on a dedicated button in the web environment. Upon completion of this action, s/he will be requested to enter his/her authentication PIN number. Once this operation has been completed, authentication is performed. The same process applies to the signing of digital documents. In addition, mobile phones can be used to pay for car parking ([m-parking](#)) by phoning a certain number or sending an SMS. To inform the parking controller that the payment is being effected by phone, an m-parking sticker is stuck on the windshield or the right-side window of the vehicle. The **m-ticket** service allows the user to purchase a ticket on public transport without cash. It is also possible to buy theatre tickets and pay at the grocery store using a mobile phone.

The main advantages of the mobile-ID include **user-friendliness** and **convenience**; the computer no longer needs to be equipped with a card reader, or have a special additional software installed.

ePassport

To comply with EU regulation [2252/2004/EC](#) on standards for security features and biometrics in passports and travel documents issued by Member States, the systems of the Estonian Citizenship and Migration Board (CMB) have undergone considerable changes that have been implemented step-by-step. The **first biometric passports** were delivered as of 22 May 2007, containing the holder's biometrical data. Changes in the organisation of work and supporting systems of the CMB are planned to occur at both customer service and document issuance systems' levels.

eProcurement

eProcurement Estonia

The Estonian eProcurement environment enables Contracting Authorities to carry out a procurement procedure from start to end in the same web environment - prepare and publish notices, upload tender documents, receive eTenders, award contracts and carry out dynamic purchasing systems and eAuctions. Authorities are also able to communicate with interested persons and tenderers and carry out inquiries into other state registers, for example to check payment of taxes or registration in the Commercial Register. The environment is divided into the [Information Portal](#) and the Public Procurement Register. Instructions and guides are available in the portal while procurements are published in the [Public Procurement Register](#).

Public Procurement State Register

Established in 2001 and maintained by the Public Procurement Office, the Public Procurement State Register is a register where all public procurement notices are published electronically. The register uses CPV standards in the catalogue, and all the information in the register is publicly accessible over the Internet, free-of-charge.

Knowledge Management

[Document Exchange Centre \(DVK\)](#)

The document exchange centre is an information system providing a common central document exchange service for various enterprise content management (ECM) systems, as well as other information systems dealing with documents. The Centre is responsible for interfacing dispersed information systems (via the X-Road Middleware); preserving documents in the short-term; processing documents in the near future; and support services in the proceeding of documents.

The DVK is an infrastructure for the transmission of documents (i.e. a mediation layer for document exchange services of information systems) relying on the X-Road as a transport-level infrastructure. These can be letters, draft legislation, financial documents (including eInvoices and payment orders), electronic forms and documents related to public procurement procedures).

['eKool' web application](#)

'eKool' is a simple web application that connects all education stakeholders in an easy way over the Internet, helping them to collaborate and organise their teaching/learning related information. 'eKool' is available as either a direct web service for end users, or as a hosted white label service for distributing/promoting partners.

[Personal Data Usage Monitor](#)

The Personal Data Usage Monitor is a set of four micro service-style applications that, when combined with each other and attached to X-Road, can offer the citizen the comprehensive of how his or her personal data has been used by the government.

Other Infrastructure or Service

[Administration System of the State information system \(RIHA\)](#)

The objective of RIHA is to ensure the **interoperability** of public sector information systems and the **re-use** of technical, organisational and semantic resources, so as to give a clear view of the State registers and the services provided by them. The creation and maintenance of Government databases is governed by the [Public Information Act of 2007](#) which establishes an Administration System for State information systems (RIHA), where all the databases and information systems must be registered.

RIHA includes metadata about existing public sector databases – ranging from the information on the administrators of the databases to the eServices offered and the technical data concerning the environment/platform. **Registration** in RIHA is **web-based**; the user is authenticated and permissions are given by using the national electronic ID card.

In the same web-based environment, requests to other information systems can be made in order to launch a **new X-road-based service**. RIHA additionally administers two supporting systems of State registers: the system of classifiers and the address data system. The system of integrated registers allows applying new principles of administrative arrangements: citizen-orientation, flexibility, swiftness, as well as cost and time effectiveness for both the citizens and the State.

[Data embassy in Luxembourg](#)

Estonia is opening the world's first data embassy in Luxembourg. Estonia's pilot project, the data embassy will be based in a high-security data centre in Betzdorf, a commune in eastern Luxembourg. The site will store the copies of the most critical and confidential data.

[Select IT](#)

Select IT is a pilot adult retraining programme that has been launched in 2017. Within the next four years, 500 people who have had no IT education before will be trained for position of junior software developer within the framework of this pilot project. The total length of the studies is 3.5 months or 14 weeks. Training is carried out on a basis of a specially created study programme. In accordance with the needs of the involved IT company, teaching is provided either on Java or the .NET platform.

[Digi ABC](#)

Digi ABC is an initiative of the Ministry of Economic Affairs and Communication. The programme brings digital skills to the industry.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. Travel
2. Work and retirement
3. Vehicles
4. Residence formalities
5. Education and youth
6. Health
7. Family
8. Consumers

1. Travel

Passenger rights, documents you need

European Health Insurance Card

Responsibility: Central Government, Estonian Health Insurance Fund

Website: https://www.eesti.ee/eng/services/citizen/reisimine_1/euroopa_ravikindlu_stuskaardi_tellimine

Description: Estonian residents traveling in the European Union need to carry the European health insurance card or its replacement certificate. The card can be applied for in four ways:

- through [the citizen portal](#),
- by bringing an application personally to a [customer service office](#),
- by sending an application to the Health Insurance Fund's [customer service office](#) via regular mail, and
- by sending a digitally signed application to the Health Insurance Fund by e-mail to info@haigekassa.ee.

Identity Card

Responsibility: Central Government

Website: <https://etaotlus.politsei.ee/#/login>

Description: Citizens can now apply online for a new ID card.

Passport

Responsibility: Central Government, Police and Border Guard Board

Website: <http://www.politsei.ee/en/teenused/isikut-toendavad-dokumendid/eesti-kodaniku-pass/>

Description: Information and application forms to download. The website allows for online application for ID documents. This service requires the use of an electronic signature.

Money and charges**VAT refunds and excise duties**

Responsibility: Central Government, Estonian Tax and Customs Board

Website: <http://www.emta.ee/index.php?id=26515>

Description: Application of VAT refunds can be submitted electronically.

2. Work and retirement**Working, finding a job, retiring****Job search services I**

Responsibility: Central Government, Unemployment Insurance Fund

Website: <https://www.tootukassa.ee/eng>

Description: The website provides an updated list of all job offers at national and regional labour offices in Estonia, with a short description of each job, deadlines for application and contacts for applying.

Job search services II

Responsibility: Central Government, Ministry of Health and Labour

Website: https://www.eesti.ee/eng/services/citizen/too_ja_toosuhted

Description: The website provides useful links regarding occupational health and safety, working time and also a section regarding unemployment or search for an employment.

Taxes, unemployment and benefits**Income taxes: declaration, notification of assessment**

Responsibility: Central Government, Tax and Customs Board

Website: <http://www.emta.ee/?lang=en>

Description: The eTaxBoard (*eMaksuamet*) enables taxpayers to file, view and correct their income tax returns online and to check their tax account balances. Citizens can use their electronic ID card as the identification method for accessing eTaxBoard. Those having submitted their tax returns online can benefit from accelerated tax refunds.

Unemployment benefits

Responsibility: Central Government, Estonian Unemployment Insurance Fund

Website: <https://www.tootukassa.ee/eng>

Description: Information and forms to download. Useful to notify changes in the job search process. The forms can be then uploaded and submitted provided the user is logged on.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Estonian Road Administration

Website: <http://www.mnt.ee/index.php?id=12659>

Description: The first driver's licence is issued after examination and must be applied in person at the Estonian Road Administration Department. After expiration or in case of losing the licence, it can be changed or reapplied using the e-service.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Estonian Road Administration

Website: <http://www.mnt.ee/index.php?id=12659>

Description: Information only. Applications must be submitted in person at the Estonian Road Administration Department.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government (Estonian Population Register)/Local Government

Website: <https://www.eesti.ee/et/eluase-ja-keskkond/eluasemega-kaasnevad-teenused/elukoha-registreerimine/>

Description: On the state e-portal, it is possible for citizens to make the announcement of moving via electronical form.

Certificates (birth, marriage): request and delivery

Responsibility: Local Government

Website: <https://www.eesti.ee/et/perekond/>

Description: Information only. Requests for certificates are handled by the local authorities.

Criminal Record Certificate

Responsibility: Central Government, Ministry of Interior

Website: <https://www.politsei.ee/en/>

Description: It is possible to request a certificate from the Police and Border Guard website, by downloading the applications forms.

Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Police and Border Guard Board

Website: <https://www.politsei.ee/en/teenused/politseile-avalduse-esitamine.dot>

Description: It is possible to notify the police about every crime, although some serious crime applications cannot be submitted by e-mail.

Housing (building and housing, environment)

Responsibility: Local Government

Website: <https://www.eesti.ee/et/eluase-ja-keskkond/>

Description: The state e-portal sets up a list of links to use to find a place (construction, buying or renting), as well as services related to Housing such as joining the gas network, choosing an electricity supplier, connecting to the public water supply and sewer system, or registering residence.

Passport

Responsibility: Central Government, Police and Border Guard Board

Website: <http://www.politsei.ee/en/teenused/isikut-toendavad-dokumendid/eesti-kodaniku-pass/>

Description: Information and application forms to download. The website allows for online application for ID documents. This service requires the use of an electronic signature.

Waste

Responsibility: Local Government

Website: <https://www.eesti.ee/et/eluase-ja-keskkond/jaeatmed-jaeatmekaeitlus-ja-hooldus/>

Description: Local government bodies must organise waste management within their administrative territories, but residents must have an opportunity to collect waste separately. The website gives information about the different opportunities for citizens to collect waste.

Elections abroad

Participation in elections

Responsibility: Central Government

Website: <https://www.valimised.ee/eng/juhis>

Description: The webportal is designed to help Estonian citizens abroad to vote if they have their e-citizenship, or e-ID. Voters can also vote by using their mobile phones if they fulfil the requirements

5. Education and youth

School, university

Enrolment in higher education/university I

Responsibility: Central Government, Higher Education institutions

Website: https://www.sais.ee/index_en.html

Description: Enrolment in higher education is managed by Higher Education institutions. An enrolment information system called SAIS (*SissAstumise InfoSüsteem*) has been developed to enable the entire enrolment, processing, decision-making and information in a single environment on the Internet for participating universities. The system uses the eID card as an authentication tool. It can however be entered through one of the Estonian Internet Banks. Since the results of high school examinations are

already in the online database, students can see immediately if they have been accepted to a participating university.

Enrolment in higher education/university II

Responsibility: Central Government, Ministry of Education

Website: <https://www.hm.ee/en/activities/higher-education>

Description: The portal is designed to help citizen to find information about the vocational possibilities in Estonia. It provides links to universities under public ownership, privately owned universities, private professional higher education institutions, and state professional higher education institutions.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Culture; Ministry of Education and research

Website: <http://www.nlib.ee/en>

Description: Public libraries are municipal libraries whose work is supervised by local governments. National Library of Estonia website gives access to the federated Search Portal, E-catalogue ESTER, database of Estonian articles ISE, and digital archive. E-journals includes over 60000 full text e-journals; and e-books includes over 80000 e-books. A chat service online helps users find what they are looking for.

Student grants

Responsibility: Central Government, Ministry of Education and Research, Higher Education institutions

Website: <http://www.hm.ee/?1>

Description: With the [Study Allowances and Study Loans Act](#) (2003), Estonia has established a system of study allowances and created the possibilities to obtain study loans. The main objective of the system of study allowances, only accessible at a certain level of income and for students who successfully progress in their studies, is to motivate students to study full time and successfully complete the study programme within the nominal period. Study loans secured by the State intend to give full-time students who are not entitled to receive study allowances the possibility to finance their studies. Applications, attributions and payments of study grants are managed directly by Higher Education institutions.

Researchers

Information and assistance to researchers

Responsibility: Central Government, Ministry of Education and Research

Website: <https://www.etis.ee/index.aspx?lang=en>

Description: The Estonian Research Portal is the public section of the Estonian Research Information System. Estonian Research Portal concentrates information on Estonian R&D and offers an environment for operative information exchange. Research Portal gives an overview on various aspects of Estonian R&D. the Research Portal is also a channel for latest research news and where upcoming events have been gathered. The forum of the portal offers a possibility for expressing opinion on research related topics and discussing issues with other portal users.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, National Library of Estonia

Website: http://www.libdex.com/country/estonia/tallinn/library_22677.html

Description: Online catalogue and reservation facility.

Research funding support

Responsibility: Central Government, Ministry of Education and Research

Website: <https://www.etis.ee/index.aspx?lang=en>

Description: ETIS is the Estonian Research Information System. The Estonian Research Information System concentrates information on research- and development institutions, researchers, research projects and various research results. The Estonian Research Information System is also an information channel for submitting and processing grant applications and for submitting and confirming project reports.

6. Health

Planned and unplanned healthcare

Electronic services related to healthcare

Responsibility: Central Government, Estonian Health Insurance Fund

Website: <https://www.eesti.ee/en/health-and-care/>

Description: Internet banking clients or holders of the Estonian eID card can use eServices available through the national portal to check the validity of their health insurance, their address and the payment of sickness benefits.

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Social Affairs

Website: <http://www.digilugu.ee/portal/page/portal/Digilugu/ETerviseProjektid>

Description: The East Tallinn Central Hospital became the first in Estonia to introduce an [ePatient portal](#) in April 2008 (currently under further development). Patients can access the portal from the hospital's website. Through the portal, patients can view their medical records, book doctors' appointments and pay consultation fees. It is also possible to order an appointment reminder via SMS or email. The project consists of four sub-projects: Electronic Health Record (EHR); Digital Imaging; Digital Prescription; and Digital Registration. Today the similar portal is also available for patients of [West Tallinn Central Hospital](#).

Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Estonian Health Insurance Fund

Website: <https://www.eesti.ee/en/health-and-care/>

Description: The Health Insurance Fund covers the cost of health services required in case of illness regardless of the amount of social tax paid by each citizen. Internet banking clients or holders of the Estonian eID card can use eServices available through the national portal to check the validity of their health insurance, their address and the payment of sickness benefits.

When living abroad

Healthcare abroad

Responsibility: Central Government, Estonian Health Insurance Fund

Website: <https://www.eesti.ee/en/health-and-care/>

Description: The Estonian Health Insurance Fund issues the European health insurance cards. European Health Insurance card could be applied through the [state portal](#), or by e-mail from the customer service of the Health Insurance Fund, by submitting the digitally signed application.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Local Government

Website: <http://www.eesti.ee/>

Description: Information only. Requests for certificates are handled by the local authorities.

Child allowances

Responsibility: Central Government, Social Insurance Board

Website: <https://www.eesti.ee/en/family/>

Description: As a result of Parental Benefit Act, the online service was launched at the beginning of 2004. The service is 100 % electronic: persons without Internet access can go to the Social Insurance Board to submit their application, but even there the application is filed electronically with the assistance of Insurance Board employees. The whole process is paperless. Based on the X-road middleware system connecting different State databases, this service does not require citizens to submit data already known by the State.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Central Government, Ministry of Economic Affairs and Communications

Website: <http://www.tarbijakaitseamet.ee/en>

Description: The webportal is place where consumers can find all the necessary information about consumer rights and obligations, contracts, submitting a complaint, or unfair trading methods.

Energy supply

Energy

Responsibility: Local Government

Website: <https://www.eesti.ee/en/housing-and-environment/>

Description: The state e-portal is designed to provide links to citizens looking for a piece of information concerning Environment energy supply.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Finance and funding**
7. **Public contracts**
8. **Environment**

1. Start and grow

Start-ups, European Company

Gateway to Estonia

Responsibility: Central Government

Website: <https://www.eesti.ee/eng/topics/business>

Description: The [Gateway to Estonia](#) is a gateway to eGovernment services for business. It provide information and support the procedures that aid the operation of the citizens' service portal. By offering information (administrative activities, starting a business, tax and legal requirements) and transaction services, it intends to help established and continuing businesses to fulfil their information obligations and to reduce their administrative burden. Information and advice is provided on administrative activities, including starting a business or the tax and legal framework.

Registration of a new company

Responsibility: Central Government, Centre of Registers and Information Systems

Website: <https://ariregister.rik.ee/>

Description: The Centre of Registers and Information Systems is a State Agency working under the Ministry of Justice. Its main function is the administration of a number of central databases and registers, e.g. the Estonian enterprises register. Since February 2007, entrepreneurs have been enabled to submit data to the Commercial Register through the new [Company registration portal](#). They can submit registry documents processed within the next working day, at the earliest. Persons are identified and procedures are performed using the Estonian eID card and digital signature.

Intellectual property rights

Patents

Responsibility: Central Government, The Estonian Patent Office

Website: <http://www.epa.ee/en/patent-office/estonian-patent-office>

Description: The Estonian Patent Office is a government agency that operates in the area of government and Ministry of Justice and implements national economic policy in the field of legal protection of industrial property. The Office provides legal protection to patents, trademarks, utility models, industrial designs, geographical indicators and integrated circuits. In fulfilling its tasks the Office represents the state (Statutes of the Estonian Patent Office).

Annual accounts

Company Registration Portal

Responsibility: Central Government, Ministry of Justice

Website: <https://e-resident.gov.ee>

Description: The Company Registration Portal or eResidency is an Internet environment that allows entrepreneurs to submit electronic applications, documents and annual reports to the Commercial Register. Applications can only be signed using your ID-card or Mobile-ID.

Submission of data to statistical offices

Responsibility: Central Government, Statistical Office of Estonia

Website: <https://estat.stat.ee/>

Description: Data can be submitted electronically to the Statistical Office. The [eSTAT](#) is a web-based channel which has been available since February 2006 for filing official statistical reports. It offers an operational overview of the reports filed through different channels in the Statistical Office, as well as contacts with the providers of these reports.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

Electronic Payments

Responsibility: Central Government, Tax and Customs Board

Website: <http://www.emta.ee/index.php?id=29761>

Description: The eTaxBoard (*eMaksuamet*) enables corporate taxpayers to view their VAT returns, submit VAT refund applications and view their tax account balances.

VAT: declaration, notification

Responsibility: Central Government, Tax and Customs Board

Website: <http://www.emta.ee/?lang=en>

Description: The eTaxBoard (*eMaksuamet*) enables corporate taxpayers to view their VAT returns, submit VAT refund applications and view their tax account balances.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Tax and Customs Board

Website: <http://www.emta.ee/?lang=en>

Description: The eTaxBoard (*eMaksuamet*) enables corporate taxpayers to file, view and correct their corporate tax returns online, and view their tax account balances.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Tax and Customs Board

Website: <http://www.emta.ee/?lang=en>

Description: The Estonian Tax and Customs Board developed an eCustoms application (eToll) that enables online filing of customs declarations. A web-based system called **COMPLEX** was launched in May 2006 for processing customs declarations. This system can be used from every computer with Internet access. The Tax and Customs Board updates and maintains the system on a day-to-day basis: users do not have to do it themselves; which allows greater savings for enterprises. Customs declarations can also be drawn up and submitted in XML-format. To use COMPLEX, a client can enter the eTaxBoard, via the Tax and Customs Board's web-page, or an Internet bank.

3. Selling abroad

Collection of Estonian law

Responsibility: Central Government, Ministry of Justice

Website: <https://www.riigiteataja.ee/en/>

Description: The website is a platform providing information on Estonian law. Its main contents are legislations in its most current version.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Tax and Customs Board

Website: <http://www.emta.ee/>

Description: Estonian employers are required by law to pay 'social tax' for all persons employed. The social tax can be calculated, filed and paid online using the eTaxBoard (*eMaksuamet*).

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Commercial and industrial norms in Estonia

Responsibility: Estonia Centre for Standardisation

Website: <https://www.evs.ee/Esileht/tabid/111/language/en-US/Default.aspx>

Description: The website enables businesses to validate or acquire standards in accordance to the EU harmonised standards.

Estonian Centre for Standardisation

Responsibility: Estonian Centre for Standardisation

Website: <https://www.evs.ee/Standardimine/Standardimine/tabid/79/Default.aspx>

Description: The website enables businesses to validate or acquire standards in accordance to the EU harmonised standards.

Chemicals (REACH)

Estonian REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006)

Responsibility: Central Government; Health Board; Department of Chemicals Safety

Website: <http://reach.sm.ee/>

Description: Useful information materials and the text of the national enforcement legislation are available on the website. Furthermore, the Estonian REACH Helpdesk Service is available to provide further information via an [online formulary](#).

6. Finance and funding

Access to funding, EU funding programmes

Informational website for [European Union Structural Assistance](#)

Responsibility: Estonian Ministry of Finance.

Website: <http://www.strukturifondid.ee/et>

Description: Website gathers and holds an information about the framework of structural assistance as well as practical information about different funding opportunities in Estonia.

Exchanges for young entrepreneurs

Grants

Responsibility: Government

Website: <https://www.eesti.ee/en/work-and-labor-relations/>
https://www.eesti.ee/eng/topics/business/ettevotte_rahastamine/alustava_ettevotte_rahastamine

Description: The state e-portal provides the businesses with links to different websites offering grants or specific loans to young entrepreneurs.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Public Procurement Office

Website: <https://riigihanked.riik.ee/lr1/web/guest/index>

Description: Established in 2001, the Public Procurement State Register is an 'eTenders' portal where all public procurement notices are published electronically.

8. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment, Estonian Environment Information Centre

Website: <http://klis.envir.ee/>

Description: Fully transactional service. (Only in Estonian language)

Ministry of Agriculture

Responsibility: Central Government, Ministry of Agriculture

Website: <https://portaal.agri.ee/epm-portal-ng/esileht.html>

Description: The Ministry of Agriculture now has a new client portal, to which citizens can log in with digital IDs.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

Joinup is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

Contributor: Karin Rits, Deputy Head of the State Information Systems Department (RISO) at Ministry of Economic Affairs and Communications, Estonia.

Production/Publishing: ISA Editorial Team, Wavestone Luxembourg S.A.

An action supported by ISA²

ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.

ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

ISA² solutions can be used free of charge and are open source when related to IT.

More on the programme

ec.europa.eu/isa2

Contact ISA²

isa2@ec.europa.eu

Follow us



[@EU_ISA2](https://twitter.com/EU_ISA2)

[@Joinup_eu](https://twitter.com/Joinup_eu)



[isa2programme](https://www.linkedin.com/company/isa2programme)