

# e-Estonia: Building a digital society

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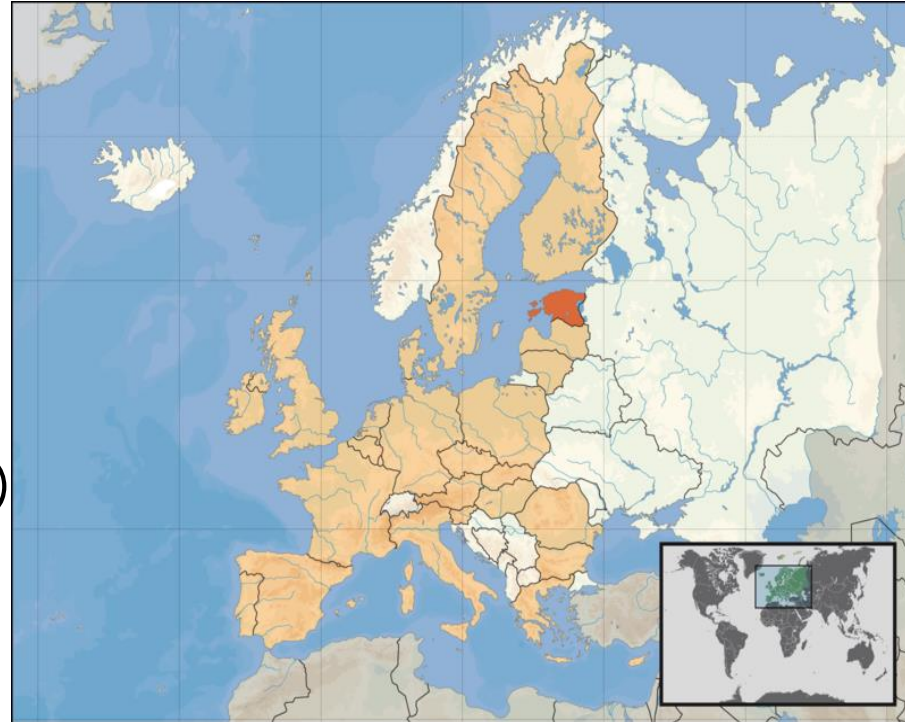
# Where is Estonia?

## Area

45,227 km<sup>2</sup>

## Capital

Tallinn (403,000)



## Population

1.3 million

## Currency

EURO

Estonia became a **NATO member state** on 29 March 2004

Estonia became a **European Union member state** on 1 May 2004

Estonia became the **OECD's** 34th member country on 9 December 2010

# some information society indicators

**96%**

income tax  
declarations  
made online

more than

**80%**

communication  
between companies  
and government  
through e-channels

**100%**

schools and  
government with  
broadband  
access

more than

**1100**

free wireless  
areas

**88%**

of population  
using Internet

more than

**96%**

companies with  
internet and  
computers





VICE-PRESIDENT (2014-2019)

**Andrus Ansip**

Digital Single Market



# Estonia: leadership in NATO and EU



2008



**EU's IT agency  
for justice and home affairs**

2012

# Competitive ICT sector

- R&D centres and service centres



- Domestic majors



# Booming start-up hub



# First Estonian startup's are reaching Japan today

▶▶ **L I N G V I S T**



 **TransferWise**



# How did it get started?

## Paperless government since 2000



# Public infrastructure since 2002: national eID



- Secure authentication and authorization in digital environment – **since 2001**
- ID-card & mobile-ID
- 500K+ in use electronically
- Mobile ID from 2007

Life in Estonia – digital signatures saving  
1 working week per year. 250 million  
digital signatures given to date

The screenshot shows the DigiDoc3 client window titled "Dokument.ddoc - DigiDoc3 klient". The interface is in Estonian and features the Estonian coat of arms and the text "EESTI VABARIIK REPUBLIC OF ESTONIA".

At the top, there are tabs for "Seaded", "Abi", "Info", and "Estonian". Below these, there are radio buttons for "Kasuta ID-kaarti" and "Kasuta Mobiil-ID", with "Kasuta Mobiil-ID" selected.

Form fields include:

- Telefoni number: +3725555555
- Isikukood: 47101010033

Below the form, it says: "Ümbrik: C:\Users\Kadri ja Mihkel\kaardid\juhised\Dokument.ddoc" and "See ümbrik on sinu poolt allkirjastatud".

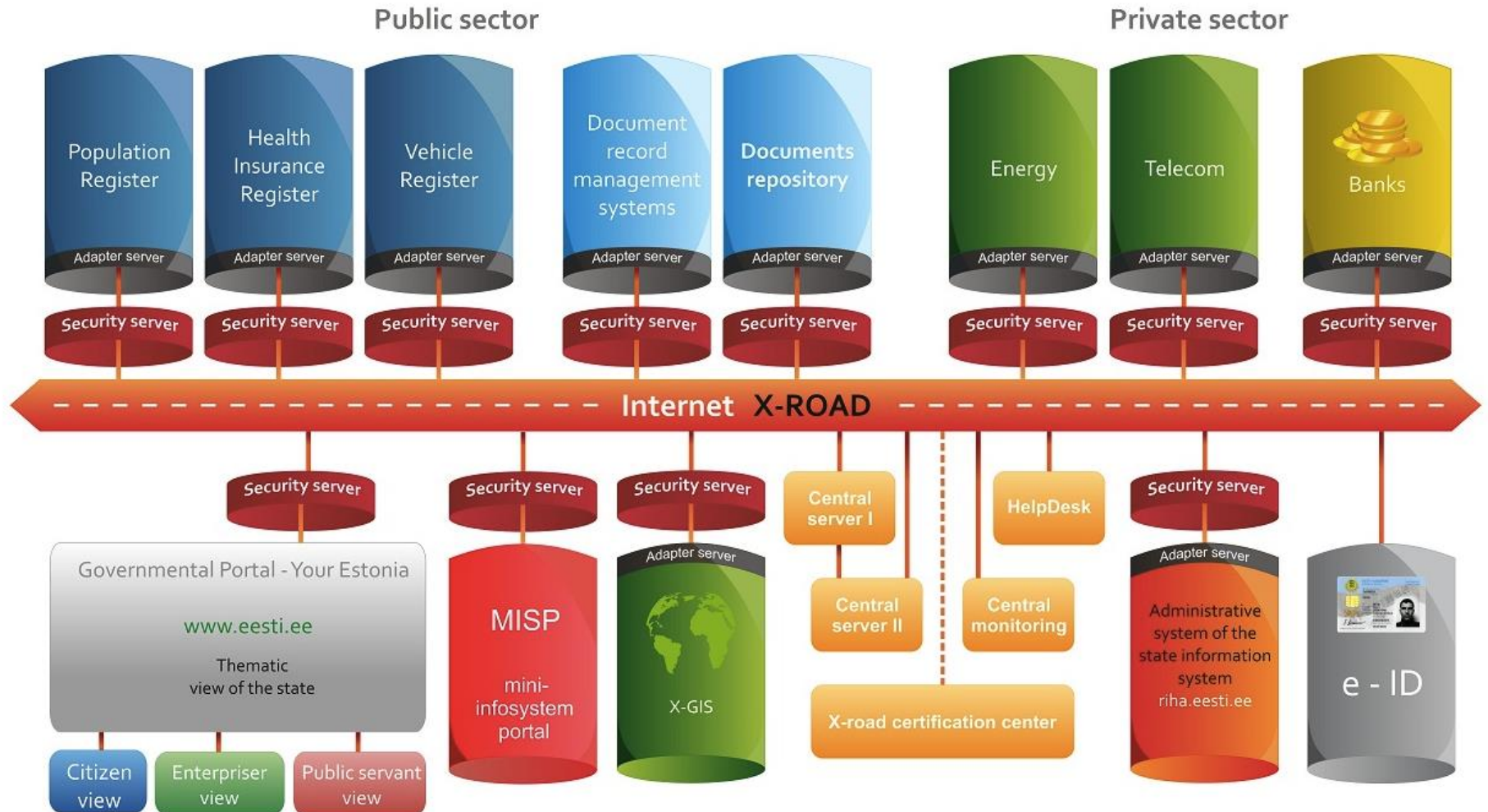
The main area is divided into two sections:

- Ümbriku sisu:** A list showing "Dokument.docx" with a size of "0 B". Below it is a link "Salvesta failid kettale".
- Allkiri:** A section for digital signatures. It shows a lock icon and the phone number "+3725555555". Below it, it says "juhatus eesimees / heakskiidetud", "Allkirjastati 25. mai 2012 kell 17:04", and "Allkiri on kehtiv". There are links "Vaata üksikasju" and "Eemalda".

At the bottom, there are links: "Saada ümbrik e-postiga", "Näita ümbriku asukohta kettal", "Trüki kinnitusleht", and "Krüpteeri dokument". There are also buttons "Lisa allkiri" and "Sulge".

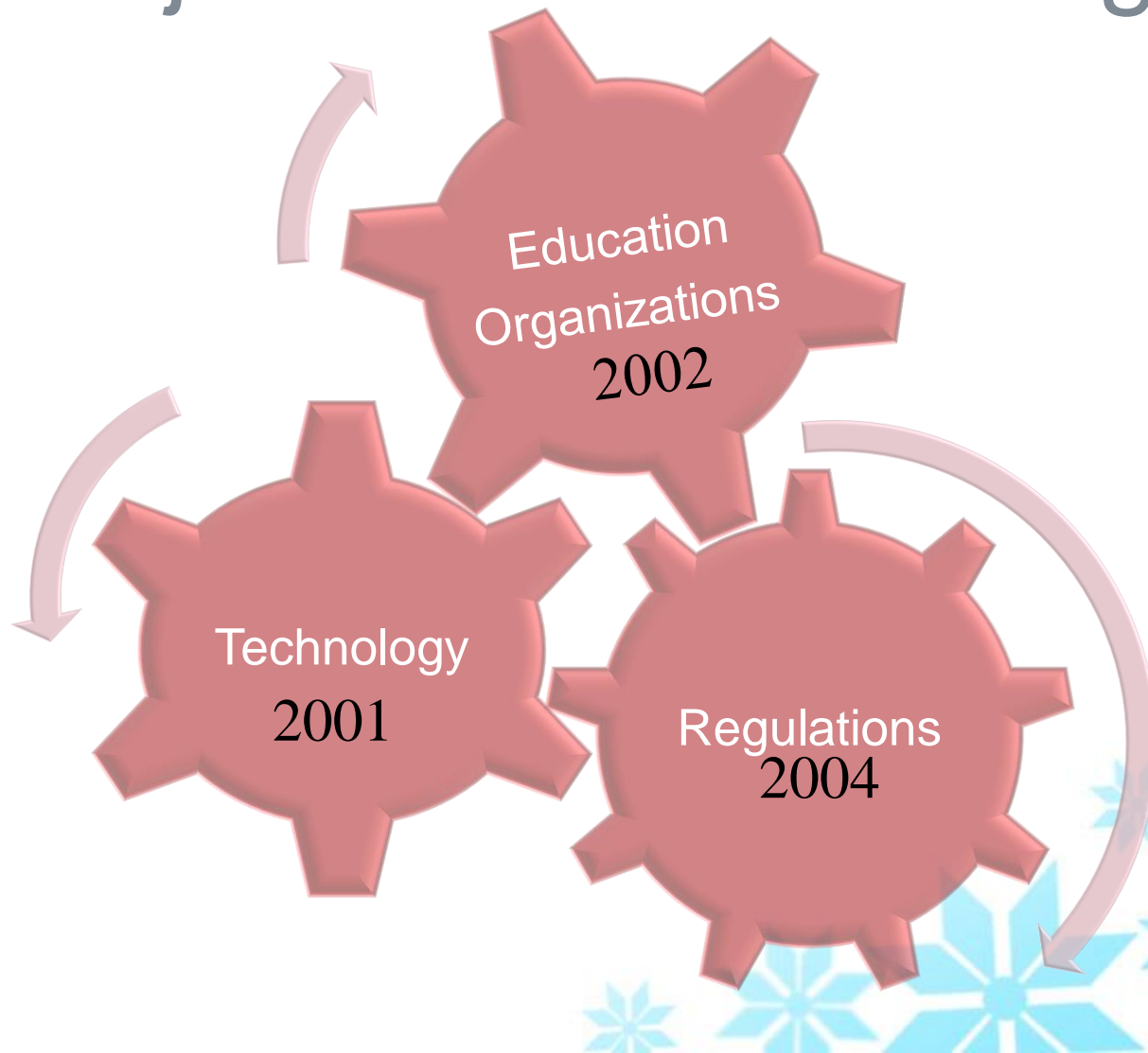


# Public infrastructure since 2001: X-road





# E-Governance: not just about technology

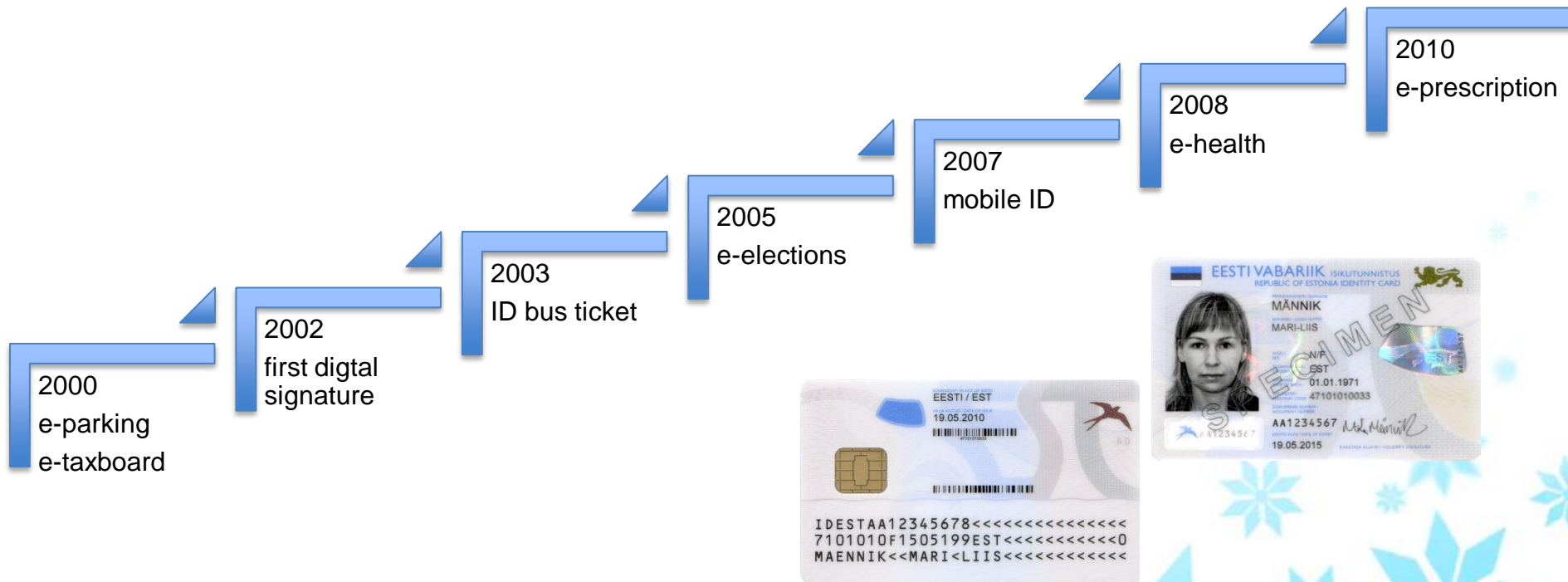


# Early focus on digital skills



- 1996: Tiger Leap Foundation to support ICT in schools
- 2001: Look@world starts to build 500 Public Internet Access Points
- 2002: Start of computer usage courses for 100 000 citizens under Look@world project
- 2009/2010: Come Along, computer usage courses for 100 000 citizens

# Development of e-services



# What is possible? Case-studies

[For visually impaired](#) | [Help](#)[Eesti keel](#) | [English](#) | [Русский](#)[Search](#)[Site map](#) | [Advanced search](#)

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## EUGO Point of Single Contact

EUGO is a network of EU state portals that provides points of single contact for entrepreneurs throughout the EU. Through EUGO information is easily found about which licences, notifications or permits are needed to start a business in any EU country.

The activities of the EUGO Network involve meetings of experts and technical staff as well as testing days and thematic seminars.

Eesti.ee is part of the EUGO network. EUGO operates under the Services Directive which aims to fulfil the goal of a digital single market.


[EUGO network](#)



- ➔ **EUGO Workshop on Electronic Procedures**  
Watch workshop video.
- ➔ **Web consuls share information in Facebook**  
Officials from the Foreign Ministry's consular department share information regarding travel and consular services and answer questions. Questions sent in English will be answered as well.
- ➔ **Travel Planner**  
Possibility to explore Estonia with official self-guided tours or to create your own trip. If signed up, one can save a planned trip and change it later or share a trip with friends by e-mail or social networks.
- ➔ **Overview of the Estonian taxation and customs system**  
Type of taxes, tax calendar, customs duty and procedures.
- ➔ **Data for traffic participants at Tark Tee portal**  
Road weather information is gathered via road cameras and weather stations to inform traffic participants about changing road conditions.
- ➔ **Links to other information systems**



# Percentage of bank transactions online: 99%



Enter

PrivateBusinessAbout Swedbank

ESTRUSPrintSearch

Everyday banking

Business customer service: 6 132 222  
ariklienditugi@swedbank.ee

ACCOUNT

Statements and reports

Opening an account

PAYMENTS

List of payments

Domestic payment

International settlements

Consolidated payment

Import of payments

Payment archive

Defined payments

Import of defined payments

Currency exchange

Direct debit

Standing orders

Cheques

E-invoices

BANK CARDS

Our company cards

Credit card statement

Available business cards

Secure internet shopping

E-SERVICES

3rd party e-services

ELECTRONIC BANKING


ID-cardMobile-IDPassword cardPIN calculator

Login

User ID


Enter

If logging in has failed »



SEPA information

SEPA stands for the European Union Single Euro Payments Area. SEPA unifies and simplifies euro settlements in the EU Member States. **The SEPA regulations mean several compulsory changes for businesses.** The general deadline for adopting the changes is 1 February 2014.



Make autumn easier!

In the Internet bank you can attribute various rights to users of your company's accounts, e.g. change the transaction limit of other users – the **user rights amender** can do it. Also, **signing contracts** in the Internet bank will save a lot of time. [Read more »](#)

Useful links

SEPA info »

Start-up companies »

Channels & contacts »

Special offers from partners »

Important information

Bank conditions »

Prices and rates »

Calculators »

Bank applications »

Filing of financial statements »

Swedbank Gateway - channel that fulfills future's requirements

basware

News

Economic blog

22.10.2013 November is cash-free month

22.10.2013 Swedbank Estonia Q3 2013 financial results

16.10.2013 Tonight clients may experience periods of downtime in the operations of Swedbank's electronic channels

Time to found a new company:  
18 minutes



# e-Elections

Q: Where can you cast your vote at elections?

A: Anywhere where you can connect to internet



March 2015: 31,5% of votes were cast online

# e-School

Q: How can teachers save 50% of the time they are spending on paperwork?

A: Start using e-School solution – just as 90% of schools in Estonia





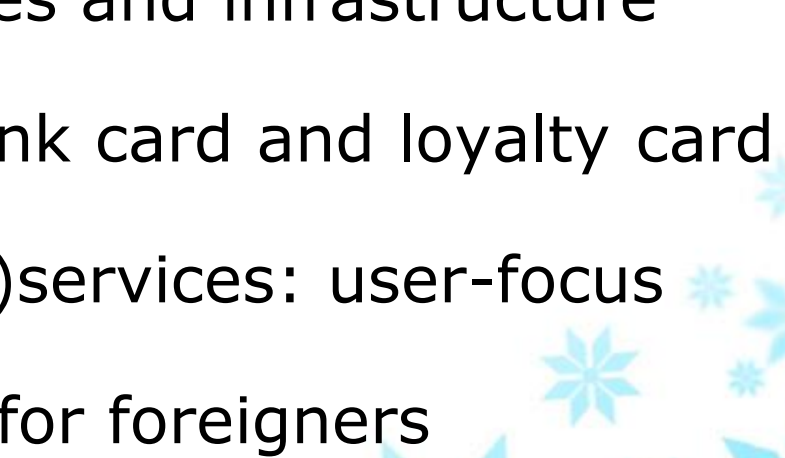
# e-Police

Q: Do you need to carry your driver license?

A: Not within the borders of Estonia



# e-Estonia by 2020

- Official e-mail = physical address
  - Smarter governance: e.g. big data analytics
  - Higher digital skills + full digital literacy
  - Cross-border e-Services and infrastructure
  - Using ID-Card as a bank card and loyalty card
  - Redesign of public (e-)services: user-focus
  - Virtual residents: eID for foreigners
- 

# E-residency





# Programming classes from first grade





# Estonian government cloud: Data Embassy Concept

## ESTONIAN DATA EMBASSIES



# No-legacy policy

No government IT infrastructure can be older than 13 years

All the state IT systems and technologies need to be renewed from ground-up

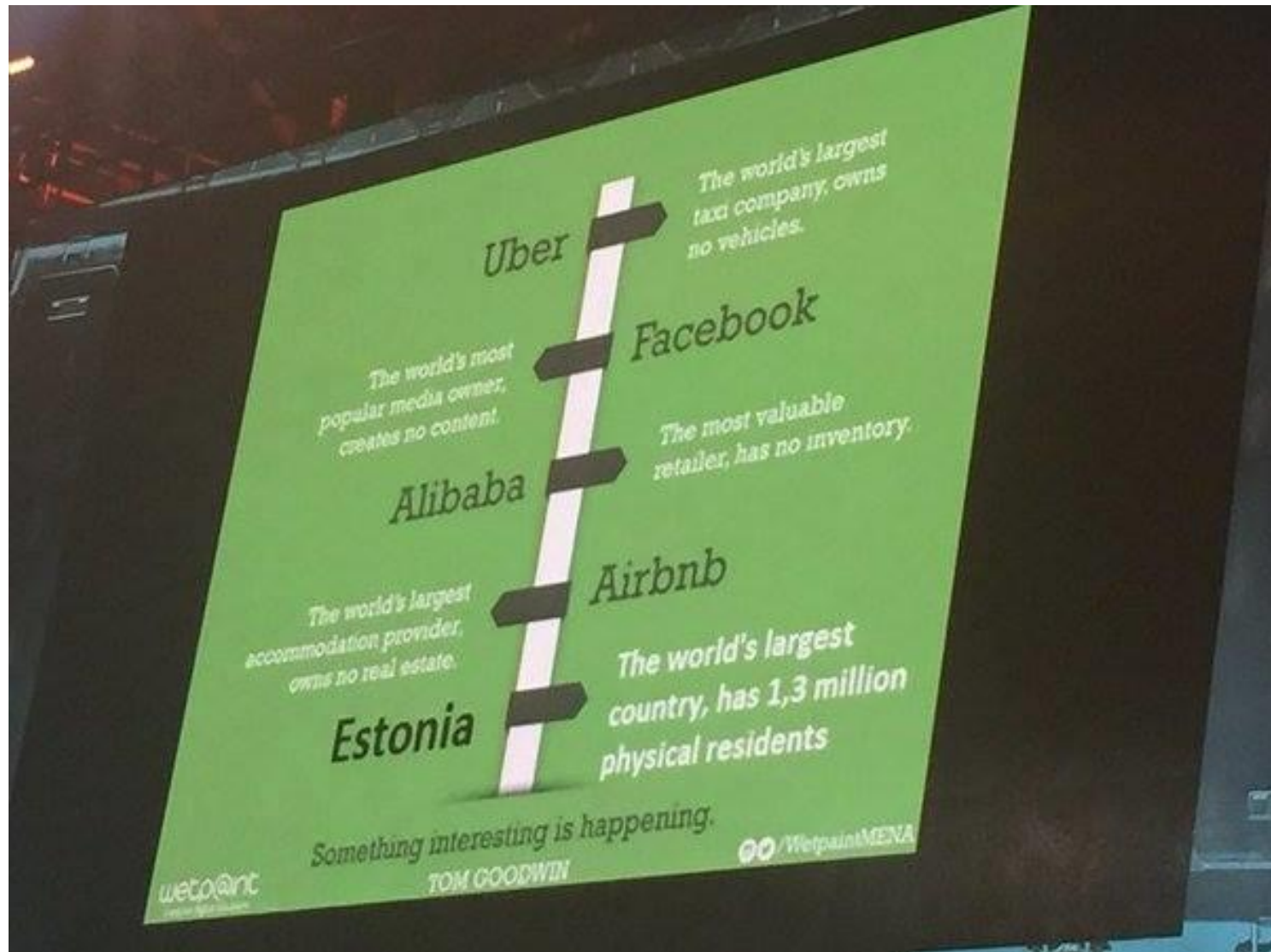




# Estonia-Japan dialogue

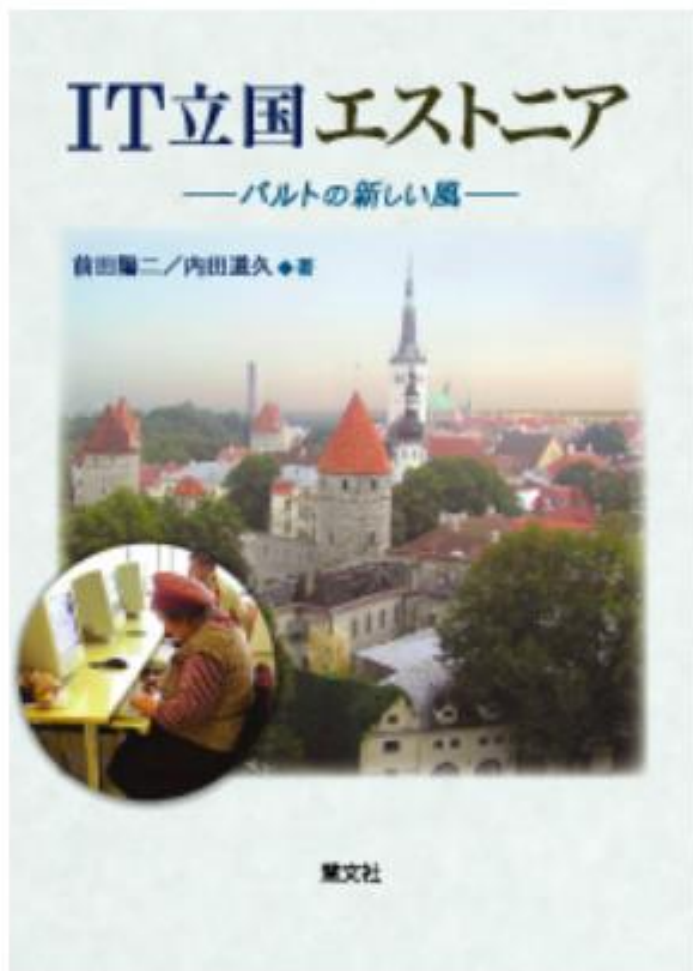


# Estonia: part of the wider trend?





# The only book about e-Estonia today



前田陽二／内田道久 著

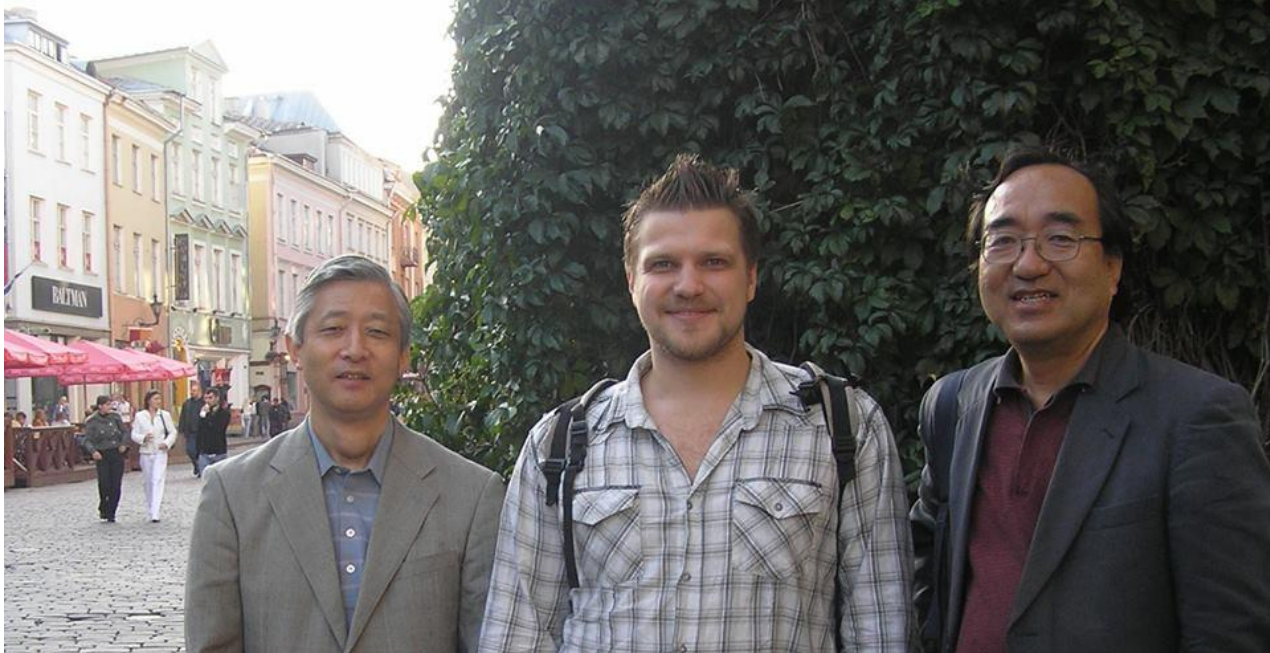
A5判・上製カバー装 2008年10月刊

定価：2500円＋税 ISBN978-4-86330-019-4

**北欧の小国エストニアのITに世界が注目！  
本邦初の詳細レポート！**

いまIT（情報技術）先進国として世界の注目を集める、北欧バルト地方の小国"エストニア"。1991年に旧ソ連から独立して以来、国家政策としてIT推進に力を入れてきた。本書では、世界初の国政選挙インターネット投票、多種多様な公共サービスで活用される国民eIDカード、各種電子政府サービスなど、最先端をゆくエストニアのITを詳述！IT関連事業や行政・公共サービスに携わる方など、これからのITと電子行政を考える上で必携の書！

[次世代電子商取引推進協議会（ECOM）推薦図書](#)





# Time for a second book!

## Crowdfunding campaign at READYFOR



IT立国エストニアをわかりやすく紹介した本を出版したい。

+ 気になるリストに追加

プロジェクト概要

応援コメント一覧 3



Open until 27.11.2015



5000 yen – Thanks Card  
(signed by Estonian Government CIO)



10 000 yen  
SPECIAL Readyfor book edition

30 000 yen  
Your name in the book!



100 000 yen – Special lecture  
300 000 yen – Study trip organization

Open until 27.11.2015



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**Thank you!**

Go and check  
*e-Estonia* out  
yourself!

