



Estonian regulation: service management & information governance

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September 13, 2017

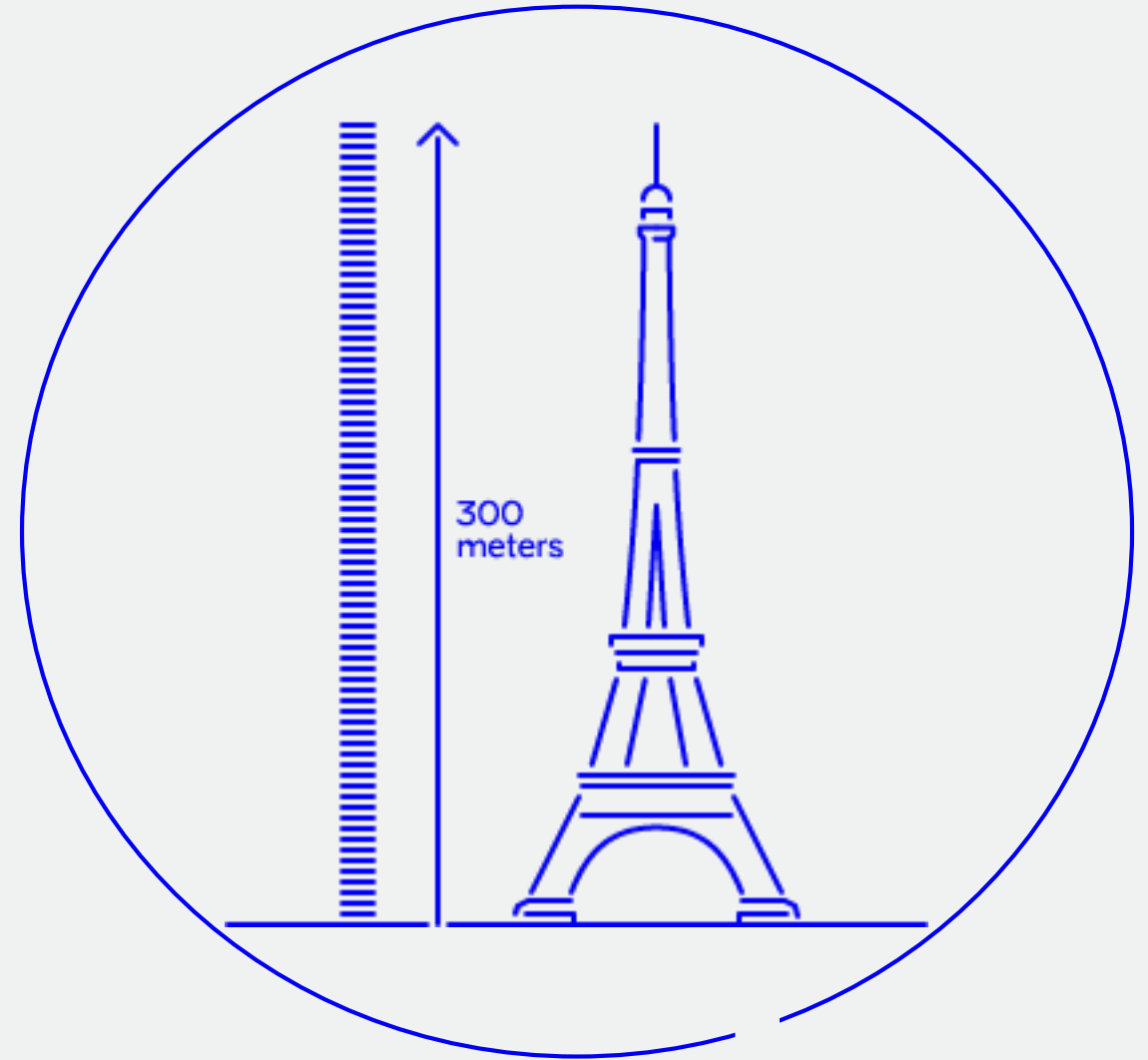
a modest
country that
extends beyond
its borders:

- + population: 1.3 million
- + area: 45,339 km²
- + 2,222 islands and islets
- + currency: Euro
- + member of: EU, NATO, WTO, OECD, DIGITAL 5
- + ICT sector: 7% of GDP



e-governance

- + OECD, tax competitiveness - # 1
- + EUROPEAN COMMISSION, EU Digital Economy and Society Index, Public Services - # 1
- + BARCLAYS 2016, Digital Development Index - # 1
- + FREEDOM HOUSE, Internet Freedom - # 2
- + WORLD BANK, Global Ease of Doing Business rankings - # 12
- + ...



electronic

The closest to paperless

- 95% of records exchanged electronically
- 75% of records exchanged in the form of data

Via X-Road
(data)

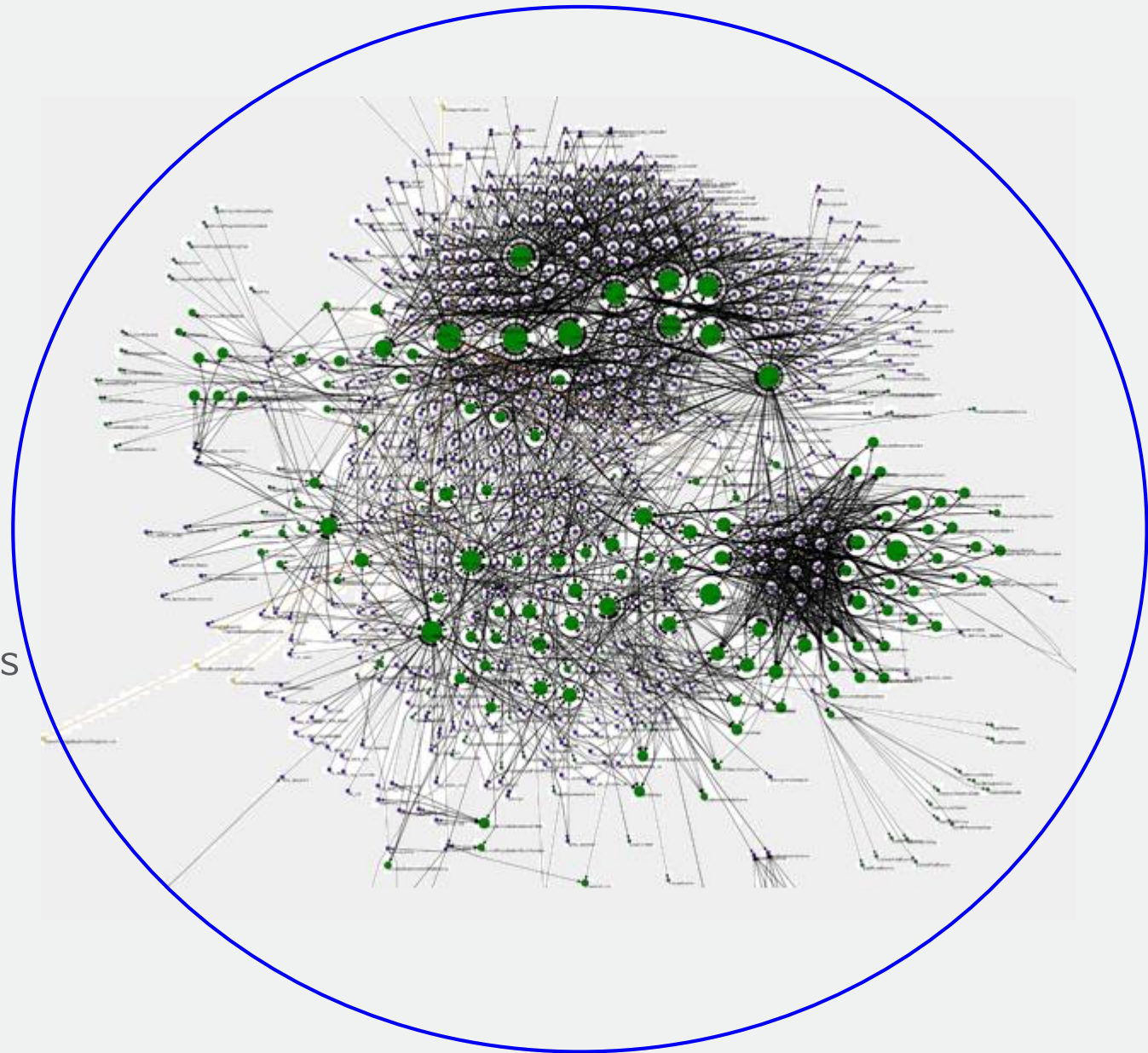
Electronically

exchange

The fastest and safest way —
X-Road

- + over 2000 services
- + over 900 connected organizations, databases
- + over 500 million transactions per year

<https://www.ria.ee/x-tee/fact/#eng>



electronic ID

The strong^{est} identity.

- + e-ID, mobile-ID, smart-ID
- + travel
- + digital signing
- + i-voting
- + business, banking
- + state and healthcare
- + public transport
- + loyalty card

essential

Best secret weapons

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

empowered

supported by legislation

- + Public Information Act
- + Administrative Procedures Act
- + Personal Data Protection Act
- + Archives Act
- + General Part of the Economic Activities Code Act
- + General Part of the Social Code Act
- + ...

but
honestly,

there is always room to improve



Principles for Managing Services and Governing Information

A new **est** legal act to pave the way towards digital society

- + Government regulation
- + in force from June 3, 2017
- + fully adopted by 2019
- + framework (main requirements), for details — guidelines
- + coordination model

<https://www.riigiteataja.ee/en/eli/507072017004/consolide>

elaborated

Clear and honest principles

- + complete overview
- + responsibility & cooperation
- + quality assessment
- + quality improvement
- + efficiency
- + transparency



elaborated

Clear and honest principles

- + digital by default
- + users first
- + data first
- + once-only
- + well-managed information
- + 'my data' usage control



finest life and business event services

Video: <https://www.youtube.com/watch?v=Ow8DXaeXRFM>

estonishing future

- + zero-bureaucracy: invisible services
- + cross-border digital governance
- + real-time economy
- + e-residency

Thank you for your attention

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