

Respondent

< 51 Anonymous >

69:35
Time to complete

1. Country name *

Estonia

Contact information

2. Your name *

Indrek Önnik

3. Title *

Global Affairs Director at the Government CIO Office

4. Organization *

Ministry of Economic Affairs and Communications

5. Email *

indrek.onnik@mkm.ee

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

Eesti.ee is the gateway to government information and e-services. Upon logging in, it is possible to view one's personal information, use e-services and read messages sent by government. It is a secure gate to the e-state, providing reliable and up-to-date information for organising your procedures with the state, access to public e-services and information about yourself, and the mailbox of @eesti.ee. Eesti.ee provides information in Estonian, English, and Russian on what to do in different life events, when communication with the state is required, or for starting a business. Upon logging in, it provides the person the opportunity to act as a government official (if mandated), a private citizen/resident or a representative of a legal entity. These roles vary individually as a person can have separate roles to fulfil. Eesti.ee provides practical guidance and advice on how to use and find public services. The contact information of ministries, state agencies, local governments, educational institutions, cultural institutions, social welfare institutions, professional associations, etc. is also available on the portal. URL: <https://www.eesti.ee/en/>

8. Please provide link(s) for portal(s) providing following services/features:
- E-services or similar *

The aforementioned Eesti.ee portal also serves as the e-services gateway. List of all e-services can be accessed at Riigiteenused.ee which is a tool for service owners to describe and manage public services. In Riigiteenused.ee one can describe services regardless of the channel it is being rendered (webpage, at the bureau etc.). URL: <https://www.eesti.ee/en>; <https://www.riigiteenused.ee/en/user>

9. Please provide link(s) for portal(s) providing following services/features:
- E-participation or similar *

1) The purpose of the Estonian civil society development strategy adopted by the parliament is the broader inclusion of citizens and associations of citizens in developing policies and legal acts. Each ministry deals with the matters specified in the Government of the Republic Act. The topics on the participatory website are distributed according to the area of responsibility of each ministry. The government's objectives are listed in the government coalition programme and the functions of the ministries are specified in the government's activity programme. The websites of ministries likewise provide information regarding the government's plans. Draft legislation sent to the ministries for endorsement shall be published in the legal information environment, known in Estonian as Eelnõude infosüsteem or EIS (Translation: Draft Legislation Information System). EIS is a working environment where documents are coordinated between agencies, submitted to the government and the Riigikogu (Estonian Parliament), as well as public consultation. In addition to domestic documents, draft European Union legislation and other documents related to the European Union decision-making process are available in EIS. Through EIS, everyone can monitor the processing of a draft, find documents in the information system by searching, participate in public consultations and submit a comment on a document under coordination.

<https://eelnoud.valitsus.ee/> 2) The Citizen Initiative Portal rahvaalgatus.ee enables you to write proposals, hold discussions, compose and send digitally signed collective addresses to the Estonian Parliament (Riigikogu). At rahvaalgatus.ee you can submit a proposal to the Riigikogu on how to amend existing regulations or improve the society. A collective address should have at least 1000 signatures in support, given by at least 16-year-old citizens of Estonia. At rahvaalgatus.ee you can follow the proceeding of the address in the parliament and whether it will become a draft act. See more at: <https://rahvaalgatus.ee/about>

3) A participatory democracy website has been set up at www.osale.ee to allow people to take part in government matters and be an active member of civil society. The purpose of the participatory democracy website is to include Estonian civil associations and inhabitants in active participation in dialogue on matters of importance to society. The participatory website may be used to submit proposals to the government. Relevant, well-grounded opinions and proposals are welcomed, as is criticism regarding aspects that should be changed in the country and ideas as to how to accomplish this. The following can be done via the participatory website: • submit ideas and proposals to the government; • gather signatures for support for civic initiatives; • express opinions regarding government-sponsored draft legislation; • search for legal acts or policy documents. 4) Another website for participation and starting petitions is <https://petitsioon.ee/>, which enables ordinary people, the wider community and friends, or even institutions and organizations to participate in making decisions concerning society and, if necessary, to transmit the results to the Riigikogu (Estonian Parliament) or other interest groups in the appropriate format electronically. At petitsioon.ee individuals can support a petition, start an initiative (petition) or participate at opinion polls. The website is available in Estonian language at:

<https://petitsioon.ee> URL-s: <https://eelnoud.valitsus.ee/>; <https://www.osale.ee/>;
<http://rahvaalgatus.ee/>; <https://petitsioon.ee>

10. Please provide link(s) for portal(s) providing following services/features:
 - Open government data

<https://avaandmed.eesti.ee/>. The Estonian Open Data Portal provides a single point of access for general public to unrestricted public sector data with the permission to re-use and redistribute such data for both commercial and non-commercial purposes. The open data portal is intended to serve as a platform for the dissemination of data by public bodies and for searching and retrieving such datasets by open data users. On the open data portal, it is possible: • To search and download open data; • To publish new open data: to gain access to this functionality, a prior registration with the portal's administrator is required; • To use it as a storage of datasets by government agencies and local authorities; • To search and use applications created on the basis of open data; • To post news, questions and instructions pertaining to open data and to have discussions on relevant topics. The Estonian Open Data Portal is available in both Estonian and English language. URL: <https://avaandmed.eesti.ee/>

11. Please provide link(s) for portal(s) providing following services/features:
 - Public procurement

The Public Procurement Register available at: <https://riigihanked.riik.ee/rhr-web/#/> offers an innovative working environment for buyers to organise public procurements and for tenderers to participate in public procurements. It is a free self-service environment for contracting authorities and economic operators for conducting and participating in public procurements. Anyone can freely browse published procurements, notices, contract information and review committee's decisions. The public procurement register offers an innovative working environment for buyers to organise public procurements and for tenderers to participate in public procurements Services for economic operators, i.e. tenderers: • Procurement search according to the procedure, economic operator, contract or review procedure • Saving searches, adding to favourites and sharing • Free subscription to the information of published procurements • Automatic pre-fill of an ESPD • Submission of requests to participate and tenders • Information exchange with the buyer • Information about the progress and results of procurement • Possibility to sign contracts • Responsive design for a computer, tablet or mobile user Services for buyers: • Preparation of a procurement with other members of the team • Publishing procurement related notices and sending them to the Official Journal of the European Union (TED) • Procurement procedure with automatic evaluation and decision documents • Information exchange with tenderers • Queries to other information systems • Possibility of an e-auction • Possibility to use e-catalogues • Signing and management of contracts • Summaries of completed procurements Procurement Register is administered by the Ministry of Finance. See also: <https://www.rahandusministeerium.ee/en/public-procurement-policy> URL: <https://riigihanked.riik.ee/rhr-web/#/>

12. Please provide link(s) for portal(s) providing following services/features:
- Others (if any)

<https://ettevotjaportaal.rik.ee/index.py?chlang=eng>; <https://www.digilugu.ee/login?locale=en>; <https://www.emta.ee/eng>; <https://eteenindus.mnt.ee/main.jsf?lang=en> ;
<https://etaotlus.politsei.ee/#/login>; <https://sais.ee/Home>; <https://www.e-toimik.ee/>;
<https://valitsus.ee/en>; <https://eteenus.keskkonnaamet.ee/>; <https://epria.pria.ee/epria>;
<http://www.ehis.ee/> https://ekool.eu/index_en.html; <https://www.riigitootaja.ee/rtip-client/login>; https://www.muis.ee/en_GB/; <https://mtr.mkm.ee/>
<https://kinnistuportaal.rik.ee/login.aspx>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Government CIO office within the Ministry of Economic Affairs and Communications – is led by Government CIO (officially titled as Deputy Secretary General for Digital Development) and comprises of departments under his leadership (currently: the Digital Government Department, National Cyber Security Department and the Communications Department) <https://www.mkm.ee/en/contact> The CIO is in charge of digital government and society, national cybersecurity, also telecommunications and postal areas. His role is to set the strategy and policies, to launch and steer strategic development initiatives and regulation, to represent the government in EU and other international organisations or collaboration in his domain. Also, the Estonian Information System Authority (RIA) <https://www.ria.ee/en.html> is under the domain of the ministry and supervision by the Government CIO. RIA coordinates the development and administration of the state's information systems and functions as the national cybersecurity agency. RIA develops and manage secure data exchange (X-Road, document exchange) between institutions, an overview of state information systems and data (RIHA), the use of electronic identity, the functioning and protection of the state broadband network, organisation of e-elections, the activities of the State Portal eesti.ee, and the work of the ID card help centre. RIA coordinates the safe implementation of IT infrastructures important for the state and conduct supervision and monitors the Estonian computer network and solves cyber incidents. URL-s: <https://www.mkm.ee/en> ; <https://www.ria.ee/en.html>

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Siim Sikkut

16. Title *

Government Chief Information Officer/ Deputy Secretary General For Digital Development

17. Organization *

Ministry of Economic Affairs and Communications

18. Email *

siim.sikkut@mkm.ee

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

As answered for previous question, Government CIO and relevant GCIO Office are in charge of coordination and steering of e-government planning and delivery – coordinating across agencies/ministries, but also across levels of government. Local governments are independent in their IT planning and delivery, but within regulatory boundaries set by GCIO and with its Office's support. The Local Governments IT strategy is available at https://www.elvl.ee/kov_ikt_arengustrateegia As pointed out in the strategy, The action plan accompanying the strategy may be amended more frequently than once a year, depending on the changed situation. On the basis of the strategy, the documents necessary for the presentation are prepared, which are necessary for the defense and coordination of the strategy in the Ministry of Economic Affairs and Communications. Local Government IT Strategy: https://www.elvl.ee/kov_ikt_arengustrateegia

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

Ministry of Finance and related institutions, including the Information Technology Centre of the Ministry of Finance. URL: <https://www.rahendusministeerium.ee/en>; <https://www.rmit.ee/>; https://www.eesti.ee/eng/contacts/ministeeriumid_1/rahendusministeerium

22. Education *

Ministry of Education and Research and related institutions. URL: <https://www.hm.ee/en>; https://www.eesti.ee/eng/contacts/ministeeriumid_1/haridus_ja_teadusministeerium

23. Health *

Ministry of Social Affairs and related institutions, including e-Health and Welfare Information Systems Centre that is in charge of the development of Estonian e-health services and providing ICT services under the Estonian Ministry of Social Affairs, as well as the Estonian

Health Insurance Fund. URL: <https://www.sm.ee/en>; <https://www.tehik.ee/>;
<https://www.haigekassa.ee/en>

24. Social Welfare (social inclusion, social protection, etc.) *

Ministry of Social Affairs and related institutions, including e-Health and Welfare Information Systems Centre that is in charge of the development of Estonian e-health services and providing ICT services under the Estonian Ministry of Social Affairs, as well as the Social Insurance Board. URL: <https://www.sm.ee/en>; <https://www.tehik.ee/>;
<https://www.sotsiaalkindlustusamet.ee/en>

25. Employment and Labour *

Ministry of Social Affairs and related institutions, including e-Health and Welfare Information Systems Centre that is in charge of the development of Estonian e-health services and providing ICT services under the Estonian Ministry of Social Affairs, as well as the Estonian Unemployment Insurance Fund. URL: <https://www.sm.ee/en>; <https://www.tehik.ee/>;
<https://www.tootukassa.ee/>

26. Environment *

Ministry of the Environment and related institutions, including the Information Technology Center of the Ministry of the Environment. URL: <https://www.envir.ee/en>;
<https://www.kemit.ee/>;

27. Justice *

Ministry of Justice and related institutions,
https://www.eesti.ee/eng/contacts/ministeeriumid_1/justiitsministeerium URL:
<https://www.just.ee/en>
https://www.eesti.ee/eng/contacts/ministeeriumid_1/justiitsministeerium

28. Economy/finance *

Ministry of Finance and related institutions, including Estonian Tax and Customs Board URL: <https://www.rahandusministeerium.ee/en>; <https://www.emta.ee/eng>;

29. Industry/trade *

Industry: Ministry of Economic Affairs and Communications, including Enterprise Estonia. Enterprise Estonia (EAS) promotes business and regional policy in Estonia and is one of the largest institutions within the national support system for entrepreneurship by providing financial assistance, counselling, cooperation opportunities and training for entrepreneurs, research institutions, the public and non-profit sectors. Trade: Ministry of Economic Affairs and Communications together with Ministry of Foreign Affairs. URL-s: <https://www.mkm.ee/en>; <https://www.eas.ee/?lang=en>; <https://vm.ee/en>;

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

Yes

No

Other

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

As part of the Government unified approach on web portals, a new specifically for COVID-19 crisis intended informational portal was launched at <https://www.kriis.ee/en>. This portal indicates the risk level of the virus spread in Estonia as well as current restrictions, recommendations and informational material for overcoming the pandemic.

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

Yes

No

33. Please provide link and detail.

No specific digital budget has been allocated, but general IT budget as well as COVID-19 overall special funds have been / can be used for the purpose. Hence, money has not been the issue in COVID-19 response in Estonia

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

35. Please provide link and detail.

A new national digital agenda, including new digital government strategy are currently in preparation – this was planned already before COVID-19 pandemic. New strategy incorporates lessons from pandemic, too – but is not COVID-19 specific. The directions of the new strategy include goals: • in the fields of the digital state, • digital infrastructure and • cyber security. The goals as well as outlined actions are to: • improve satisfaction with public e-services, • improve affordable access to quick and reliable internet service and • to maintain trust in the in the Estonian cyber space. This includes activities in the field of increased usage of AI, better use of data, greening of ICT, creating more proactive services, increasing availability of 5G (and 6G in the future) and keeping up to date with knowledge and skills to fight cyber threats. The current working version is available at https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

37. If yes, please provide link and detail.

Public Information Act (PIA)- <https://www.riigiteataja.ee/en/eli/529032019012/consolide> (in English) PIA is the legal foundation which ensures that in principle, the public must have access to all information created while carrying out public duties, including open data, with specific necessary restrictions when it comes to privacy, security etc.

38. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

39. If yes, please provide link and detail.

Personal Data Protection Act (PDPA)-
<https://www.riigiteataja.ee/en/eli/523012019001/consolide> (in English) PDPA regulates the processing of personal data to the extent in which it elaborates and supplements the provisions contained in the GDPR.

40. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

41. If yes, please provide link and detail.

The Cybersecurity Act (CA) - <https://www.riigiteataja.ee/en/eli/523052018003/consolide> (in English) The CA sets out the requirements for the maintenance of network and information systems essential for the functioning of society and state and local authorities' network and information systems, liability and supervision as well as the bases for the prevention and resolution of cyber incidents. The CA also functions as the legal instrument which transposes the Directive (EU) 2016/1148 (NIS Directive) into Estonian law.

42. Is there any legislation, law or regulation on digital identity? *

Yes

No

43. If yes, please provide link and detail.

Electronic Identification and Trust Services for Electronic Transactions Act - <https://www.riigiteataja.ee/en/eli/511012019010/consolide> (in English) The Act regulates electronic identification and trust services for electronic transactions, and organisation of state supervision to the extent that these are not regulated by the EU eIDAS regulation.
Identity Documents Act - <https://www.riigiteataja.ee/en/eli/528122020004/consolide> (in English) The Act specifies which data (including identification and signing certificates) are entered into identity documents, such as an ID-card or mobile-ID (which are eIDAS high-LoA eID systems) and other technical details which enable the functioning of electronic identification and electronic signatures.

44. Is there any legislation, law or regulation on digital signature? *

Yes

No

45. If yes, please provide link and detail.

Electronic Identification and Trust Services for Electronic Transactions Act - <https://www.riigiteataja.ee/en/eli/511012019010/consolide> (in English) The Act regulates

electronic identification and trust services for electronic transactions, and organisation of state supervision to the extent that these are not regulated by the EU eIDAS regulation. Identity Documents Act - <https://www.riigiteataja.ee/en/eli/528122020004/consolide> (in English) The Act specifies which data (including identification and signing certificates) are entered into identity documents, such as an ID-card or mobile-ID (which are eIDAS high-LoA eID systems) and other technical details which enable the functioning of electronic identification and electronic signatures.

46. Is there any legislation, law or regulation on e-procurement? *

Yes

No

47. If yes, please provide link and detail.

Public Procurement Act - <https://www.riigiteataja.ee/en/eli/513072020002/consolide> (in English) The Act specifies all procurement proceedings used in Estonia.

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

49. If yes, please provide link and detail.

Civil Service Act – <https://riigiteataja.ee/en/eli/525032019003/consolide> (in English) The salaries of civil servants are annually published under § 65 (1) and (2) of the Act. Public Information Act – <https://www.riigiteataja.ee/en/eli/529032019012/consolide> (in English) Under § 28 (1) clauses 8,10, 11, 12 and 21 public authorities must publish and make publicly accessible data on: * reports on work results and the performance of duties in state and local government authorities * management reports and income and expense statements of legal persons in public law * budgets and draft budgets of state agencies, local authorities and local government authorities, and reports on the implementation thereof * information concerning the receipt of state budget revenue * information concerning the use of assets and budgetary funds which the state or a local authority has transferred to legal persons in

private law founded by the state or local authority or with the participation thereof. Additionally, under § 36 (1) clause 9), it is prohibited to restrict access to data “regarding the use of budgetary funds of the state, local authorities or legal persons in public law and wages paid to persons employed under employment contracts and other remuneration and compensation paid from the budget”.

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

51. If yes, please provide link and detail.

Public Information Act (PIA)- <https://www.riigiteataja.ee/en/eli/529032019012/consolide> (in English) Data Exchange Layer (X-Road) regulation - <https://www.riigiteataja.ee/akt/106082019017?dbNotReadOnly=true> (in Estonian) Under the PIA § 439 (2), all data exchange between state databases (including local government) must take place over the secure X-road data exchange layer.

52. Is there any legislation, law or regulation on open government data? *

Yes

No

53. If yes, please provide link and detail.

Public Information Act (PIA)- <https://www.riigiteataja.ee/en/eli/529032019012/consolide> (in English) PIA also introduces the term “open data” into Estonian law and specifies the rules and methods for re-using data. (§ 3 Re-use of public information; § 8. Access to information – this also includes the right for re-use of information/data)

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

55. If yes, please provide link(s) and detail(s).

Administrative Procedure Act - <https://www.riigiteataja.ee/en/eli/527032019002/consolide> (in English) The Ministry of Justice is currently drafting changes for this Act which will allow for certain AI decisions in administrative proceedings. Electronic Communications Act – <https://www.riigiteataja.ee/en/eli/517122020006/consolide> (in English) This Act regulates all communication services and sets forth security measures for offering these services, including via 5G networks. New regulation is set to come to effect in July 2021. In general: emerging tech is not regulated specifically as such. If concrete technology requires concrete regulation, relevant changes are introduced – like for AI and 5G as highlighted above.

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

Yes

No

59. Please provide link and detail.

As pointed out in the Digital Society 2030 Agenda, in the field of digital society, there is still an ambition to use information and communication technology, use digital solutions as smartly and as much as possible in order to achieve "Estonia 2035" targets: • to promote the competitiveness of the economy and the state, the well-being of people and society, and the living environment quality. The "Estonia 2035" Strategy is the national umbrella strategy for long term goals and vision for the future. More precisely: "Estonia 2035" is the country's long-term development strategy. The aim of this creation is to grow and support the well-being of our people so that Estonia would be the best place to live and work in twenty years. The strategy provides a coherent direction for policy-makers and decision-makers in different areas and for the use of euro money. The preparation of the strategy is led by the State Chancellery and the Ministry of Finance with the participation of all interested parties. The Digital Agenda 2030 is directly aimed at the "Estonia 2035" Strategy and the goals and objectives are in line to achieve these goals and objectives. The "Estonia 2035" Strategy is available at <https://valitsus.ee/en/media/3956/download> in Estonian language and further information in English language at <https://valitsus.ee/en/estonia-2035-development-strategy/strategy/strategic-goals>

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

61. Please provide link and detail.

Yes, it is. SDG-s have been taken into account when planning the national digital strategy. More specifically, the digital strategy supports the 4th, 9th, 11th, 12th, 13th and 16th goal. Furthermore, the Digital Society 2030 Agenda is one of the many documents linking together with the "Estonia 2035" strategic goals. The strategy "Estonia 2035" provides direction for the implementation of the UN global sustainable development goals in Estonia. The Strategic goals are value-based goals that are the basis for making the country's strategic choices and to the implementation of which all Estonian strategic development documents contribute. They are also taken into account in the state budget strategy and in the preparation of the government's action programme. In order to reach the goals, it is necessary to take into account Estonia's development needs, global trends, the policy framework of the European Union, and the global objectives of sustainable development. The progress of the "Estonia 2035" strategic goals is monitored by several indicators, from which one is Estonia's place in the Global Sustainable Development Goals Index. More info available at <https://valitsus.ee/en/estonia-2035-development-strategy/strategy/strategic-goals>

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

63. Please provide link and detail.

Yes, the expected changes in the role of central and sub-national/local e-government development is outlined in the Digital Agenda 2030 in several occasions:

- Regional development - Through the changing role of the public sector, the local government is also changing. The role of local government - to be a local partner for the resident's life decision-making and the counsellor for appropriate services selection. (Annex 2 of the Digital Agenda 2030
- Public authorities and local government tasks and work organization – In order to provide event based and proactive services public authorities and local governments in many ways have to rethink and reshape current practice of providing public services, including the current ones through more cooperation. Event based and proactive services introduction will increase the efficiency of the state as services targeted more precisely and reduce excessive bureaucracy. AI will help to better manage public services and save resources. Better data use helps to create the public sector services faster and more efficiently. (Annex 2 of the Digital Agenda 2030)
- In addition in the paragraph "7. Leveraging digital change in the public sector" it is said concretely that: We support the development of the IT competence center of local governments. Further information available at the current working document in Estonian language: https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf Additionally more

information about the local government's e-government development strategy can be found in the following document in Estonian:

https://www.elvl.ee/documents/21189341/28398411/KOV+IKT+arengukava+20-2023+%287.02.20%29_kodulehele.pdf/295f0123-f2bb-4cdc-93fa-1a5dd180502c

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

65. Please provide link and detail.

Yes. One of six basic principals written in the strategy is protecting people's basic rights, including right to access to the digital society (Paragraph: Principles, page 10 of the Digital Agenda 2030). One of the direct actions of providing higher level of digital inclusion and access for all is developing proactive government services In addition the introduction of public service management and user-centric approach enables to provide equal access to everybody, regardless of their socio-economic or secio-demogarafic position in the society. (Page 19 of the Digital Agenda 2030) <https://www.mkm.ee/et/eesmargid-tegevused/infouhiskond/digiuhiskonna-arengukava-2030>

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

67. Please provide link and detail.

Yes. Data governance and its advancement is thoroughly covered in the national Digital Society 2030 Agenda. (More elaborated at the paragraph 2. Data-driven government and data reuse, page 19 of the Digital Agenda 2030) <https://www.mkm.ee/et/eesmargid-tegevused/infouhiskond/digiuhiskonna-arengukava-2030>

68. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

69. Please provide link and detail.

Yes. Under the chapter "Tulevikukindlad digiriigi platvormid" ("Future proof digital state platforms") it covers topics of national ID, Mobile ID and other possibilities for digital identification. https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

71. Please provide link and detail.

More specifically it has been a core principle of public service development already a long time and therefore there is not a need to mention it again. The principle marked above is all mentioned throughout the previous agenda, and, e.g., the once only principle is even embedded in national legal framework

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

<https://www.riigiteataja.ee/en/eli/510072017007/consolide>) Several principles have actions that are explicitly targeted to putting them into practice throughout the government. See, e.g., Sub-Field 1 of the Agenda: Developing Information Society , Sub-Field 3 Smart Public Governance.

https://www.mkm.ee/sites/default/files/digital_agenda_2020_web_eng_04.06.19.pdf

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

73. Please provide link and detail.

Yes, in the Digital Agenda 2030, the paragraph regarding proactive government services in light of taking the digital government to the next level there is specific mentioning of once-only principle (2. Data-driven government and data reuse, page 19 of the Digital Agenda 2030) In addition the once only principle has been implemented during the previous digital agendas already. Additionally it is mentioned also in the Green Paper on Public Service Management in 2013.

https://www.mkm.ee/sites/default/files/avalike_teenuste_korraldamise_roheline_raamat.pdf
https://www.mkm.ee/sites/default/files/digital_agenda_2020_web_eng_04.06.19.pdf

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

Yes, in the line of activity "Krativäeline riik" of the Digital Society 2030 Agenda. AI is one of the strategic priorities of the Digital Agenda 2030.

https://mkm.ee/sites/default/files/eesti_digihiskond_2030.pdf

76. Robotics - please provide link and detail:

Yes, in the line of activity "Suundumuste, riskide ja mõjude analüüsivõime" of the Digital Society 2030 Agenda https://mkm.ee/sites/default/files/eesti_digihiskond_2030.pdf

77. Blockchains - please provide link and detail:

Yes, in the chapter "Keskselt osutatud IT-alusteenused" of the digital agenda

https://mkm.ee/sites/default/files/eesti_digihiskond_2030.pdf

78. 5G - please provide link and detail:

Yes, there is a full line of activity in the agenda covering 5G and 6G development
https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf

79. Internet of Things (IoT) - please provide link and detail:

Yes, in the line of activity "Suundumuste, riskide ja mõjude analüüsivõime" of the Digital Society 2030 Agenda https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

82. Please provide link and detail.

Yes, it is aligned with all of relevant regulations and strategic documents of the EU (briefly outlined also in the 2030 digital agenda – see the Digital Agenda 2030 https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf e.g. page 32 Connectivity line of action). Strategy is informed by OECD guidelines and recommendations, too, but these are more operational in nature – compared to high-level content of strategy.

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

Horizon scanning is a regular internal practice as part of strategic planning and policy-making within GCIO Office to inform policy choices – no links to provide, though. Scenario planning is sometimes done as part of policy thinking, also based on EU-level similar initiatives.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

86. Please provide link and detail.

Yes, in 2019 The Ministry of Economic Affairs and Communications established a new form of cooperation, i.e. a Digital Testbed Framework for cooperation between the public and private sectors in IT development. We strongly believe that all innovation in a digital state does not only have to come from lengthy and complex procurement processes and depend on the knowledge of public servants. Therefore, before we launched the Digital Testbed Framework, we thoroughly analysed how to make this work under EU procurement rules. We consulted with several legal experts from both sectors as well as with the Public Procurement and State Aid Department of the Estonian Ministry of Justice. Through careful analysis we established 6 principles that have to be followed in the framework. This innovation allows us to open up the opportunity for a new kind of development cooperation, whereby a private sector party (e.g. a company, university or individual developer) can create additional components to or further develop previously created solutions of Estonia. The state and the general public receive the developed solution for free use and the creator of the solution can demonstrate their solution as a success all over the world. More info at: <https://oecd-opsi.org/innovations/est-ai-sandbox/> and a press release in Estonian language from the MEAC <https://mkm.ee/et/uudised/esimene-ja-uuulaadi-era-ja-riigisektori-koostoost-sundinud-kratijupp-joudis-koodivaramusse> Also the Digital Testbed Framework new web page will be launched in August/September 2021 at testbed.e-estonia.com (before hidden from searches a mockup is available at <https://e-estonia.com/testbed/>)

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

88. If yes, please provide link and detail.

The previous Digital Agenda 2020 for Estonia has a specific focus on IT skills and knowledge, outlining the importance of digital literacy and personal welfare. In addition it sets out concrete actions and goals to be fulfilled in light of the topic, such as:

- Promotion of basic IT skills in general education schools, above all, in basic schools.
- Supporting the acquisition of basic IT skills among adult non-users of the Internet.

<https://www.bcskoolitus.ee/projekt/digitaalse-kirjaoskuse-koolitus-e-kogukond/> The digital literacy training for employees in the industrial sector ("DigiABC") supported the goal to reduce the share of non-users of computers, to help the target group to cope as members of the information society, but more importantly - increase their personal competitiveness and the competitiveness of sectors important for the Estonian economy.

<https://mkm.ee/en/objectives-activities/information-society/it-skills-and-knowledge#--the-digital-literacy-training-for-employees-in-the-industrial-sector-digiabc2>

- Increasing the awareness of the population of the opportunities and threats offered by information society.
- Cyber security awareness raising campaign „Be IT-conscious“ / IT-vaatlik“for elderly and companies.
- Supporting the updating and creation of information concerning the information society at general education school level and in curricula.

MOOC course “Tehnoloogia tarbijast loojaks” (from the consumer of technology to the creator of IT) is offered for young people. This course enables every young person, regardless of location of residence or economic situation to have access to IT-courses.

<https://didaktika.cs.ut.ee/progttl/>

- Identification of IT competences and development of related frameworks for all levels of education and professional standards.
- Bringing the level of total research and development expenditures up to 2 per cent of the GDP.

Furthermore, the following measures will be implemented to contribute to the promotion of the IT skills:

- IT skills of population with poor or out-dated qualification and increase in proportion of IT specialists to total employment

Retraining course "Choose IT" was a 4-month retraining course targeted mostly unemployed with the aim of increasing the number of IT specialists and offer them new career opportunities. To raise the number of ICT-specialist, different retraining and upskilling programs are planned for additional 7000 ICT-specialists in 2021-2027. <http://vali-it.ee/>

- The awareness among students and employees of ICT sector career opportunities will be supported by developing information dissemination programmes and career advising events.

ICT work and career awareness

campaign for 15-29 year-old Estonians "ICT is everywhere" was carried out. Campaign focused on ICT-professions and ICT- career opportunities and additional focus was to introduce ICT-opportunities to girls and women. <https://mkm.ee/en/objectives-activities/information-society/it-skills-and-knowledge#--ict-work-and-raising-career-awareness-information-activities4> <https://startit.ee/> • Supporting follow-up initiatives of the IT Academy that facilitate and academic career in IT specialties and international co-operation, improved organisation of practical work and contribute to the popularisation of ICT specialties in general. • Acquisition of advanced IT skills within the framework of other vocational and higher education specialties and economic sector, above all, in the fields of smart specialization The University of Tartu offers data science Master's programme in cooperation with the Ministry of Economic Affairs and Communication. <https://www.ut.ee/et/ut-oppekavad/andmeteadus> IT-law master's programm in Tartu University from 2015 to 2021 <https://oigus.ut.ee/en/admissions/programme-information-technology-law> The same target for leaving no-one behind for the period 2021+ still exists and has been signed up within the SF2021 + measures, ie it will be financed continually.

89. Is there a national e-participation policy/strategy or similar? *

Yes

No

90. If yes, please provide link and detail.

Yes, when the good practice of involvement/inclusion was established in Estonia in the mid-2000s, then from 2012 involvement in the state government is essentially mandatory. This is provided in the Rules for Good Legislative Practice and Legislative Drafting, which, in addition to impact assessments, also provides the good practice of inclusion. Available at <https://www.riigiteataja.ee/en/eli/508012015003/consolide> More information about the good practice of inclusion is available at <https://vv.riigikantselei.ee/en/engagement-and-participation>

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

The measures will be provided in the Digital Agenda 2030 and and the Welfare Development Plan 2016-2023 action plans/implementation plans. The first core principle of the new Digital Agenda 2030 is as follows: We protect people's fundamental rights. We ensure that everyone has equal opportunities in the digital society and we hold on to the freedoms that are essential for the functioning of the digital society, including freedom of the internet. We guarantee people the opportunity to exercise their rights and guarantee them control, including the protection of personal data and privacy.

https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf In addition, one of the priority line of activities in the Digital Agenda 2030 foresees providing everyone everywhere with developing electronic communication or connectivity, as the sufficient connection availability is the basis for the use of digital solutions, be it in a person's daily life or business. The main goal is that high-speed communication reaches everywhere in Estonia at an affordable price. (see page 4 of the Digital Agenda 2030)

https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

94. If yes, please provide link and detail.

Estonian female citizens aged 18 – 25 years old can join the voluntary Defence Force Service and there is a e-service developed for that available at a web portal

<https://kaitsevaetenistus.ee/auth/login> There is a free remote translation services for individuals with a hearing loss <https://www.sotsiaalkindlustusamet.ee/et/puue-ja-hoolekanne/kaugtolke-teenus>

The Unpemployment Fund provides instructions in sign language <https://www.youtube.com/playlist?list=PLFWky0KrstpjiTJI0At0mVrcejc-C4i6-> All public sector web pages, including e-services must comply with accessibility requirements so that they would also be accessible for individuals with disabilities according to the regulation "Requirements for the accessibility of websites and mobile applications, and the rules for publishing information describing accessibility" available at

<https://www.riigiteataja.ee/en/eli/512042019003/consolide> In addition, the Public Information Act establishes that every person shall be afforded the opportunity to have free access to public information through the Internet in public libraries (§ 33. Access to data communication network) <https://www.riigiteataja.ee/en/eli/529032019012/consolide> There is a specific Task Force at the Government Office to tackle the challenges of accessibility to public sector services, including e-services. More info: <https://riigikantselei.ee/ligipaasetavus>

The same target for leaving no-one behind for the period 2021+ still exists and has been signed up within the SF2021 + measures, ie it will be financed continually.

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

96. If yes, please provide link and detail.

There are measures that are linked to the Requirements for the accessibility of websites and mobile applications, and the rules for publishing information describing accessibility (<https://www.riigiteataja.ee/en/eli/512042019003/consolide>), which also applies to the Citizen Initiative Portal <https://rahvaalgatus.ee/about>

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

98. If yes, please provide link and detail.

The measures will be provided in the Digital Society 2030 Agenda and and the Welfare Development Plan 2016-2023 action plans/implementation plans. However, it does not differentiate between specific groups in the society rather than focus on the whole society regardless of gender, citizenship, skills, education, disabilities or any other condition. However there are specific courses in Estonia for different potentially vulnerable groups: • Glass walls and ceiling in the Estonian ICT sector is an ongoing research project (November 2019-June 2021) funded by Estonian Ministry of Social Affairs and European Reconstruction Fund. The aim is to reduce gender segregation in the Estonian ICT sector. In this project nudge-type measures to increase the share of women among the students and employees (incl. leaders) in the ICT sector are developed and tested, incl analysis of implementation and scalability. Later (post-project) the Ministry of Social Affairs will design a plan to systemically implement the successful nudges. The project is still ongoing and the nudges are still tested and evaluated. Final results will be available by the end on June 2021. • In

eSociety project (ongoing) digital literacy trainings were provided for 1000 librarians and community members all over Estonia as they offer digital skills counselling to members of their community (approx 50 00 participants per year). In addition 5000 people aged 50+ will receive basic digital skills classroom trainings. The same target for leaving no-one behind and providing computer literacy skills for everyone, including the elderly and other vulnerable groups for the period 2021+ still exists and has been signed up within the SF2021 + measures, ie it will be financed continually. Additionally there is a list of free courses in the field of computer literacy available at the Ministry of Education and Research web page: https://www.hm.ee/et/kursused?field_koolituse_asutus_tid=All&field_koolituse_valdkond_tid=203&field_koolituse_keel_value=EST

99. Does the Government use any social media platform(s)? *

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

The Communications office of the Government Office coordinates horizontally government's communications activities. Each ministry and state institution, including local government offices have their own public relations department and own social media channels (most often Facebook, Twitter and LinkedIn accounts). Social media is used for e-information: <https://twitter.com/stenbockimaja>; <https://twitter.com/EstonianGovt>; <https://twitter.com/EconMinEstonia> <https://www.linkedin.com/company/ministry-of-economic-affairs-and-communications-for-estonia/> In addition the prime minister of Estonia is holding frequent facebook live events, where everybody can ask questions, comment etc. <https://www.facebook.com/kallaskaja/live/> <https://www.valitsus.ee/en/press-information-contacts/government-communication> See for instance random selection: Ministry: <https://www.facebook.com/majandusministeerium/>;

101. Please include any guidelines for government officials/institutions on the use of social media.

The use of social media by government official - Estonia has a Code of Ethics for government officials and an Officials' ethics Council whose work also covers the use of social media guided by the principle of freedom of expression. Instructions for civil servants: <https://riigikantselei.ee/valitsuse-too-planeerimine-ja-korraldamine/valitsuskommunikatsioon/suhtluskanalid> https://www.rahandusministeerium.ee/sites/default/files/ametniku_eetikakoodeks_20.02.2017.pdf <https://www.rahandusministeerium.ee/et/riigi-personalipoliitika/avaliku-teenistuse-eetika>

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

Yes

No

103. If yes, please provide link (URL) and detail.

This type of information is published during the adoption proceedings in the Eelnõude infosüsteem or EIS (Translation: Draft Legislation Information System).
<https://eelnoud.valitsus.ee> Involvement in terms of good practice in inclusion involves informing and consulting stakeholders and the public when making decisions. Information consists in providing stakeholders and the public with balanced and objective information that allows them to understand the purpose of the decision and the possible solutions. Public consultation consists of soliciting feedback from stakeholders and the public at all stages of policy-making, including identifying problems, setting objectives, analyzing solutions and drafting a decision. The Good Practice of Inclusion which is a set of recommendations for all public authorities, and especially for those preparing draft government decision, is available here: <https://riigikantselei.ee/kaasamise-hea-tava>

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

105. If yes, please provide link and detail.

Principles for Managing Services and Governing Information,
<https://www.riigiteataja.ee/en/eli/507072017004/consolide> An authority shall assess, at least once a year, the quality of the significant services and of the processes of providing such

services. Usage statistics is part of quality evaluation of a service, including a e-service. The statistics about usage is being collected at the state service catalogue <https://www.riigiteenused.ee/en/user>.

106. Does the Government measure user satisfaction of e-government services? *

Yes

No

107. If yes, please provide link and detail.

Principles for Managing Services and Governing Information, <https://www.riigiteataja.ee/en/eli/507072017004/consolide> An authority shall assess, at least once a year, the quality of the significant services and of the processes of providing such services. User satisfaction is part of quality evaluation of a service. The statistics about satisfaction is being collected at the state service catalogue <https://www.riigiteenused.ee/en/user>.

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

109. If yes, please provide link (URL) and detail.

A report ordered by the Ministry of Economic Affairs and Communications presents the results of service satisfaction in different society groups, including men/women, the elderly/the young, estonian speaking/non-estonian speaking etc. https://www.ria.ee/sites/default/files/kantar_emor_riigiportaali_eesti.ee_rahuloluanaluus_koondaruanne.pdf

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

• Estonia is part of the European Union since 2004. During the Council of the EU Presidency in 2017, one of the priorities for Estonia was A digital Europe and the free movement of data. Specifically in the sphere of eGovernment, under the Presidency, all the EU Member States and EFTA countries signed the Tallinn Declaration on eGovernment. When it comes to day-to-day involvement, we are part of joint projects, cross-border interoperability initiatives (CEF, ISA2), and at the policy level belong to the eGovernment Steering Board, etc. • Estonia is part of the OECD since 2010. Since 2018, the Government CIO of Estonia chairs the OECD's e-leaders group – officially called Working Party of Senior Digital Government Officials. • Estonia is the founding country of Digital Nations (<https://www.leadingdigitalgovs.org/>), a collaborative network of the world's leading digital governments with a common goal of harnessing digital technology to improve citizens' lives (established in 2014). • Estonia is part of the Nordic-Baltic Nordic Council of Ministers for Digitalisation 2017-2020 (MR-DIGITAL) since its formation in 2017. MR-Digital is working on cross-border digitalisation projects including eID, digital services, 5G development, as well as AI. • Nordic Institute for Interoperability Solutions (NIIS (<https://www.niis.org/>)) is an association founded jointly by Estonia and Finland, with Iceland joining in 2021. Its mission is to ensure the development and strategic management of the X-Road and other cross-border components for eGovernment infrastructure. This, in fact, makes Estonia is the first in the world to interconnect decentralized components of the state and public sector databases on an international level. • Estonia also is the location for the NATO Cooperative Cyber Defence Centre of Excellence as well as the European Union Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA) . • Estonia is also a founding member of the Coalition of the Willing initiative established in 2020 by 8 EU member states. The aim of this group is to move towards tangible cooperation in sharing best practices and know how between each other and promote digital development in the region. • In October 2020, Estonia signed the Joint Declaration of Intent: Cooperation for Powering Digital Transformation to cooperate in accelerating the digital transformation and digitalisation of public administration for the achieve of Sustainable Development Goals. The declaration was also signed by Germany, the International Telecommunication Union and the Digital Impact Alliance. • On 1 July 2020, Estonia and Singapore announced their co-sponsorship of a Global Declaration on the Digital Response to COVID-19, "Close the Digital Divides: the Digital Response to COVID-19". Thus far, 69 countries have declared support for the declaration. • On 5 October 2020, Estonia signed an agreement with the World Health Organization (WHO) agreeing to collaborate on the development of a digital International Certificate of Vaccination. EASTECO (East African Science and Technology Commission) and The Government of the Republic of Estonia have signed an MoU on cooperation on 31st August 2020. This one of the examples how Estonia is engaged in bilateral as well as multilateral cooperation to enhance digital development and e-governance globally The Estonian development cooperation regards development of the ICT-sector and e-governance issues as a horizontal field, with several activities across the world. According to Development Cooperation and Humanitarian Aid Strategy 2016-2020 it's priority partner countries are: Afghanistan, Georgia, Moldova, Ukraine and Belarus. There have been also several MoUs signed in the past couple of years to enhance ICT cooperation globally. For example, Chile, Trinidad and Tobago, Kenya, Costa Rica, Kuwait to name a few.

111. Please provide any other information related to e-government development in your country. *

The e-Estonia Briefing Centre is designed to host high level delegations globally, both from public and private sector to advise visitors on digital development, organise business meetings and webinars. All in order to make digitalisation something more common globally and help other countries to achieve similar levels of service delivery, usability, inclusion and security as Estonia has reached. This path requires a lot of mutual and bilateral knowledge sharing and trust towards each other. Estonia is very much interested in communicating openly that e-government development is a long journey for everybody and we are also ourselves still trying to become better each day. However, there is a lot of opportunity today missed by not working together more, and Estonia is very much looking to work with other countries in this field particularly. <https://e-estonia.com/>

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)