

View results

Respondent

130

Anonymous

87:27

Time to complete

1. Country name *

Republic of Estonia

Contact information

2. Your name *

Indrek Õnnik

3. Title *

Global Affairs Director

4. Organization *

Government CIO Office, 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.

<https://www.eesti.ee>

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

<https://www.eesti.ee/et> , <https://www.digilugu.ee> , <https://eteenindus.mnt.ee/main.jsf>

9. - E-participation or similar *

<https://www.anna-teada.ee/#> <https://eelnoud.valitsus.ee/> <https://rahvaalgatus.ee/aboutmain#8TxgZ0NE> <https://petitsioon.ee>

10. - Open government data

<https://avaandmed.eesti.ee/>

11. - Public procurement

<https://riigihanked.riik.ee/rhr-web/#/>

12. - Others (if any)

<https://valitsus.ee/> <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. *

The Government CIO Office - consisting of 3 departments: Digital Development Department, Connectivity Department and National Cyber Security Department. The Government CIO Office is at the Ministry of Economic Affairs and Communications <https://mkm.ee/ministeerium-uudised-ja-kontakt/ministeerium-ja-ministrid/ministeeriumi-tutvustus-ja-struktuur>

14. Does your country have a national 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 *

Luukas Kristjan Ilves

16. Title *

Government CIO, Deputy Secretary General for Digital Development

17. Organization *

Ministry of Economic Affairs and Communications

18. Email *

luukas.ilves@mkm.ee

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

Different ministries have their own "IT houses" or agencies, responsible for the digital development and providing services in their domain. However, there are also cross-domain responsibilities for some. In general Ministries are responsible for their own domain, however it is coordinated on a national level with the Government CIO (in the Ministry of Economic Affairs and Communications)

1. RIA (Republic of Estonia Information System authority), www.ria.ee
2. RIT (Estonian IT Centre), www.rit.ee
3. SMIT (The IT and Development Centre, Ministry of the Interior), www.smit.ee
4. RIK (Centre of Registrars and Information Systems, Ministry of Justice), www.rik.ee
5. TEHIK (Health and Welfare Information Systems Centre, Ministry of Social Affairs), <https://tehik.ee/>
6. KeMIT (The Information Technology Centre of the Ministry of the Environment), <https://kemit.ee/>
7. State Infocommunication Foundation <https://riks.ee/about-us>

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 *

www.mkm.ee

22. Education *

www.hm.ee; www.harno.ee

23. Health *

www.sm.ee; www.tervisekassa.ee

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

www.sm.ee

25. Employment and Labour *

www.tootukassa.ee; www.sm.ee

26. Environment *

www.envir.ee

27. Justice *

28. Economy/finance *

29. Industry/trade *

30. Sustainable Development Goals (SDGs) [NEW] *

31. Climate Change [NEW] *

32. Others (Please specify) *

B. Crisis/Emergency Response and Recovery [NEW]

33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]

*

 Yes No Other

34. Please provide links and details. *

35. Is there a specific national portal addressing crisis/emergency? [NEW] *

Yes

No

36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]

<https://kriis.ee/avaleht>

C. Legal Framework

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

Yes

No

38. 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.

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

Yes

No

40. 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.

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

Yes

No

42. 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.

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

Yes

No

44. 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.

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

Yes

No

46. 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.

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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.

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

Yes

No

48. 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.

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. 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”.

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

Yes

No

52. 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.

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)

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

Yes

No

54. 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)

55. 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

56. 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)

57. **Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]**

Yes

No

58. **If yes, please provide link and detail.**

The AI Implementation roadmap for 2022 - 2023
<https://www.mkm.ee/media/6491/download>

D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Other

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

*

- Yes
- No

62. **If yes, please provide link and detail.**

Approximately 1% of the national government expenditure. However, it depends what is considered to be dedicated budget for digital government development. This number could easily be many times bigger depending on the exact definition.

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** *

- Yes
- No

64. Please provide link and detail.

It is aligned with the national strategy Eesti 2035. Most of the digital agenda's goals are aligned with its two chapters "Economics and Climate" and "Governance". Main topics that are covered in the national strategy are proactive services, AI development, cybersecurity, connectivity.

Link: <https://valitsus.ee/en/estonia-2035-development-strategy/strategy/strategic-goals>

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

- Yes
- No

66. Please provide link and detail.

The goals that are mostly aligned with the digital agenda are:

GOAL 3: Good Health and Well-being: chapters about proactive services, AI-powered government, human-centric digital government

GOAL 4: Quality Education: chapter "empowering digital change in the public sector"

GOAL 8: Decent Work and Economic Growth chapters human-centric digital government , development of access networks

GOAL 10: Reduced Inequality: proactive services, development of access networks

GOAL 11: Sustainable Cities and Communities: developing 5G and 6G

GOAL 12: Responsible Consumption and Production chapter Green Digital Government

GOAL 13: Climate Action: chapter Green Digital Government

GOAL 16: Peace and Justice Strong Institutions: Chapters Data-driven governance and reuse of data and Targeted international cooperation, relevant national cyber security setup

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

Yes

No

68. Please provide link and detail.

The sub-national strategies are in development, but the national Agenda mentions supporting the development of a centre of IT competence for local governments and the implementation of the IT strategy at the level of local governments through it.

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.

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

*

Yes

No

70. Please provide link and detail.

The national strategy stands on 6 values. One on them is "We empower people by valuing every person and their contribution to co-creation". And the aim on this is the following: "Smart solutions make us even more connected and integrated, enable us to close gaps and support everyone in the required manner, where necessary. We contribute to the welfare of the state and the community; we are a society"

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 developing proactive government services is to increase inclusion and access for all. 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 socio-demographic position in the society. (Page 19 of the Digital Agenda 2030)

<https://www.mkm.ee/et/eesmargid-tegevused/infouhiskond/digihiskonna-arengukava-2030>

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

Yes

No

72. Please provide link and detail.

One goal under the agenda's chapter "Data-driven governance and reuse of data" is the following: We develop the competence and organisation of data governance and introduce best practices in all public sector institutions. We create and offer necessary tools, including for the adoption of linked data

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

Yes

No

74. Please provide link and detail.

One goal under the agenda's chapter "Future-proof digital government platforms" in the following: We implement and update the action plan concerning digital identity. Based on this, we continue to develop the national digital identity, its carriers, basic software and applications in order to move towards a convenient and secure manner of identification without using tools.

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

Yes

No

76. Please provide link and detail.

Not specifically because 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

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

One goal under the agenda's chapter "One goal under the agenda's chapter " is the following: When using public services, users are asked the same data only once, except if repeated data requests are reasonably justified.

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

One of the goals for the Data-driven governance and reuse of data section in the strategy is to have an updated and complete overview of data at the level of databases and datasets. Data can be linked to one another. The 'once-only' and data reuse principles are applied.

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. **Please provide link and detail.**

Estonia uses the inclusion-by-default approach; however, this is not specifically mentioned in the current strategy. The Digital Society 2030 Agenda tackles the challenge of developing digital skills across the society to ensure digital inclusion. It is pointed out that the need for the population to address the wider digital literacy continues. There is fewer and fewer need to "bring people online". Instead, it must be ensured that they have up-to-date skills to handle digital solutions usefully and safely. By 2030, everyone in Estonia should be regular internet users. This provides an opportunity to secure them with sufficient knowledge capacity, including a basic level of awareness, and to make better use of services provided by the digital state after next leaps of innovation. The current working version of the Digital Society 2030 Agenda is available at https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf

Additionally regarding gender equality and equal treatment, <https://www.sm.ee/en/gender-equality-and-equal-treatment> there is:

- Welfare development plan 2016 – 2023 available at https://www.sm.ee/sites/default/files/content-editors/eesmargid_ja_tegevused/welfare_development_plan_2016-2023.pdf
- Gender Equality Program 2019 – 2022 available in Estonian language at https://www.sm.ee/sites/default/files/lisa_4_soolise_vordoiguslikkuse_programm_2019-2022_0.pdf

83. **Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes

No

84. **Please provide link and detail.**

There is no need, as 99% on government services are already online.

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

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

he second chapter in the agenda is all about AI: "AI-powered government" . <https://www.mkm.ee/media/6970/download>

86. Robotics - please provide link and detail:

87. Blockchains - please provide link and detail:

Centrally provided basic IT services" has the following goal: Digital government infrastructure is compatible with EU and other international cross-border initiatives, e.g. the infrastructure for cloud and blockchain services. <https://www.mkm.ee/media/6970/download>

88. 5G - please provide link and detail:

The second sub-objective in the agenda is about connectivity and its chapter "Development of 5G and 6G core infrastructure " sets the goals for 5G development <https://www.mkm.ee/media/6970/download>

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

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

The very first chapter in the agenda is about proactive services: "witch to life and business event based and proactive services "
<https://www.mkm.ee/media/6970/download>

91. Others - please provide link and detail:

92. 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

93. Please provide link and detail.

It is aligned with the following EU strategies

Shaping Europe's digital future: https://ec.europa.eu/info/sites/info/files/communication-shaping-europes-63-Eesti-digiuhiskond-2030-digital-future-feb2020_en_3.pdf

A European strategy for data: https://ec.europa.eu/info/sites/info/files/communication-european-strategy-data19feb2020_en.pdf

Connectivity for a Competitive Digital Single Market - Towards a European Gigabit Society: <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX%3A52016DC0587>

EU Cyber Security strategy: <https://digital-strategy.ec.europa.eu/en/library/eus-cybersecurity-strategy-digitaldecade-0>

SME strategy:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52020DC0103>

EU digital education plan (2021–2027): <https://education.ec.europa.eu/focus-topics/digital-education/action-plan>

European skills agenda: <https://ec.europa.eu/social/main.jsp?catId=1223&langId=en>

Coordinated Plan on Artificial Intelligence

https://eur-lex.europa.eu/resource.html?uri=cellar:22ee84bb-fa04-11e8-a96d01aa75ed71a1.0009.01/DOC_1&format=DOC

Tallinn declaration: <https://digital-strategy.ec.europa.eu/en/news/ministerial-declaration-egovernmenttallinn-declaration>

Berlin declaration: <https://digital-strategy.ec.europa.eu/en/news/berlin-declaration-digital-society-and-valuebased-digital-government>

Europe's digital decade: https://ec.europa.eu/info/strategy/priorities-2019-2024/europe-fit-digitalage/europes-digital-decade-digital-targets-2030_et

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

Yes

No

95. Please provide link and detail.

Foresight analyses are carried out by The Foresight Centre, a think tank at the Riigikogu (Estonian Parliament) that analysis socio-economic trends and builds future scenarios. Their latest reports can be found at: <https://arenguseire.ee/en/raports/>

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

Yes

No

97. Please provide link and detail.

https://e-estonia.com/ai-govstack-testbed_eng/

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

99. **Please provide link and/or details.**

There are three metrics in measuring the success of the agenda: satisfaction with public digital services (objective for 2030 90%), availability of high-speed Internet objective for 2030 100%) and resilience and trustworthiness of cyberspace (objective for 2030 96%).

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

The Digital Society 2030 Agenda tackles the challenge of developing digital skills across the society to ensure digital inclusion. It is pointed out that the need for the population to address the wider digital literacy continues. There is fewer and fewer need to "bring people online". Instead, it must be ensured that they have up-to-date skills to handle digital solutions usefully and safely. By 2030, everyone in Estonia should be regular internet users. This provides an opportunity to secure them with sufficient knowledge capacity, including a basic level of awareness, and to make better use of services provided by the digital state after next leaps of innovation. The current working version of the Digital Society 2030 Agenda is available at https://mkm.ee/sites/default/files/eesti_digiuhiskond_2030.pdf

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Gender Equality Program 2019 – 2022 available in Estonian language at https://www.sm.ee/sites/default/files/lisa_4_soolise_vordoiguslikkuse_programm_2019-2022_0.pdf

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

Yes

No

103. If yes, please provide link and detail.

Yes, when the good practice of involvement 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>

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

Yes

No

105. If yes, please provide link and detail.

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

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

Yes

No

107. If yes, please provide link and detail.

Estonian female citizens aged 18 – 27 years old can join the voluntary Defence Force Service and there is a e-service developed for that available at a web portal <https://kra.ee/en/conscript-service/women-and-conscript-service/>

The live broadcasts of the Riigikogu sessions of the Estonian Parliament are with automatic subtitles. <https://www.riigikogu.ee/en/news-and-publications/multimedia/live-broadcast/>

The live broadcasts of the press conferences of the Government of the Republic of Estonia are with sign language translation and simultaneous translation into Russian. <https://www.youtube.com/@ValitsuseUudised/streams>

Some programs of the Estonian National Broadcasting Company have automatic subtitles. ETV2 channel has news in sign language every day. Audio subtitles are broadcast on the ETV and ETV2 channels for the blind. <https://info.err.ee/983356/vaegkuuljatele-ja-nagijatele>

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

The Unemployment Fund provides instructions in sign language <https://www.youtube.com/playlist?list=PLFWky0KrstpijTJl0At0mVrcejc-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>

Prototype of Estonian neural speech synthesis developed by the NLP research group at the University of Tartu. <https://neurokone.ee/#info>

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

Yes

No

109. 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>

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

Yes

No

111. 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.

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

Yes

No

113. 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/>

114. If yes, 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>

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

Yes

No

116. 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>

F. Usage, User Satisfaction and Evaluation

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

Yes

No

118. If yes, please provide link and detail.

<https://digiriik.eesti.ee/sites/default/files/2023-04/Otsesed%20avalikud%20teenused%202022%20veebi.xlsx>

119. Does the Government collect usage data with dis-aggregation by gender? *

Everyone has equal access to services and usage as well as giving feedback on satisfaction. It is not necessary do differentiate between sex, age, education, heritage, location etc.

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

Yes

No

121. If yes, please provide link and detail.

<https://digiriik.eesti.ee/sites/default/files/2023-04/Otsesed%20avalikud%20teenused%202022%20veebi.xlsx>

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

Everyone has equal access to services and usage as well as giving feedback on satisfaction. It is not necessary do differentiate between sex, age, education, heritage, location etc.

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]**

*

Estonia's membership in the UN bodies

Member of UNESCO Committee for the Second Protocol of the 1954 Hague Convention, 2019-2023
 Member of the UN Refugee Agency's Executive Committee (UNHCR ExCom) since 2007, membership termless
 UNICEF Executive Board 2024-2026 (elected April 2023, term upcoming)

Estonian experts in UN Expert Groups

Kersti Kaljulaid – Co-Chair High-Level Steering Group for Every Women Every Child (EWEC), 2018-
 Marina Kaljurand – Member of the UN Secretary-General's Advisory Board on Disarmament Matters, 2020-...
 Toomas Hendrik Ilves – Member of the Internet Governance Forum (IGF) Leadership Panel, 2022-2024
 Marianne Mikko – elected member of the Committee on the Elimination of All Forms of Discrimination against Women (CEDAW), 2023-2026
 Urmas Lee – member of the Permanent Court of Arbitration (PCA) Financial Committee, 2020-2023
 Andres Parmas – member of the Board of Directors of the ICC Trust Fund for Victims (TFV), 2022-2024
 Katariina Viik – member of the Group of Experts for the Third Cycle of the Regular Process for Global Reporting and Assessment of the State of the Marine Environment including socio-economic aspects (Regular Process), 2021-2025
 Marko Künnapu – Member of the Bureau of the Ad Hoc Committee to Elaborate a Comprehensive International Convention on Countering the Use of Information and Communications Technologies for Criminal Purposes, 2021-...
 Mari Amos – Vice-Chair of the Group of Governmental experts on torture-free trade, 2021-...

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] ***

Founding member of Digital Nations, Participant at Nordic Council of Ministers specific digital group called MR-DIGITAL, Member of European Union, Member of NATO, Member of OECD and participant at OECD e-Leaders, Member of NB8 as well as the Baltic Assembly

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW] ***

<https://e-estonia.com/>

126. **Consent to publish this Questionnaire**

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

Yes

No

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