E-government ecosystem

Hannes Astok

Executive Director
Senior Expert
E-Governance Academy

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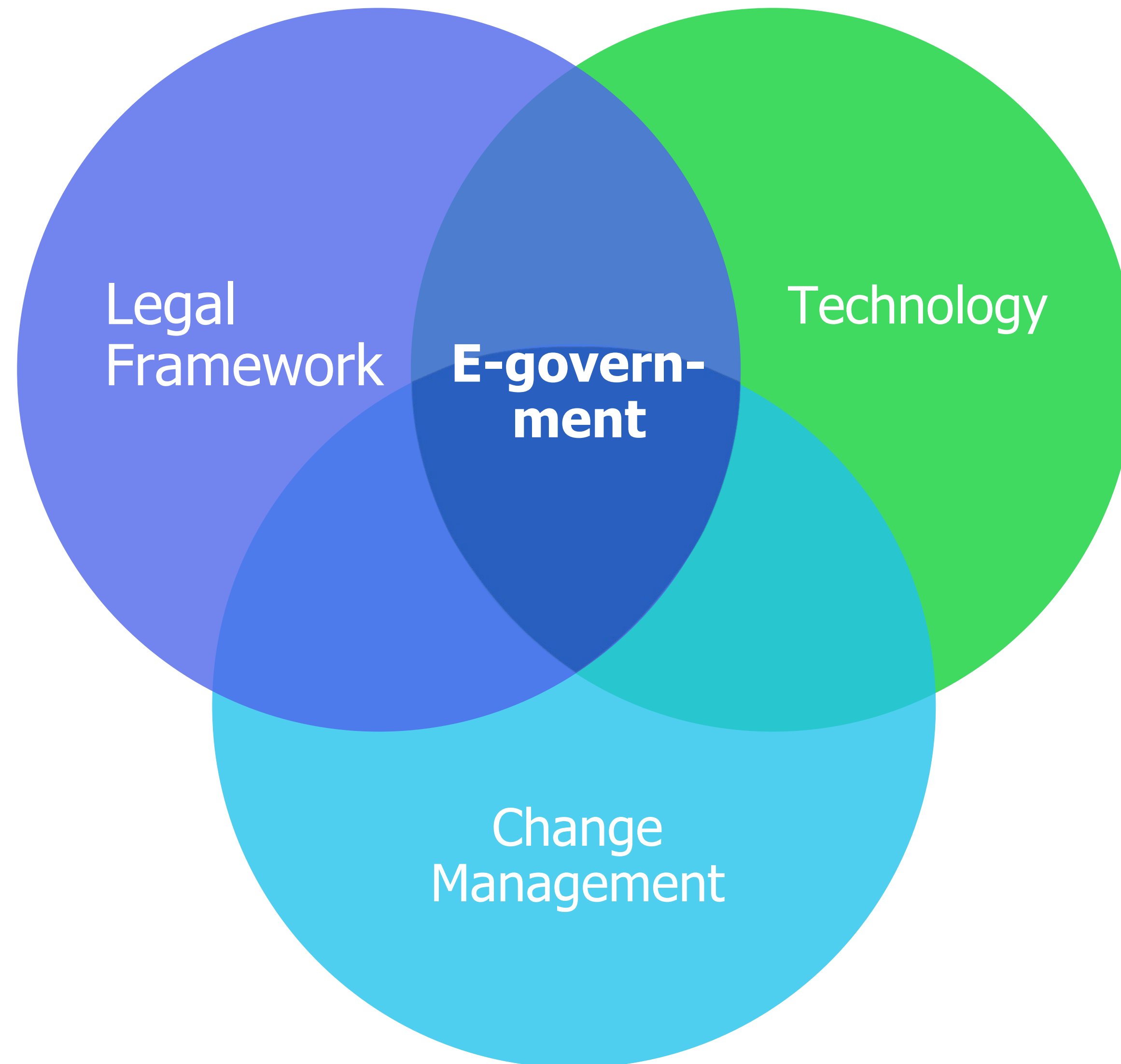**Balanced e-governance = combination of electronic services and participatory services**
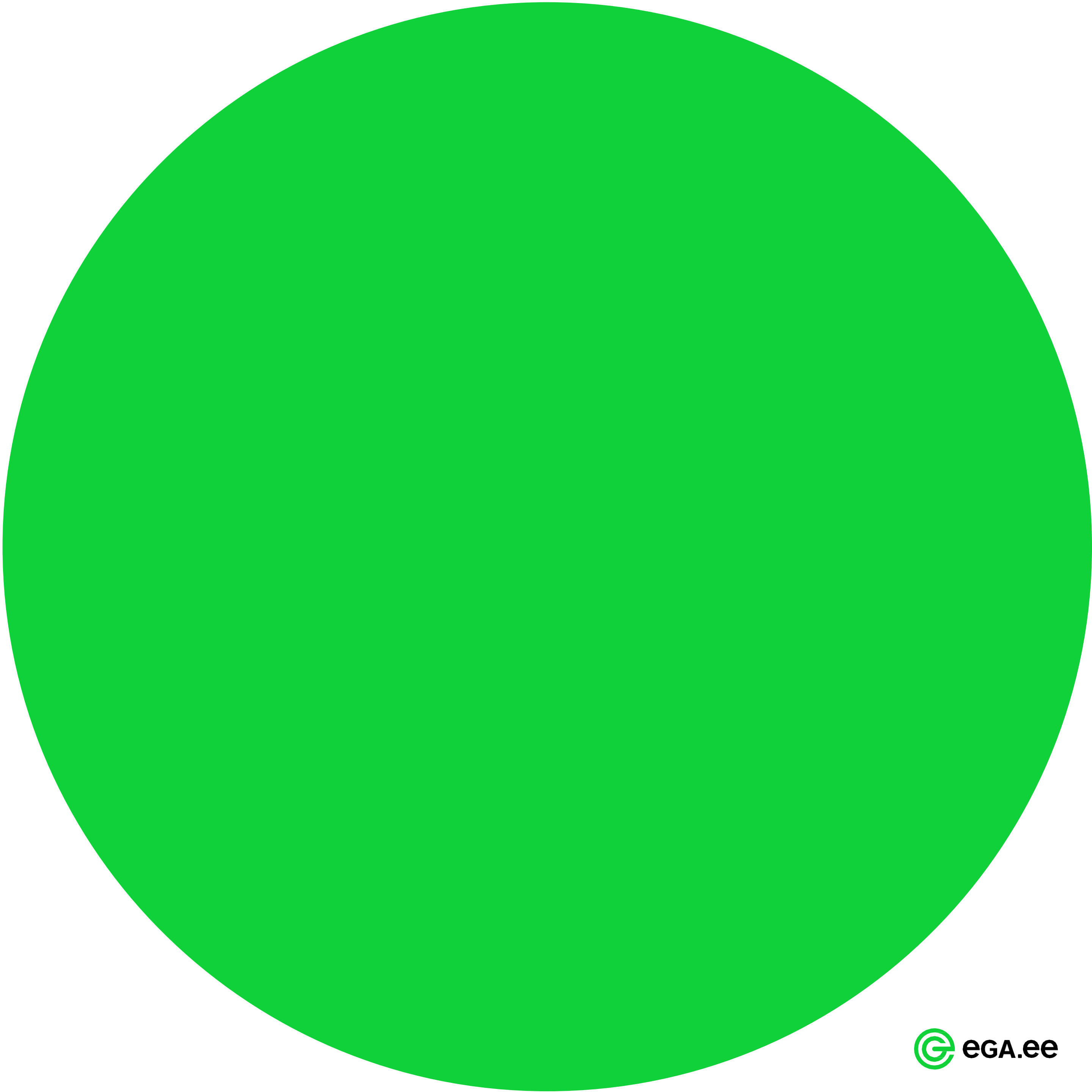

E-GOVERNMENT
E-services

E-DEMOCRACY
E-participation
Co creation

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Pillars of e-government

Legal Framework

Technology

E-govern-ment

Change Management

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E-government enablers

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Analog and digital enablers

Digital elements
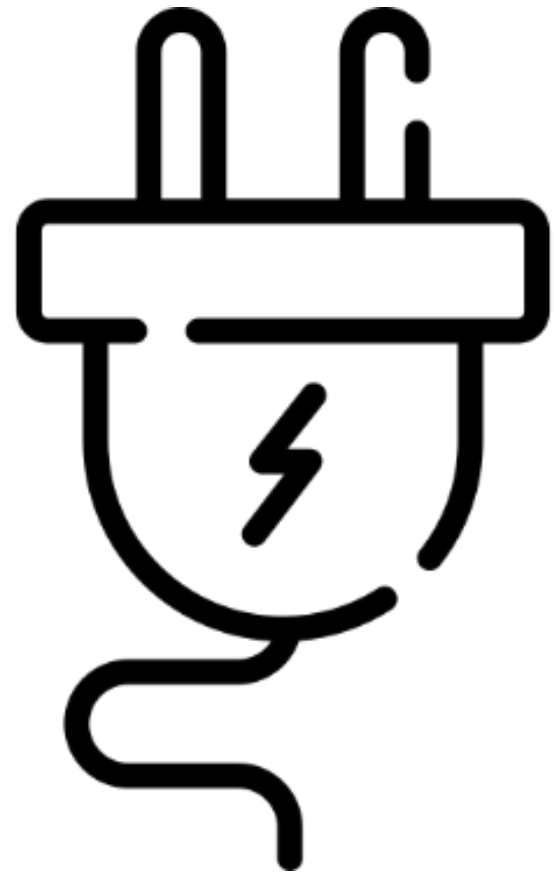
- Digital databases
- Interoperability
- Digital Identity
- Services portal and applications
- Cyber security
- Sectoral solutions

Analog elements

- Legislation & regulations
- Sustainable organization
- Fiscal framework
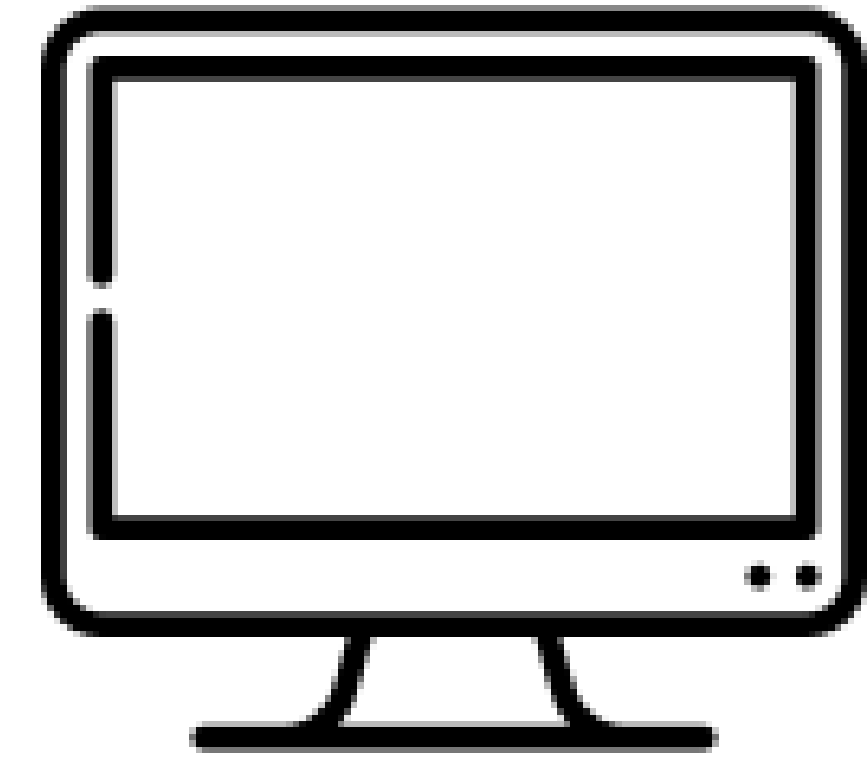- Change management
- Political will

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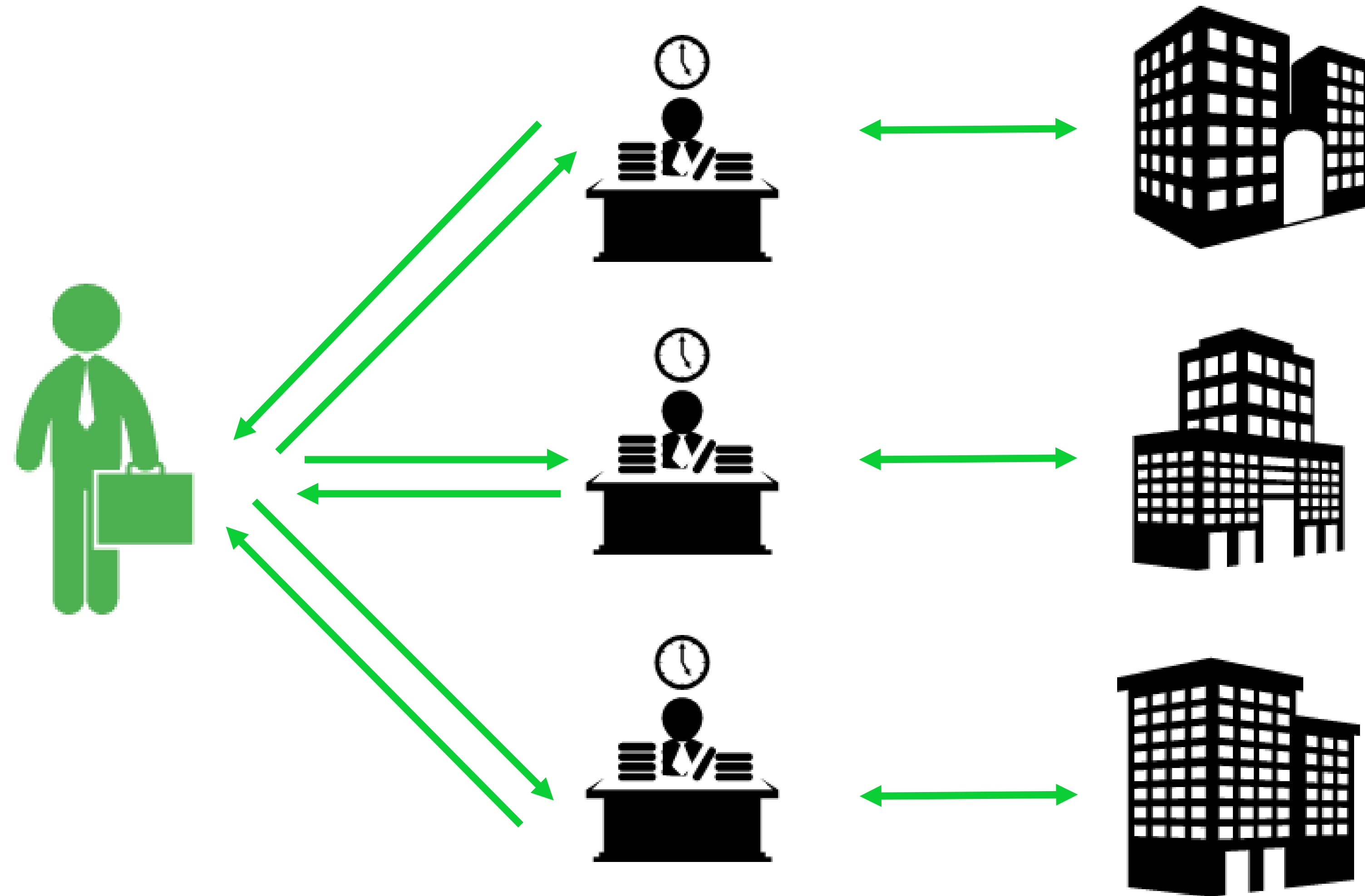
solutions
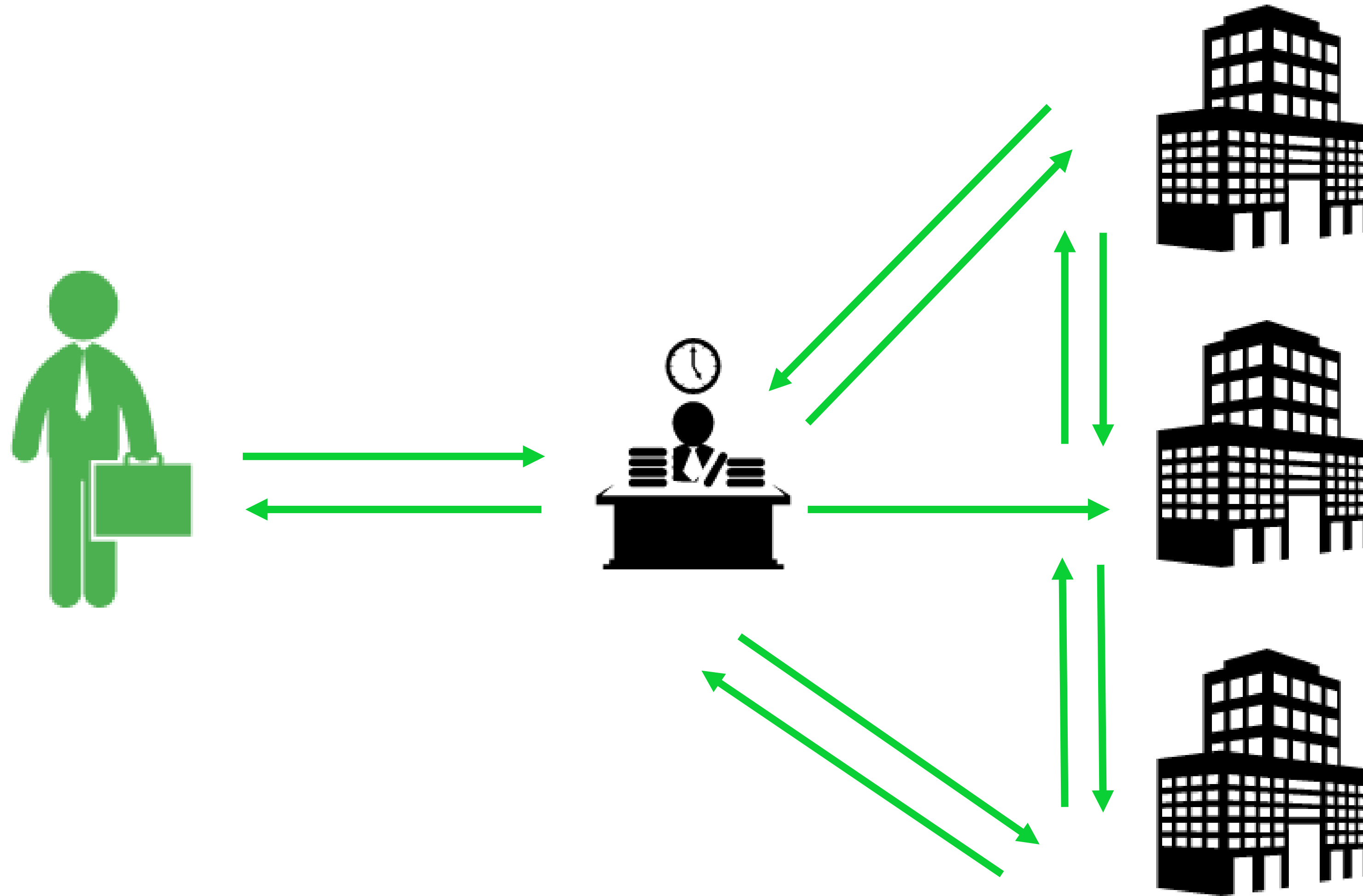
Availability of electricity

Internet access

Devices

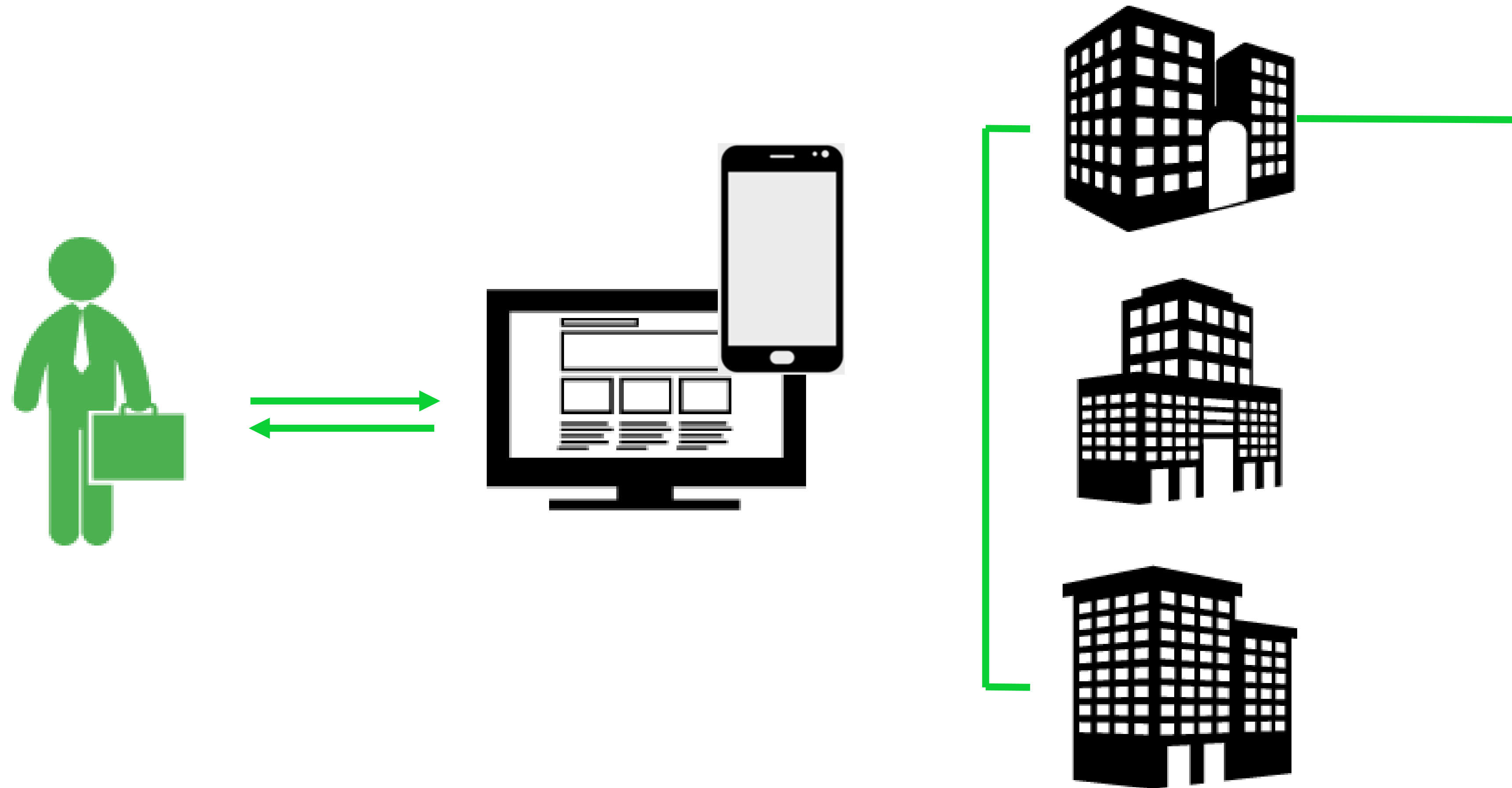eGA.ee

Where is the bottleneck?

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Traditional public service delivery

One-stop-shop

Self service

Self service enablers

Strong Digital Identity

Secure Data Exchange

Portal & Citizens Applications

Digital Data Accessible
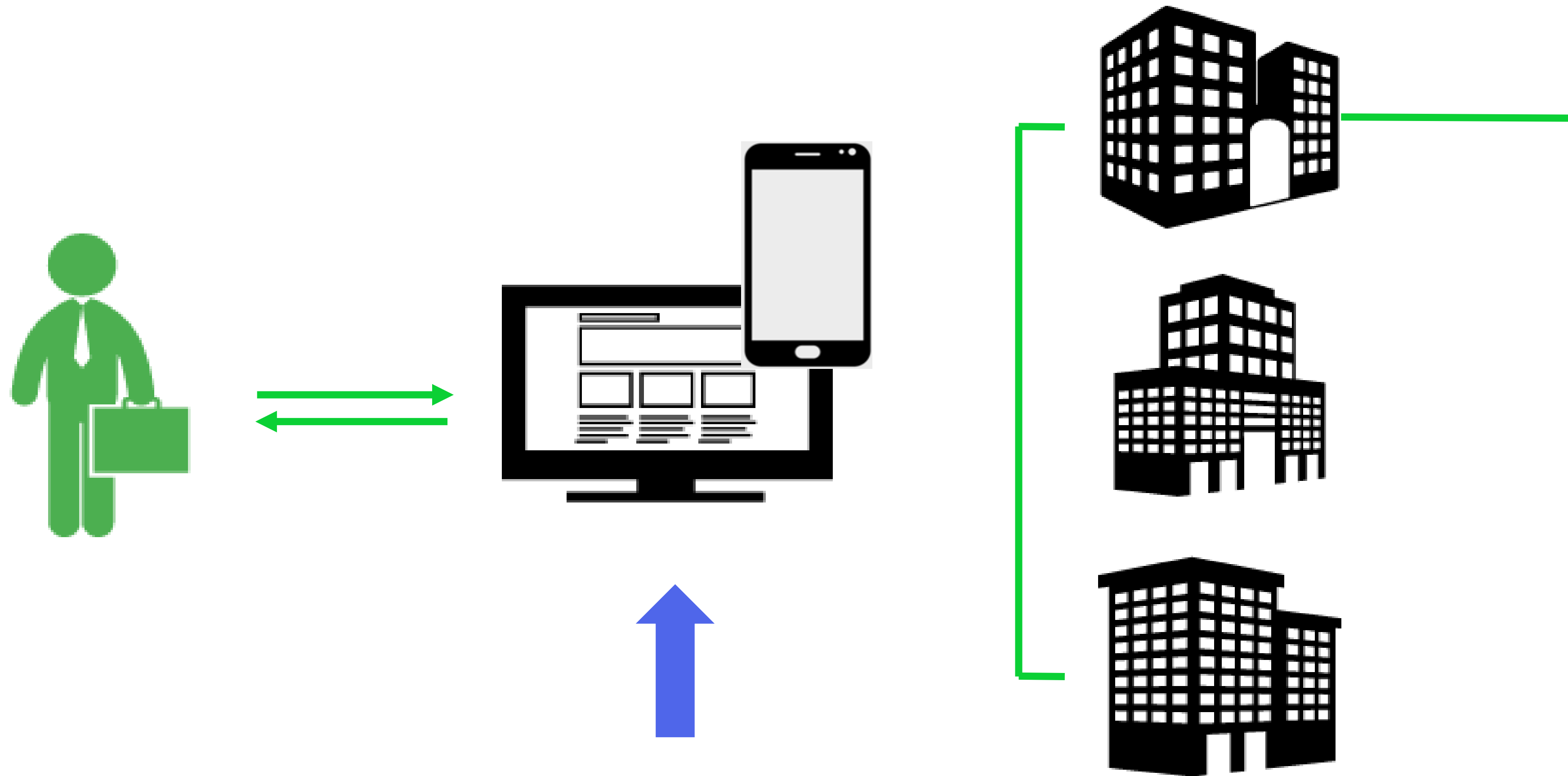
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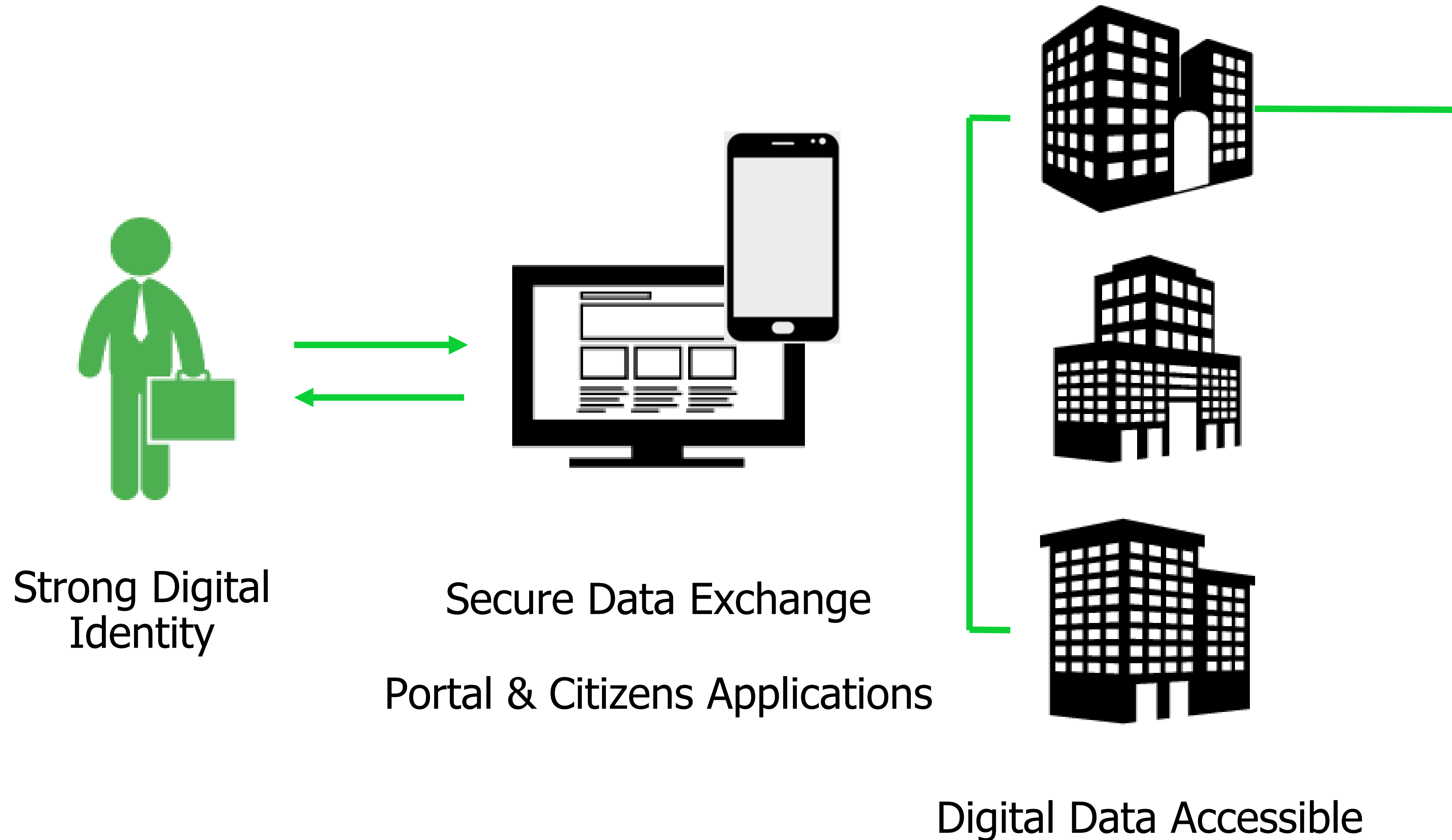
Digital services by service owners

Digital Services by
Ministries & Agencies & Municipalities

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Offline vs Online: Applying for certificate

Offline (h)	Activity	Online (h)
4	Travel to the government office	
0,5	Filling the application	0,5
3	Waiting in line to submit the application	
1	Submitting the application	
4	Travel back home	
4	Travel to the government office	
3	Waiting in line to pick-up the certificate	
0,5	Pick-up of the certificate	
4	Travel back home	
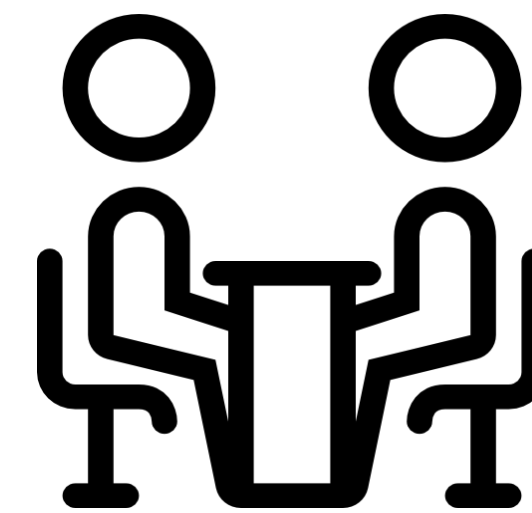
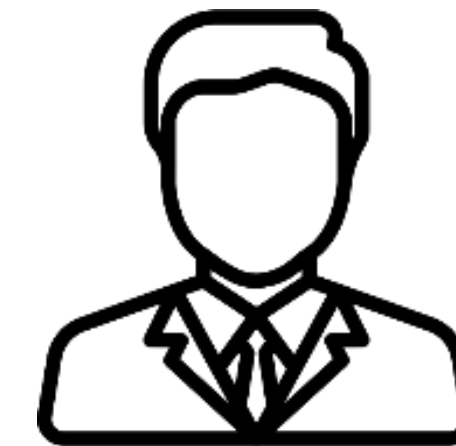**24 hours** VS **0,5 hours**

Total time difference 23,5 h

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Analog elements

- **Legislation & regulations**
- **Sustainable organization**
- **Fiscal framework**
- **Change management**
- **Political will**

Future of the online governance

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The future government

Proactive   **Online**   **24/7**   **Intuitive**

The e-governance is
comprehensive set
of organizational, regulative,technological
measures and changes,
not just computer software and hardware

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Thank you!

Hannes Astok
hannes.astok@ega.ee
+372 5091366
www.ega.ee

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