

An aerial photograph of a vast, misty forest landscape. A long, straight wooden boardwalk or path cuts through the dense forest, leading towards a body of water in the distance. A person is walking along the path, providing a sense of scale. The scene is bathed in soft, golden light, suggesting early morning or late afternoon. The mist hangs low over the water and the forest floor, creating a serene and atmospheric setting.

# auditing e-government projects

Experience of Estonian National Audit Office

# about the country

- + population: 1.3 million
- + area: 45,339 km<sup>2</sup>
- + currency: Euro
- + member of: EU, NATO, OECD, Digital Nations
- + ICT sector employees: 5,9% of workforce



# essential



- + citizen-centric
- + public-private partnership
- + internet access for everybody
- + all individuals own their personal data

# three pillars of e-governance

## Confidentiality

e-Identification:  
ID-card, mobile-ID  
Smart-ID, e-residency card

## Availability

X-Road®  
E-services

## Integrity

KSI blockchain  
Data Embassy

# electronic ID

- + electronic ID is compulsory
- + 64% use ID-card regularly
- + 19% people use mobile-ID
- + 44% use smart-ID
- + 89,000+ e-Residents



# e-residency

e-resident.gov.ee



- + first in the world
- + 160+ countries
- + 90,000+ e-residents to date
- + 21,000+ e-resident companies
- + 31m+ € taxes paid to Estonia

# Effectiveness of the e-Residency programme 2020

- + The revenue of the project
- + Weaknesses in control systems
- + No obligation for foreigners to contribute
- + Risk of reputational damage to Estonia
- + Available services
- + Low number of renewed digital IDs

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# x-road

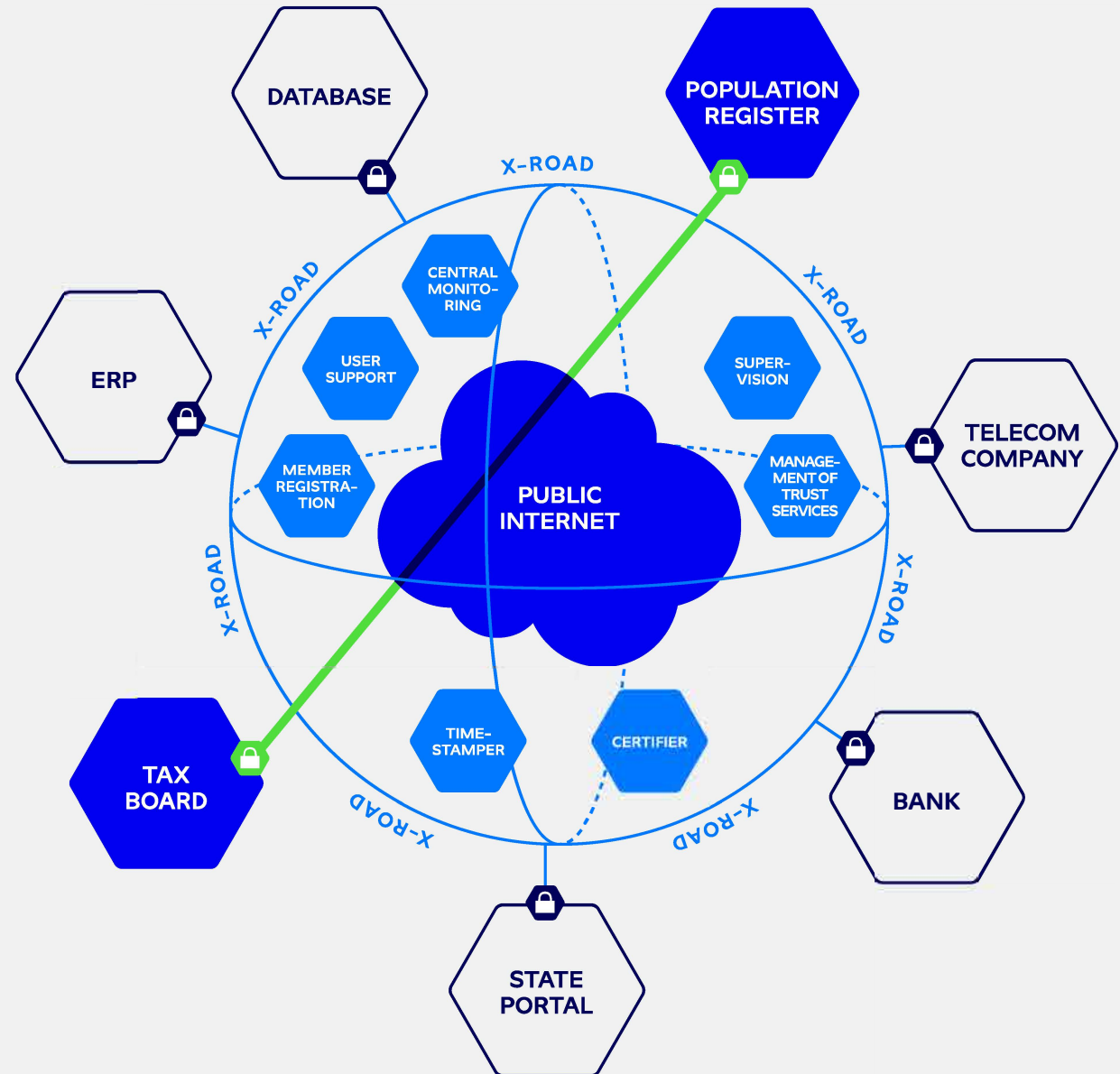
the busiest highway since 2001

**X-Road – secure and interoperable open-source data exchange platform**

- + operational in Azerbaijan, Argentina, Cambodia, Colombia, El Salvador, Estonia, Faroe Islands, Finland, Germany, Iceland, Japan, Kyrgyzstan, Vietnam

**X-tee – the Estonian X-Road ecosystem since 2001**

- + saving 3 million working hours annually
- + over 3,000 different services
- + over 2,5 billion transactions per year



# administration and reliability of X-Road 2021

- + Security essentially guaranteed
- + Clearer rules needed
- + Data service agreements
- + IT security of private sector institutions
- + Operational continuity

# digital government

fast decision making

- + digital-minded leadership
- + once-only principle
- + e-state - digital by default
- + 99% of services are online



# e-services

only getting married or divorced  
cannot be done online.

for now.

- + e-tax
- + i-voting
- + e-health



# digitalise everything

- + cut your own christmas tree
- + fishing and hunting licences
- + reporting a crime
- + cemetery Portal Haudi
- + vehicle history check
- + smart-road map

# Quality of Public Services 2007, 2010, 2018

- + Universal requirements for e-services
- + „The e-State Charter - Everyone's rights in e-state“
- + Updated requirements in 2018

# proactive government



starting a  
business



childbirth



buying  
a car



driving  
licence



start of  
school



unemployment  
& job search



marriage



divorce



disability



military  
service



change of  
residence



retirement



death  
(succession)



building  
houses



falling victim to  
an accident



falling victim to a  
crime

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# data embassy

digital continuity of Estonia as a state

- + first data embassy in Luxembourg
- + strategically important datasets
- + highest level of security
- + future: additional locations



# Ensuring the security and preservation of Estonian national databases of critical importance 2018

- + Some deficiencies of information security
- + No action plan or requirements
- + No additional information security rules
- + The implementation and audits of ISKE
- + Absence of some important information security measures

# Digital Agenda 2030

Estonia full of digital might

- + satisfaction with public digital services
- + super fast, trustworthy and affordable connectivity
- + secure and trustworthy cyber space



# future

seamless e-services available 24/7

- + proactive government
- + AI in government services
- + cross border digital governance
- + personalised medicine
- + digigate for Business & real-time economy
- + reduce footprint of ICT



# stronger together

Reports and summaries:

<https://www.riigikontroll.ee/>

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