

An inclusive Digital Society: „Next Generation Digital Services: e-Estonia“

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REPUBLIC OF ESTONIA
MINISTRY OF ECONOMIC AFFAIRS
AND COMMUNICATIONS



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16.12.2021

a modest country

extending beyond its borders

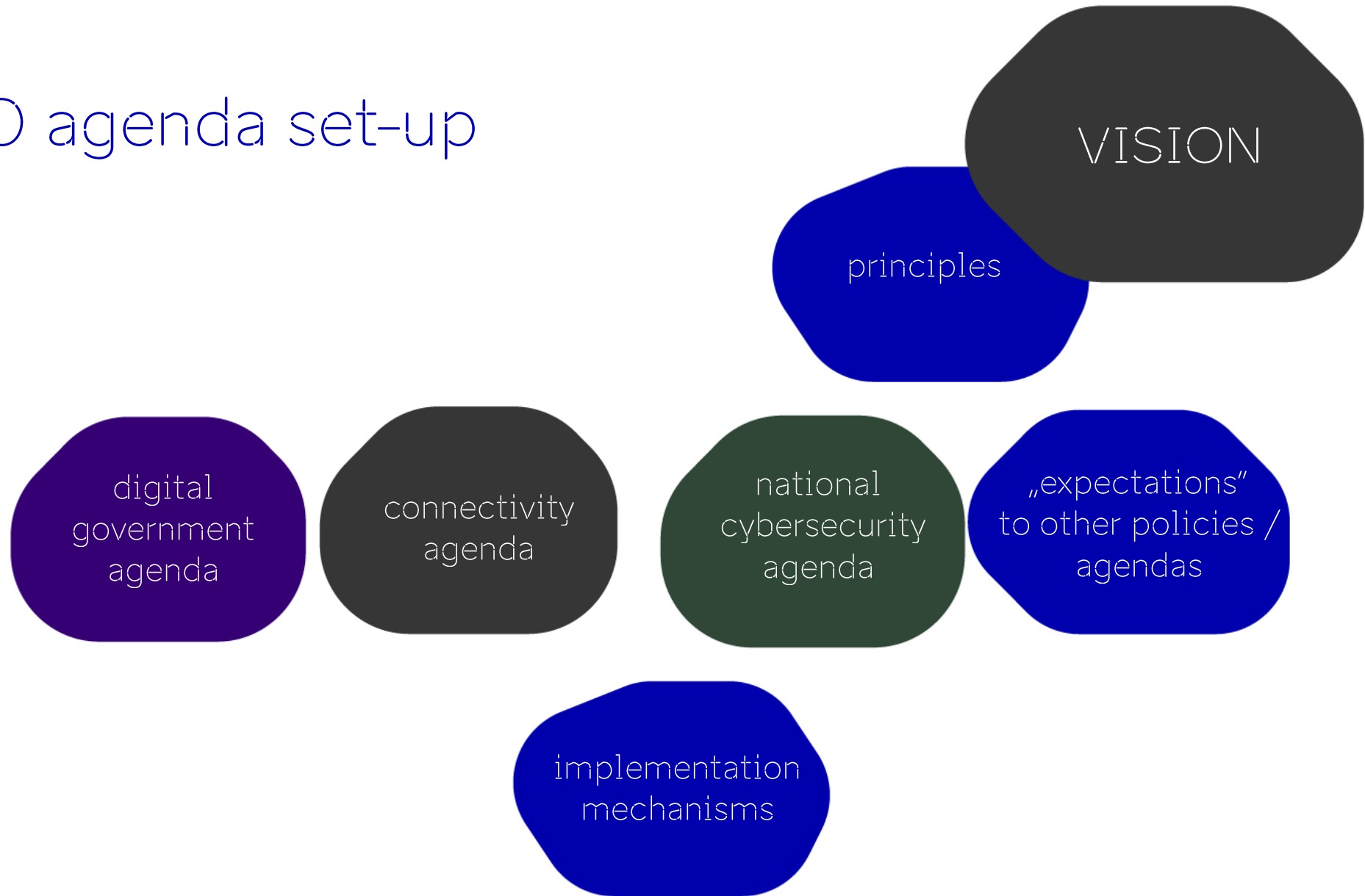
- +population: 1.3 million
- +area: 45,339 km²
- +currency: Euro
- +member of: EU, NATO, OECD,
Digital Nations
- +ICT sector employees: 5,9% of
workforce



3 Main topics:

1. Digital Agenda 2030
2. Life event and proactive services
3. Building an AI powered government - Bürokratt

2030 agenda set-up



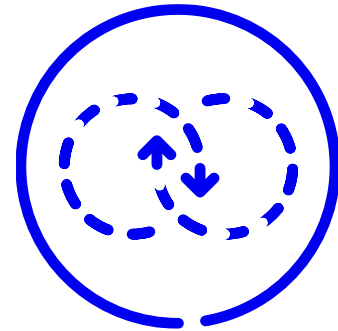
- #e-Estonia digital government agenda 2030

| OBJECTIVE | Best experience | | | |
|-------------|---|--|--|--------------------------------------|
| | | | | |
| | | | | |
| | | | | |
| LEAPs | Transition to event-based and proactive services | AI-powered government | Human-centric digital government | Green digital government |
| | Management and user-centricity of public services | Data-driven governance and reuse of data | Futureproof digital government platforms | Centrally provided basic IT services |
| | Systematic experimentation with new ways | Open innovation and development of govtech community | Empowering digital change in public sector | Targeted international cooperation |
| FOUNDATIONS | | | | |
| | | | | |

- KPIs 2030
- Satisfaction of individuals with public digital services: **69% -> 90%**
- Satisfaction of entrepreneurs with public digital services: **47% -> 90%**
- Availability of high-speed internet: **58% -> 100%**
- Security and trustworthiness of cyberspace: **96% =< 96%**



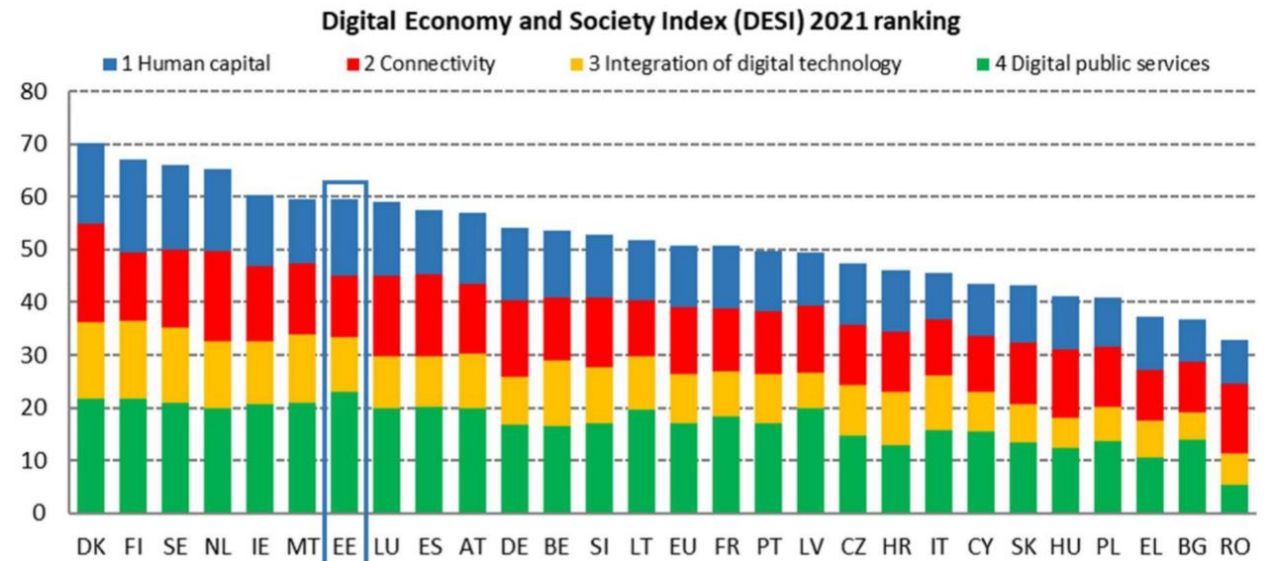
Life Event & Proactive Services in Estonia



Digital state EU ranking #7

Digital Economy and Society Index 2021

- (1) Digital public services
- (5) Human capital
- (9) Integration of digital technology
- (18) Connectivity



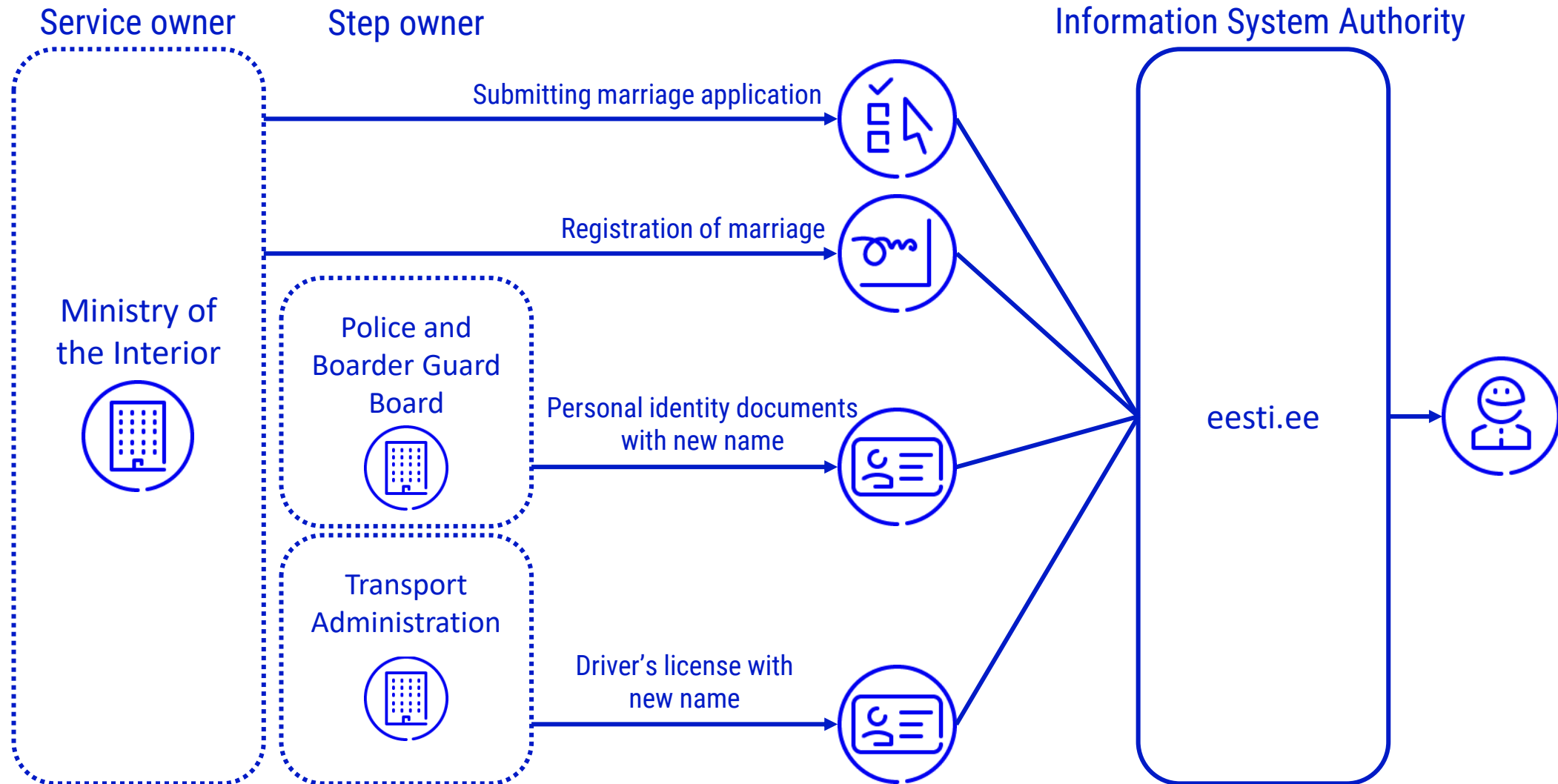
Life Event & Proactive Services

Life event services consolidate different public services provided by several institutions into **one service for the user**.

Proactive services are services provided **automatically** or with the **consent** of a person.



Governance model case – getting married



Iterate-iterate-iterate

Start with the MVP

Change management

Laiendan menüü

Avaleht

Minu kontaktandmed

Minuga seotud isikud

Suhtlus ja teavitused

RIIKLIKUD ELUSÜNDMUSED

Keel: EST

Minu roll: Sten Maasalu

Logi välja

Abiellumise protsessiga tutvumine

Abiellumisavalduse esitamine

Abielu registreerimine

Abielus olemine

Abiellumisavalduse esitamine

1

2

3

4

5

6

Avalduse avamine

Registreerimise planeerimine

Varasuhte valimine

Uue nime valimine

Uue nimega dokumentide tellimine

Maksmine

REGISTREERIMISE PLANEERIMINE

Abielu sõlmimise koht

☒ Maakonnakeskuse kohalikus omavalitsuses

50 €

☐ Notari juures

100 €

☐ Vaimuliku juures

50€

Pulmatseremoonia tellimine

☐ Jah (Sinuga võetakse ühendust)

Tseremoonia hind sõltub kohast, kellajast, valitud teenustest jne

☐ Ei

Sisesta asukoht

Kuu

2020

Kell

Jaanuar

Veebruar

Märts

Laiendan menüü

Avaleht

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Maksmine

UUE NIMEGA DOKUMENTIDE TELLIMINE JA NIMEVAHETUSE TEAVITAMINE

Uue nimevalikuga saad nüüd endale tellida uued dokumendid.

Riiklikud dokumendid

1) Dokumentide valimine

☐ Valin kõik

100 €

☒ ID-kaart

25 €

☐ Pass

25 €

☐ Juhiluba

25 €

☐ Sõiduki dokumendid

25 €

2) Dokumendi pildi lisamine

Vali pilt

3) Uue allkirja lisamine

Lisan allkirja

Dokumendid saad kätte registreerimisel.

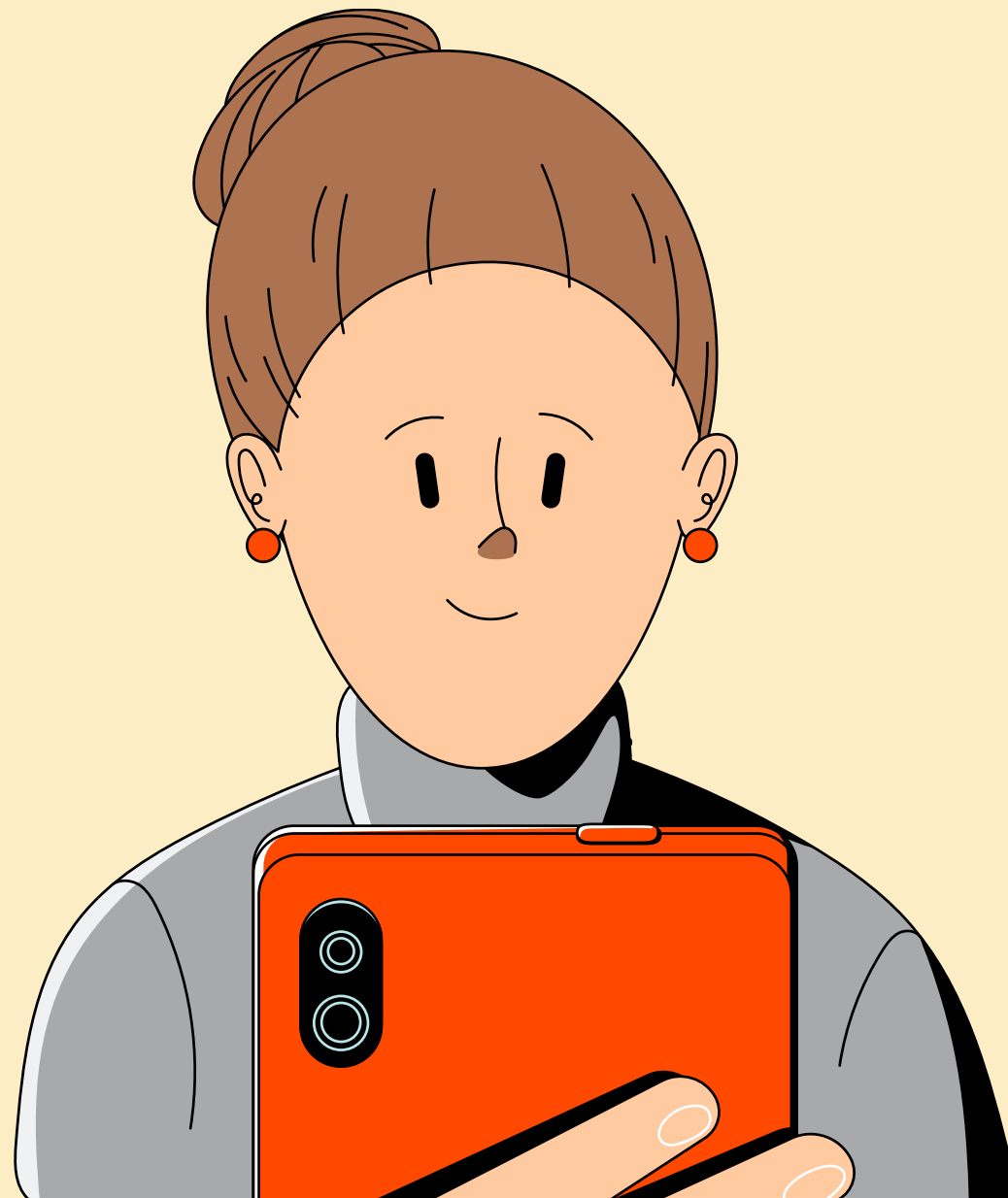
Bürokratt: overview and roadmap for 2021-2022



Pille is enjoying her morning coffee when her smartphone awakens. The virtual assistant Hedgehog that came along with the phone's software, says in clear Estonian language:

"Good morning, Pille!
You have 10 new
messages."

Bürokratt vision paper



#bürokratt in a nutshell

#bürokratt is the vision of how digital public services should work in the age of artificial intelligence (AI)

All government services and information available via virtual assistants:

- by voice
- in Estonian language (+ more)
- in any most common device
- proactively



What is Bürokratt?

Bürokratt is an interoperable network of AI applications, which enable citizens to use public services in the most efficient way without any loss of time.

- + all information in one place
- + reliable and secure
- + works 24/7
- + channel and device agnostic (chat, sms, e-mail, phone, voice assistant)
- + open-source and free



lessons learned

be bold^{est}

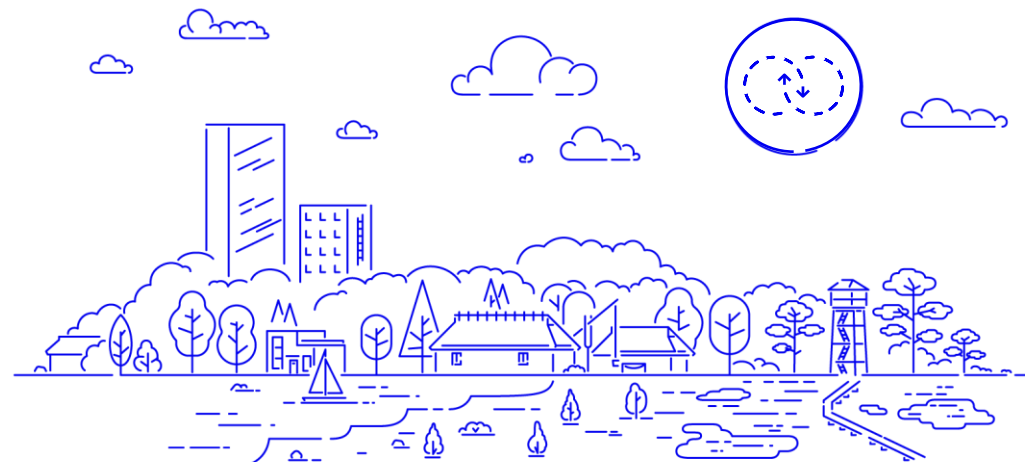
- + digital-minded leadership
- + keep it short and simple
- + transparency works
- + shared platforms are quicker
- + service design matters
- + public-private partnership

Thank You!

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