

Ministry of Environmental  
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# General overview of situation in Digital Latvia

**Edmunds Beļskis**  
Deputy State Secretary  
21/03/2017, Riga

SKILLS+ Third Capacity Building Seminar  
« *Supporting change management in companies* »



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# Facts about Digital Latvia



## Fast and accessible internet

- 6th the fastest internet in the world
- 4th lower priced high-speed internet in the EU
- Wide covering of free WiFi network



## Active users of e-opportunities

- 75% use internet at least once a week
- 5th place in the EU – news reading
- 6th place in the EU – internet banking users (81%)



## Digital access right

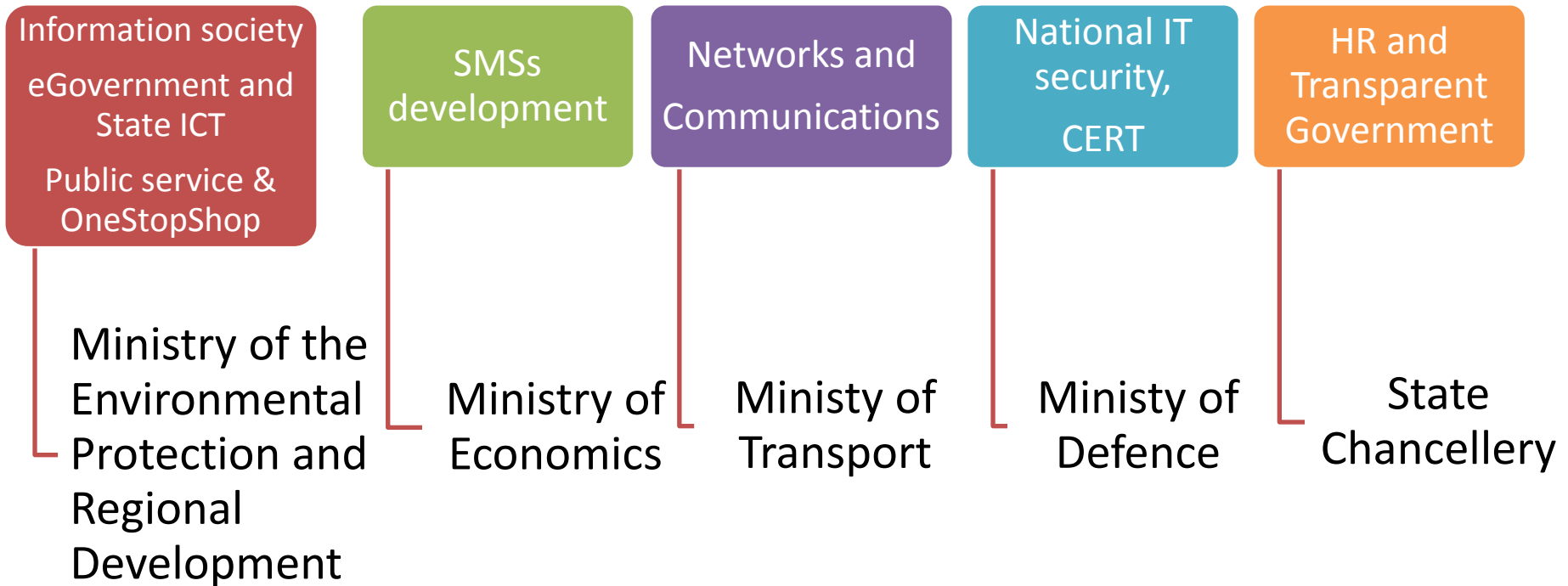
- State, municipa and public utility services





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# Responsible authorities for e-governance of SMEs development





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# National SMEs facilitating policy framework

## Ministry of Environmental Protection and Regional Development

- Information society development guidelines 2014-2020

## Ministry of Transport

- Concept for the development of the next generation broadband electronic communications network

## Ministry of Economics

- Guidelines on national industrial policy of Latvia;
- Annual business environment development action plan

## Ministry of Defence

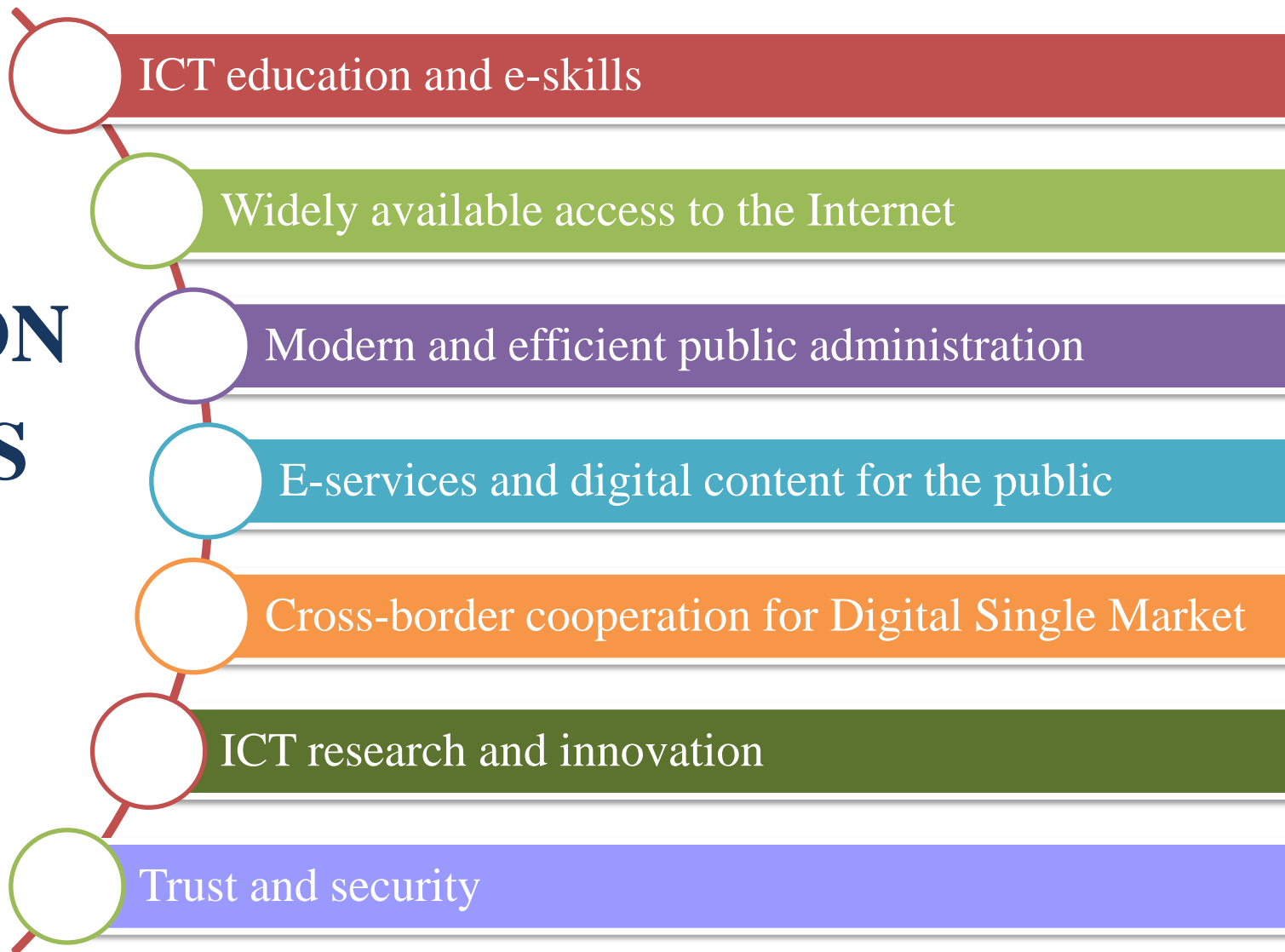
- Cyber Security Strategy of Latvia 2014 - 2018



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# The Information Society Guidelines 2014 - 2020

## ACTION LINES





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# Key principles for e-government development

## Open Data for growth



Open Data  
Open  
Interfaces

## Rational ICT management



Re-use  
Sharing  
Sustainability

## Effective processes



Process analysis  
and improvement  
Coordination  
Data quality

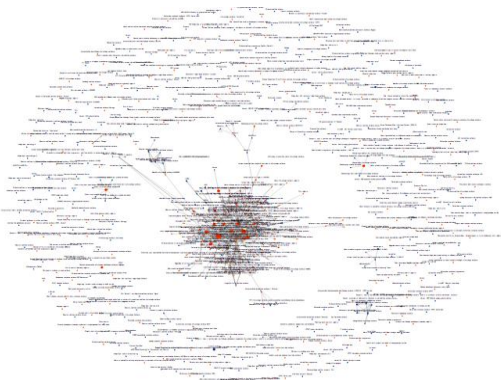
## E-Government Quality



Usability  
Accessibility  
Security  
Quality  
control



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# Policy implementation instruments

ICT architecture and state information system  
integration

E-service development, State portal [www.Latvia.lv](http://www.Latvia.lv)

**Latvija.lv**



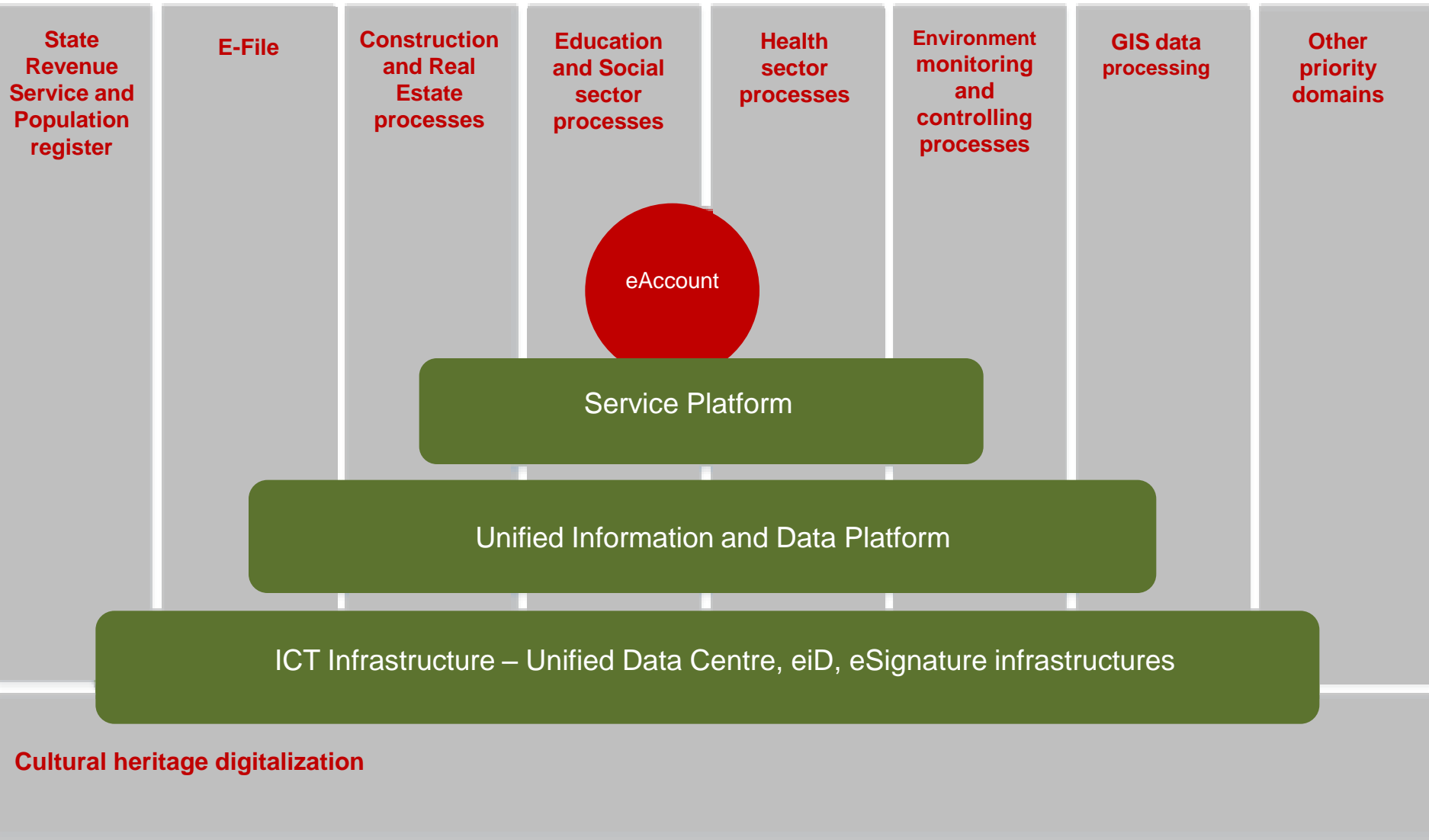
Valsts un pašvaldības vienotais  
klientu apkalpošanas centrs

Digital skills development

Network of State and Municipal Unified Customer  
Service Centres

# ICT architecture, IS integration

~130 millions for ICT development



State Revenue Service and Population register

E-File

Construction and Real Estate processes

Education and Social sector processes

Health sector processes

Environment monitoring and controlling processes

GIS data processing

Other priority domains

eAccount

Service Platform

Unified Information and Data Platform

ICT Infrastructure – Unified Data Centre, eiD, eSignature infrastructures

Cultural heritage digitalization





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# E-service development. State portal

# Latvija.lv



E-services  
Latvija.lv  
**20 institutions**  
**125 e-services**



Authentication  
module\*  
**41 institution**  
**portals**



Payments  
module\*  
**15 institution**  
**portals**



**Citizens eAccount**  
**(eAddress)**  
*(Implementation in progress)*

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**~ € 0,5 millions / per institution -**  
if payments and authentication developed by each institution



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# Government services – digital by default (1)



- **Digital Tax and Customs procedures**

- Tax declaration in 5 minutes
- Verify tax paid by your employer
- Property tax, customs fees, etc



- **100% digital tax administration**



- **Register your business via internet**



- **Apply for most of social benefits via internet**

- Family, child birth, unemployment, disability, etc.



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## Government services – digital by default (2)



- **Car owners**

- Verify vehicle data, apply for driving exams, pay fines, initiate change of vehicle owner



- **Apply to one of 11 universities digitally**



- **Cultural heritage collections**

- 900'000 museum items; books, newspapers, maps, etc.



- **eDemocracy**

- Initiation of legislation initiatives
- Online streaming of Government and Parliament sittings



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Unified and coordinated

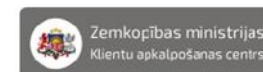
Public and private cooperation

30+ institutions involved

## Results (example)

+9% preference for e-services  
12'000 consultations on eservices-

# Digital skills. eService Awareness campaign



## Next activities

**Promote digital media** creating solutions and their benefits, as well as inform the public about the state of e-opportunities;

**The training of public** administration employees, so that they provide the public with advice on aspects of the use of the digital environment;

**Develop training materials** and programs for e-management tools, and to develop information materials.



Investment ~2 millions EUR



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# Network of State and Municipal Unified Customer Service Centres

**Easy  
access of  
services  
and  
e-services**





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Website  
Roadshows  
Award

# Latvia's e-index Motivation program for institutions

The e-index of municipalities  
covers four groups of items



The e-index of state institutions  
covers five groups of items







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# Support initiatives for SMEs

Digital skills for the  
labour force

Digital skills for ICT  
professionals

Digital skills in  
education

Digital skills for all

eSkills  
Memorandum

EU Information  
Campaign  
"eSkills Week"

High-level political  
discussions

Security issues for  
main public,  
including SMEs

Information and  
events for  
entrepreneurs

Information and  
activities for young  
people, teachers

Information on e-  
services for citizens



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# Support programs co-financed from EU funds 2014.-2020

195,5  
MEUR

SUPPORT FOR  
INNOVATION  
DEVELOPMENT

288,6  
MEUR

COMPETITIVENESS  
OF SME'S

MEUR	SUPPORT PROGRAM	SUPPORT AVAILABLE
64,3	Competence Centers (including purchase of research and innovite equipment)	8 Competence Centers  constantly
40,6	Technology Transfer System, Innovation Vouchers, Recruitment of highly skilled Staff	LIAA  constantly
60	Implementation of new products into production	CFCA  Selection completed
5,7	Innovation Motivation Program	LIAA  constantly
24,9	Support for training of employees	10 Industrial Associations, LIAA, LIKTA, LCCI  constantly

MEUR	SUPPORT PROGRAM	SUPPORT AVAILABLE
15	Guarantees	Altum  constantly
66	Loans	Altum  constantly
25,7	Business Incubators	15 Business Incubators  constantly
60	Venture Capital	Altum  constantly
6,2	Clusters	Clusters  Selection completed
60,9	International Competitiveness	LIAA  constantly
24,8	Guarantees	CFLA  Selection completed
15	Development of Industrial Territories	Altum  constantly





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# Support initiatives for SMEs

## Innovation motivation programme

**Objective:** to increase awareness and encourage society in particular young people to become entrepreneurs and to engage in the innovation activity

**Target group:** potential entrepreneurs, self-employed persons, entrepreneurs (society)



firmas noslēpums

DEMOLA  
LATVIA

**Practical seminars**



Forums and conferences

**Networking**

## Support for Training of Employees

*Project «Support for small and micro ICT skills development and implementation»*

**Training on 3 ICT building blocks:**

1. Digital technology (cloud computing, online cooperation, infrastructure and security)
2. Business processes digitization (business, financial management, marketing and document management tools)
3. Digital tools for manufacturing and service development (digital design tools, customer relationship management and communication tools, production and process management tools and digital programmes)



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# Support initiatives for SMEs



## Business incubators

**Objective:** to promote creation of new, viable and competitive businesses in the Latvian regions by providing them with the necessary business environment, advisory services and access to finance

**Target group:** potential entrepreneurs, micro, small, medium enterprises

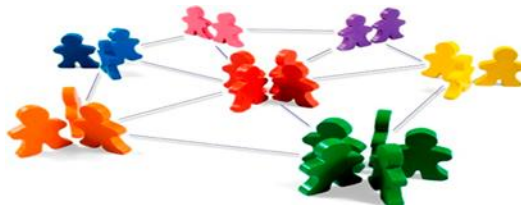
- **15 business incubators developed**

## Clusters

**Objective:** Support for increasing of export and turnover of particular industry with the aim to promote specialisation and cooperation in development of new products or development of value chain (inter-industry cooperation)

**Target group:** micro, small, medium enterprises

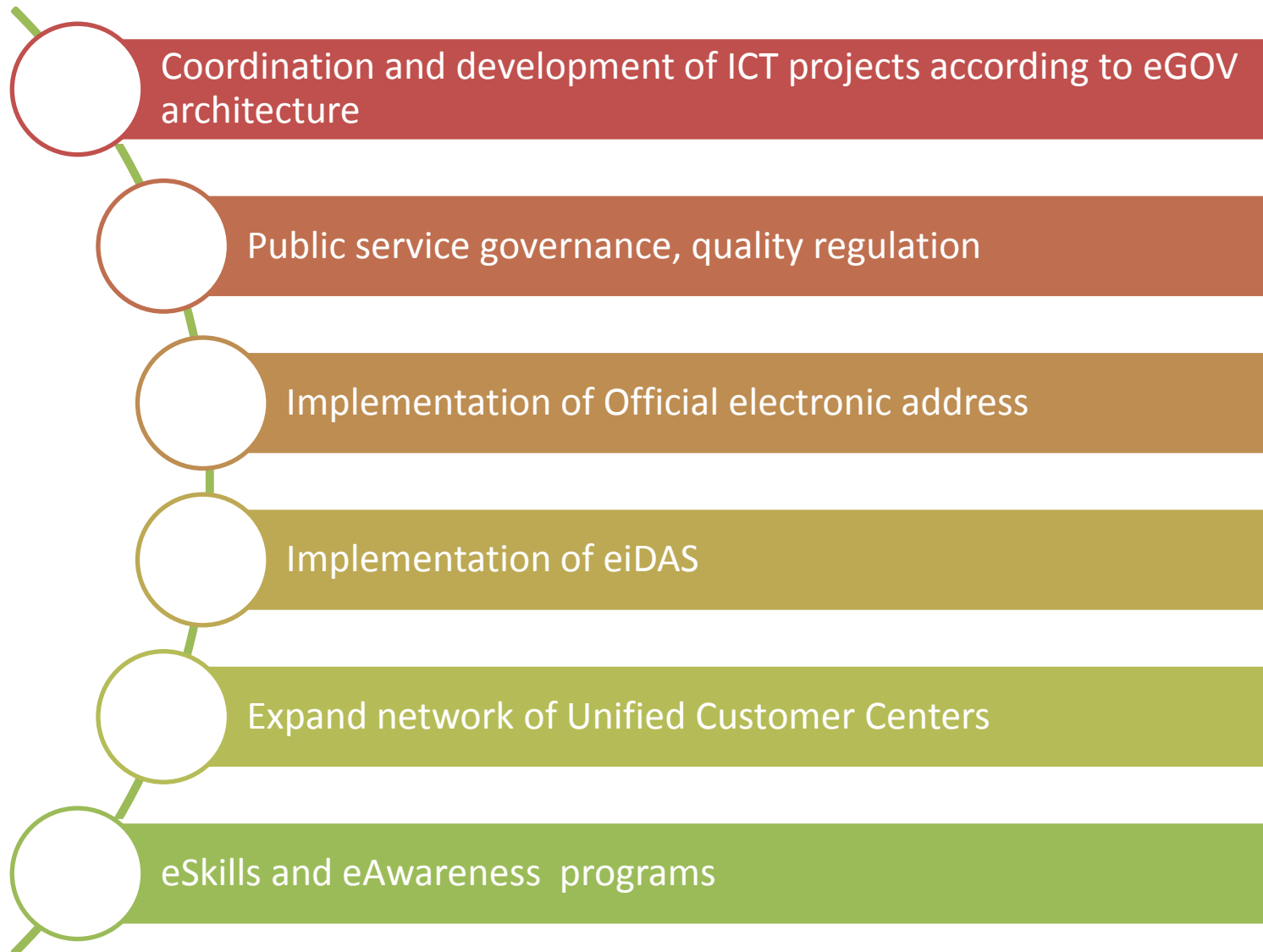
- **14 clusters developed (including IT Cluster)**

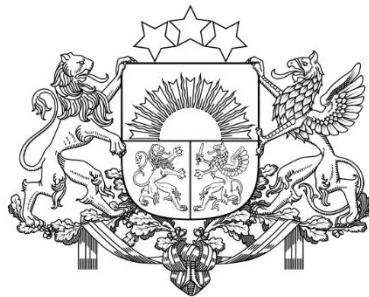


# Next steps



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**Thank you!**

Edmunds Beļskis  
[edmunds.belskis@varam.gov.lv](mailto:edmunds.belskis@varam.gov.lv)