

Estonian
Information System's
Authority

Status of e-services development in Estonia

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State portal eesti.ee statistics*

- 8.8 million visits
- 2.1 million logins
- 2.2 million use of e-services
- 370 000 unique persons
- 68% of population knows state portal
- 52% of population uses state portal
- Satifation: 67% (overall 77% with e-services)

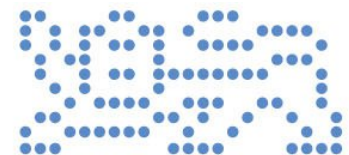
* Data of 2011



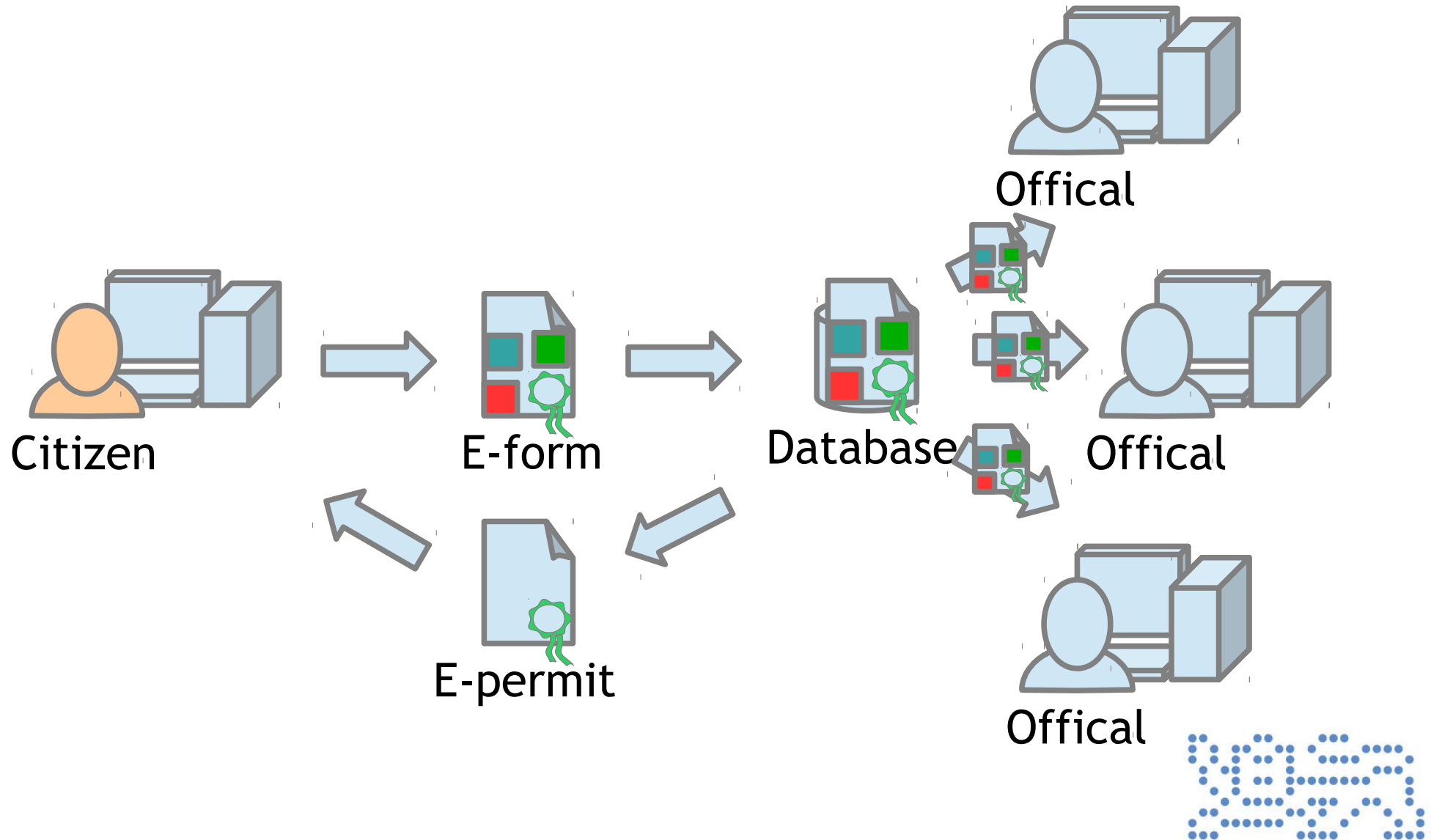
E-services usage in State portal

2.2 million use of services:

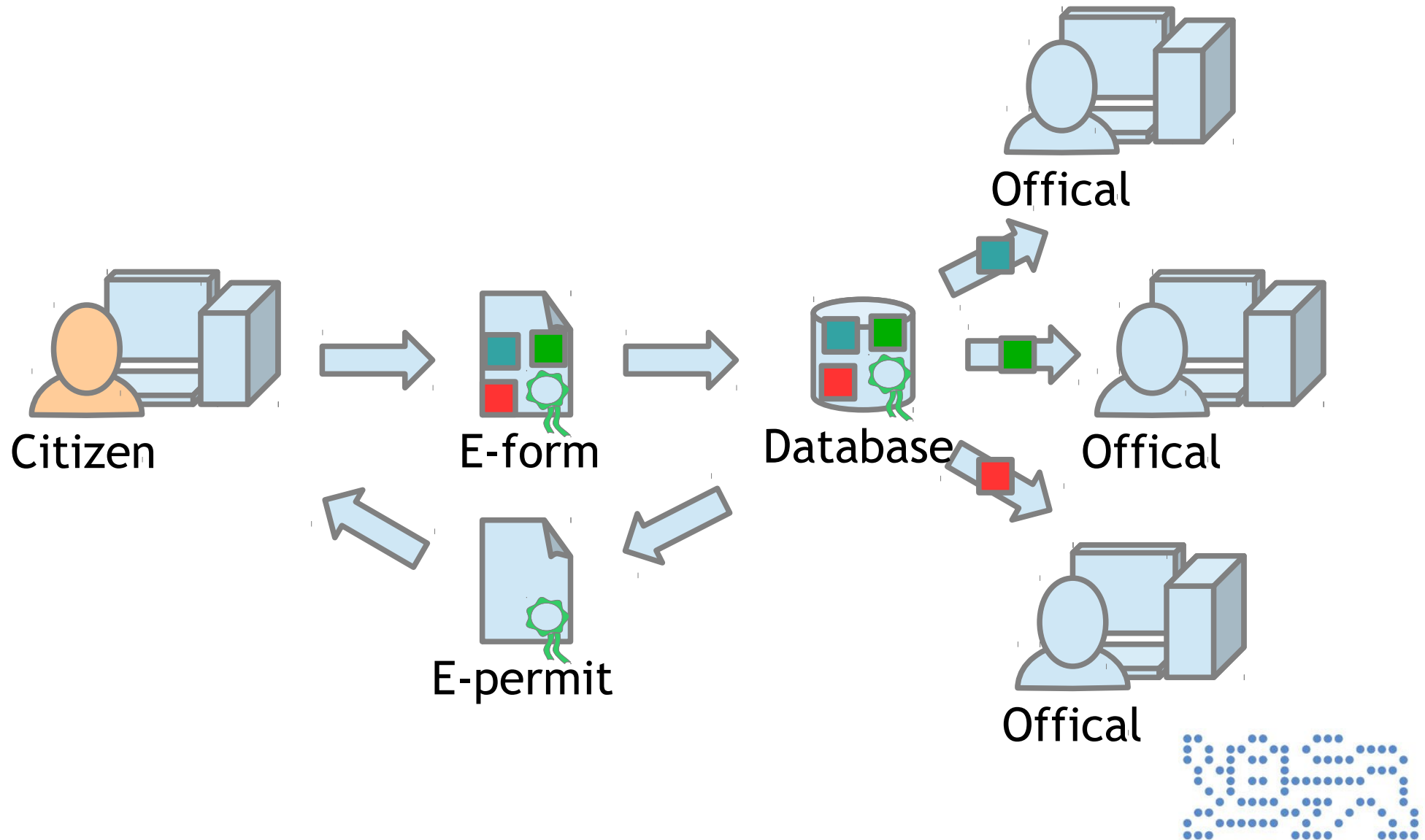
- Health - 600 000
- Education - 460 000
- Social benefits - 330 000
- Money & property - 120 000
- State & citizen - 110 000
- State exams - 90 000
- ...



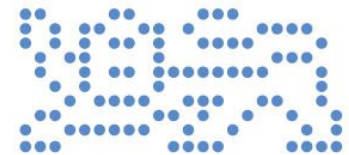
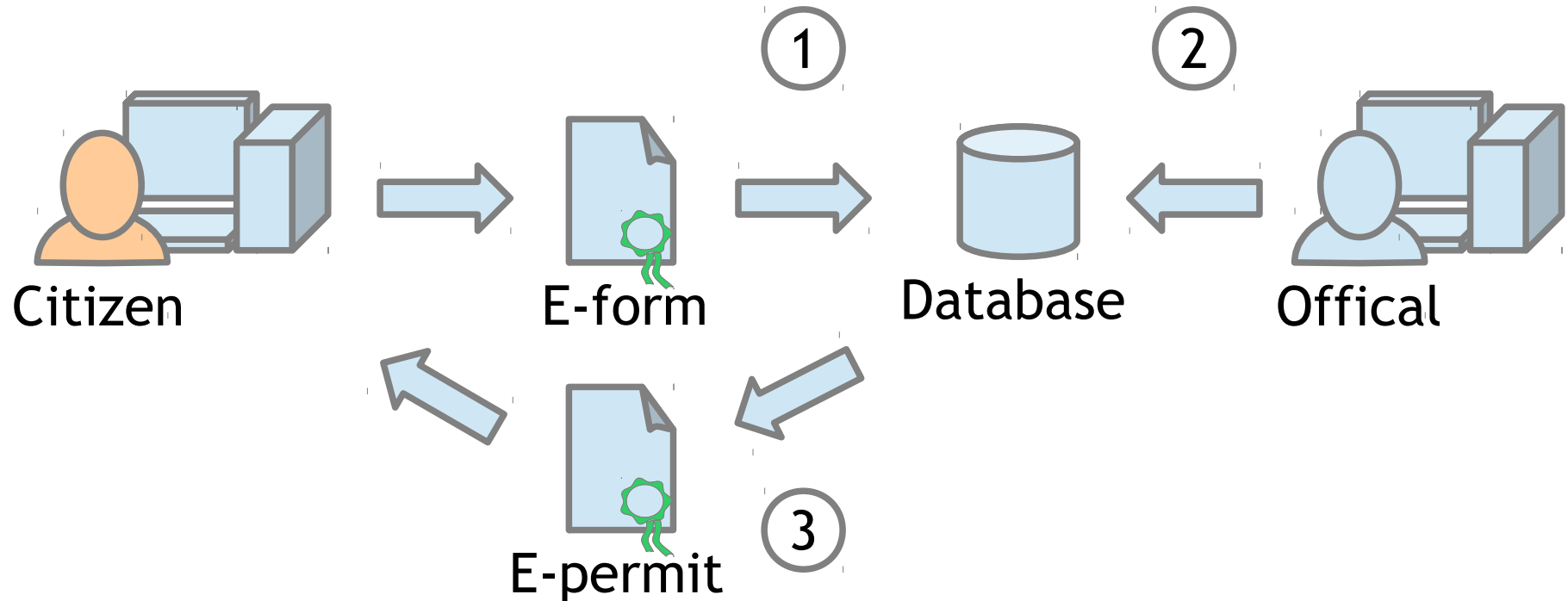
Today: e-forms



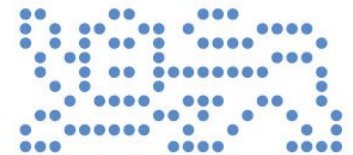
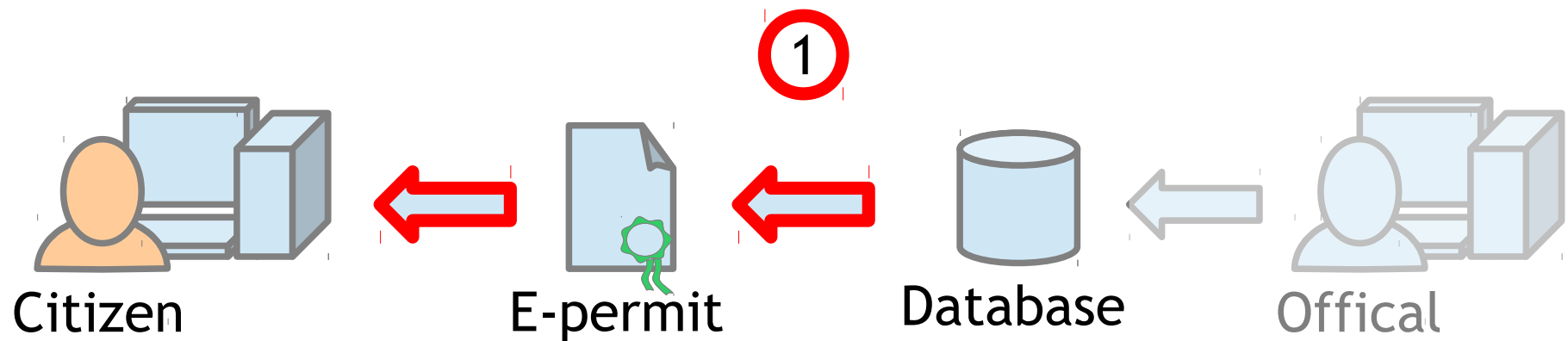
Tommorrow: transactions



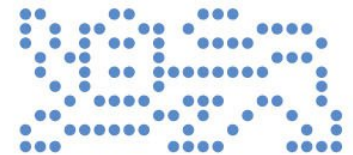
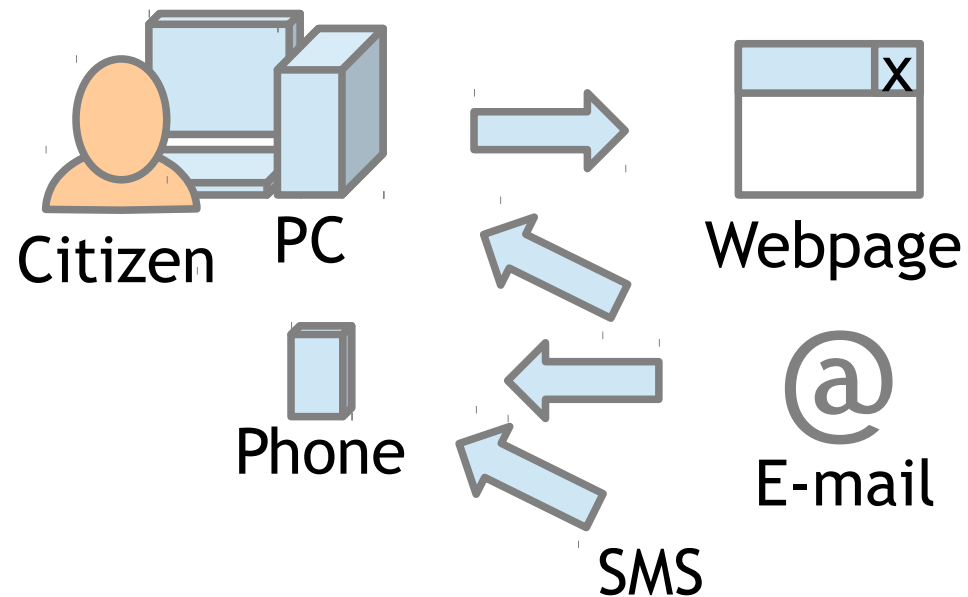
Today: citizen starts the process



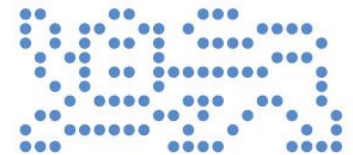
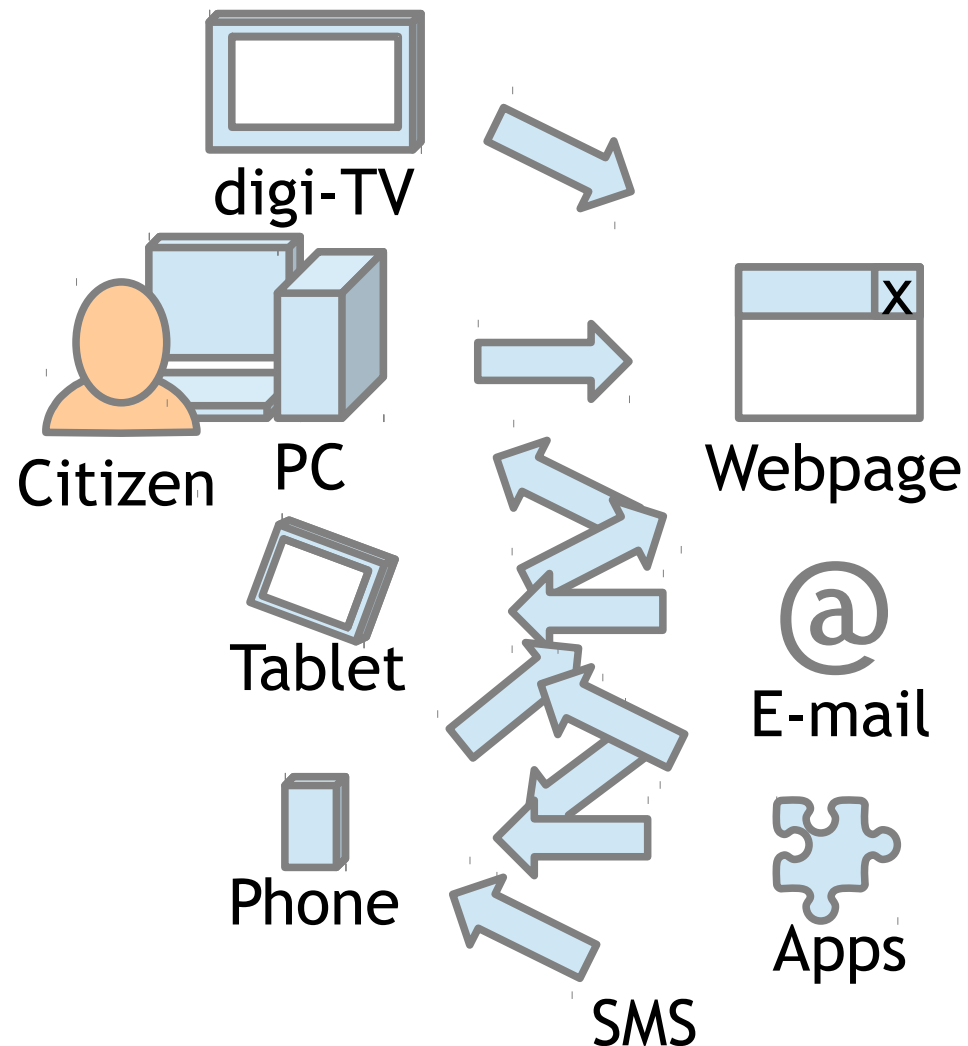
Tommorrow: government initiates



Today: webpage + e-mail + SMS

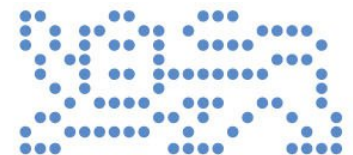


Tommorrow: multi-platform + multi-channel



Today: European-wide e-services

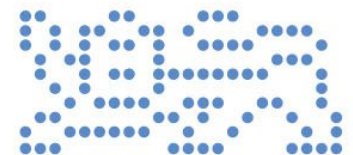
- Authorization of 11 state citizens in state portal (STORK), they can use 4 e-services
- Business registration by 5 member states citizens in Estonian business registry
- Cross-border PKI infosystem uses EU Trusted service list (TSL) and European Business Registry (EBR)
- X-Road Europe (cross-border secure data transfer layer + service bus/cloud)



Tommorrow: Latvian-Estonian e-services

Proposals?

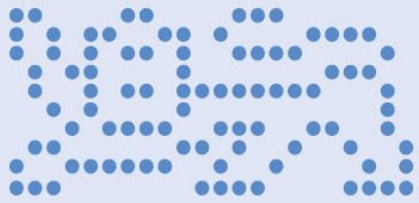
- Authorization of Latvian citizens in Estonian state portal and *vice versa* (STORK2? e-SENS?)
- Starting business in Estonia by Latvian citizens in Estonian business registry and *vice versa* (e-SENS?)
- Use TSL & EBR possibilities with Cross-border PKI infosystem
- Join X-Road Europe



Visions for the future

- Data: transactions-based data exchange
- Initiator: government starts the communication
- Platforms: multi-platform + multi-channel
- International e-services: cooperation and agreement on EU level + pilots between two countries





Thank you for listening!

Any questions?

More information:

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- Visit us: Rävala 5, Tallinn, Estonia

