

# E-Governance in Estonia

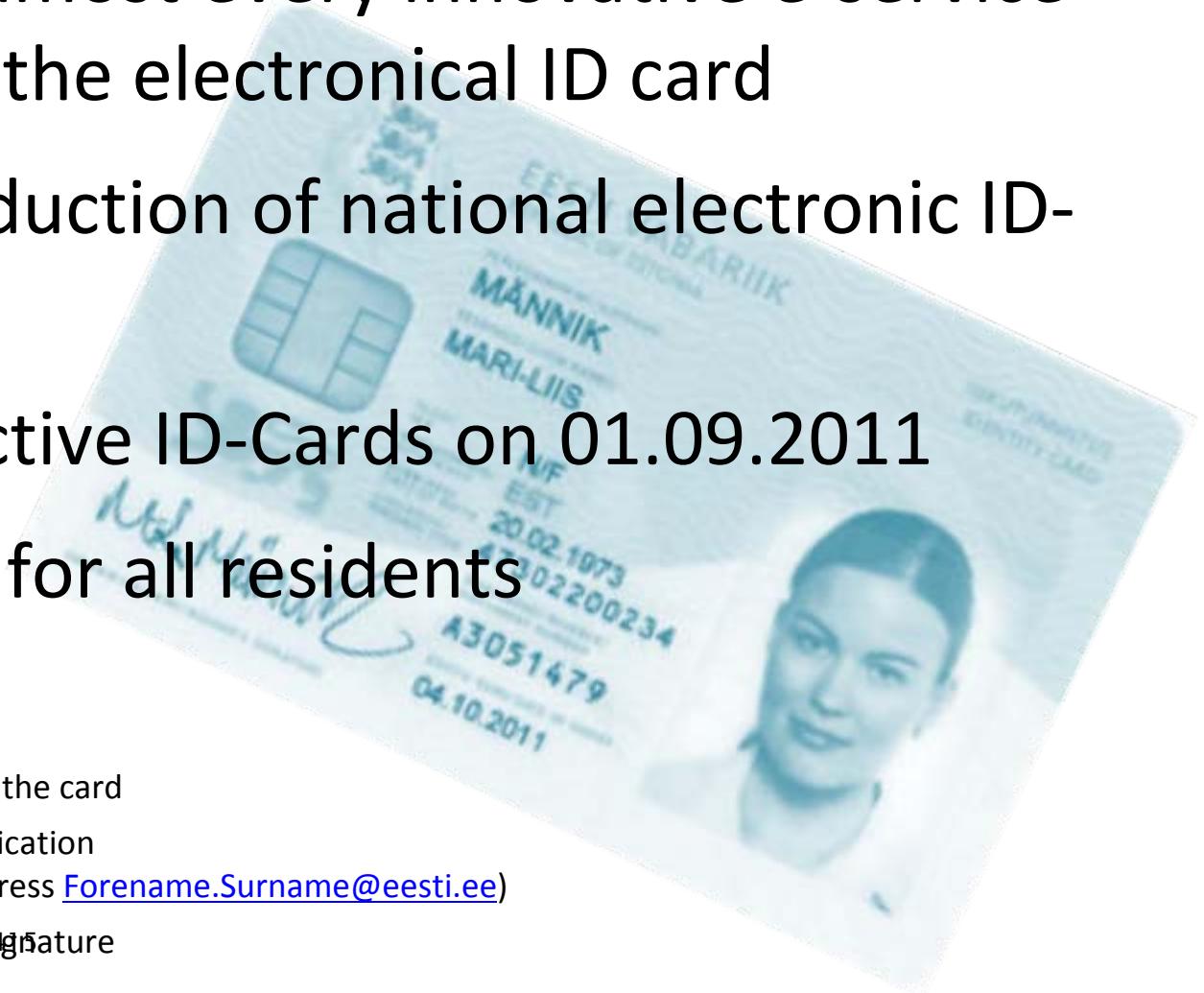
Information Technology development to  
benefit citizens

# e-Services

- e-Banking
- e-School
- ID-Ticket
- Digital Signature
- Land Register
- State Portal
- Vehicle Register
- Business Register
- e-Police
- Patent Office
- Statistic Estonia
- Customer Self Service Portals
- Tax and Customs Board
- i-Voting
- e-Health
- e-Pension account
- ...

# ID-Card

- The key to almost every innovative e-service in Estonia is the electronical ID card
- 2002 - introduction of national electronic ID-Card
- 1 163 918 active ID-Cards on 01.09.2011
- Compulsory for all residents
- Contains:
  - Information shown on the card
  - Certificate for authentication  
(along with e-mail address [Forename.Surname@eesti.ee](mailto:Forename.Surname@eesti.ee))
  - Certificate for digital signature



# Virtual ID Ticket in Public Transport of Tallinn City

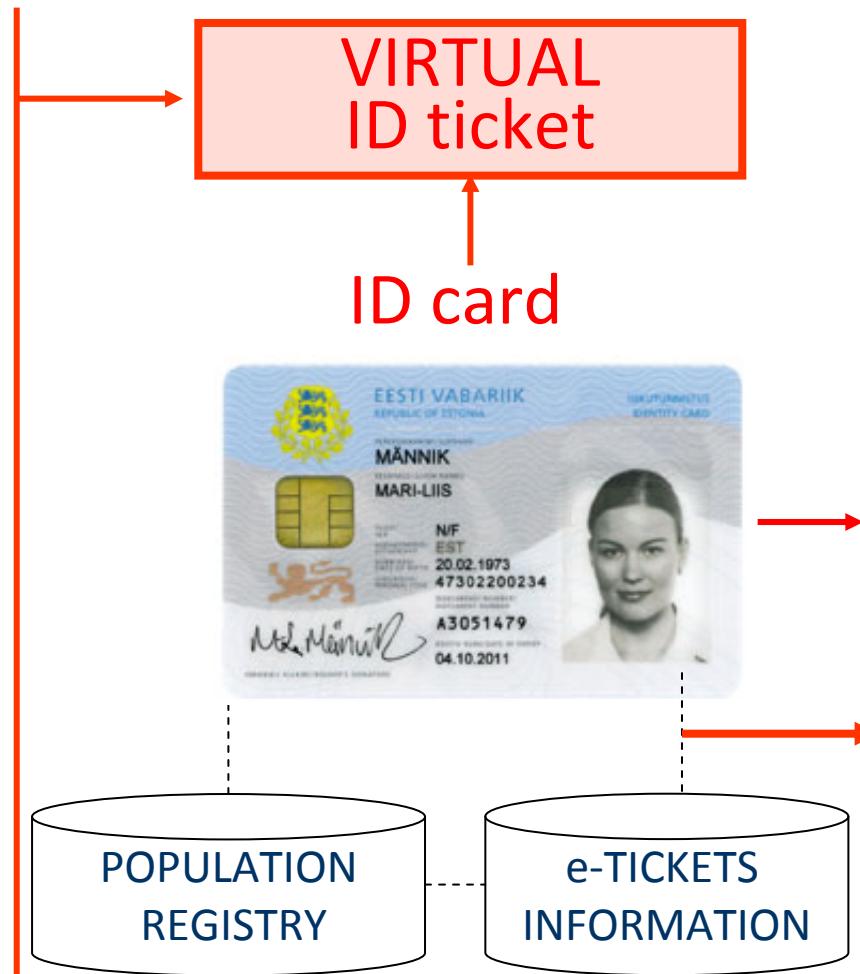
ID CARD holder  
can buy VIRTUAL  
ID TICKET using:

Phone

Mobile

Internet

Cash



A person must show the  
ID CARD when the  
inspector verifies the  
VIRTUAL TICKET



by using a special hand-  
held inspector device

# Volume of ID Tickets in Public Transport of Tallinn City Today

- Over 120 000 active ID tickets versus 400 000 registered citizens
- Over 70% of passengers use an ID ticket
- Over 60% of public transport revenue comes from ID tickets:



# eSchool 1

## The initial goals of eSchool:

- ▶ eSchool is a simple and convenient Internet-based educational information system that connects all parties involved in learning:
  - school authorities, teachers, students and parents to organize and standardize the system for the collection and maintenance of school information
- ▶ To encourage more active IT use into the school administration study process

# e-School AT YOUR MOBILE

eKool

## Päevik sinu taskus

Selleks, et oleksid kursis koolis toimuvaga ilma, et peaksid kodus arvuti taga passima, töime me kogu eKoolis oleva info Sinu mobiiltelefoni!

Mobiili kaudu on võimalik saada kiirelt ülevaadet tunniplaanist, kodustest ülesannetest, jooksvatest ja veerandi hinnetest, märkustest, puudumistest ning klassijuhataja teadetest. Just nagu arvutistki. Alnult, et mobiiltelefon on kogu aeg sinu taskus ja seda on palju mugavam kaasas kanda kui arvutit.

Niipea kui kool on tunniplaani eKooli sisestanud, on ta ka Sinul koheselt olemas, nagu ka kõik selle muuused. Tunniplaani menüüst saad sa teada, millal ja kus tund peaks toimuma ning iga tunni juures on link kodustele ülesannetele.

Kõik hinded, mis õpetaja on eKooli pannud, on näha ka mobiili kaudu. Vaadata saab nii käimasoleva veerandi (perioodi) jooksvald hindeid, kui ka tunnistuse ja eksamihindeid. Ning erinevalt kodus arvutis olevast eKoolist saad oma edusamme jagada soovi korral sõprade, vanemate ja vanavanematega. Lõppenud veerandi või perioodi hinded on näha kuni järgmise veerandi (perioodi) alguseni, misjärel on aeg uute edusammude üle arvestust pidama hakata.

Kõik klassijuhataja ja kooli teated on nüüdsest peale koheselt Sulle teada. Kui hommne esimene tund ära jäab, siis saab kool sellest sind teavitada, ning varajase ärkamise asemel on võimalik kas magusat hommikuund või hoopis kosutavat



Sisenemine Tervitus Mobiil Juhendid Kontakt

## Ülevaade

Tunniplaan

Kodused ülesanded

Hinded ja tunnistus

Märkused ja puudumised

## Lisainfo

Kuidas teenust aktiveerida?

1. Logi Internetis eKooli. Otsi üles Seaded menüü ja sisesta oma mobiiltelefoni number vastavasse lahirisse kujul 372XXXXXX

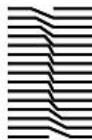
2. Otsi telefonis internetiaadressi sisestamise koht, toksi sinna wap.ekool.ee (salvesta see aadress järjehoidjaks) ning toimida vastavalt edasistele juhenditele. eKooli saab ka EMT Surf-Port , Elisa Wap , Tele2  ja Bravocomi  portaalide kaudu.

## Palju maksab?

Esimedes 30 päeva eKooli mobiiltelefoni kaudu kasutamist on Sulle tasuta. Seejärel on Sul kõige värskema kooliinfoga kursis olemiseks osta kas 9



**USAID**  
FROM THE AMERICAN PEOPLE



Ministry of  
Justice of  
Georgia



PUBLIC  
SERVICE HALL



## Serviciul Public în viitor:

***Combaterea coruptiei, consolidarea performantei***

24 -26 septembrie, 2011

Batum, Georgia





21.09.2011 16:13

S E R V I C E S



24/7

Rustavi 2011



Mestia 2011



Kutaisi 2011



Tbilisi 2012





23.09.2011 10:20

# PUBLIC SERVICE HALL

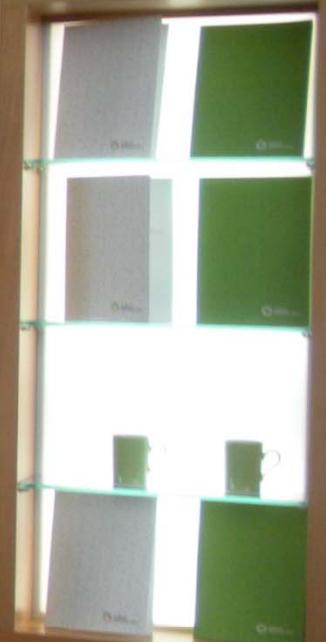
10:48

თბილისის  
მუნიციპალიტეტი

Welcome



0027 → 39	ბაგირა	9010 → 26	ხევდებ 2
0039 → 20	ხევდებ 3	5025 → 31	ხევდებ 2
0035 → 36	ბაგირა	4034 → 6	ტელევიზი
9010 → 26	ხევდებ 3	3052 → 3	ტელევიზი
0038 → 9	ხევდებ 3	9010 → 26	ხევდებ 2
4032 → 25	ხევდებ 2	9012 → 29	ხევდებ 2
3052 → 3	ტელევიზი	9011 → 27	ხევდებ 2
9011 → 27	ხევდებ 2	5025 → 31	ხევდებ 2
3053 → 4	ტელევიზი	9010 → 26	ხევდებ 2
3052 → 3	ტელევიზი	5025 → 31	ხევდებ 2



23.09.2011 08:50



23.09.2011 08:53



# იუსტიციის სახლი

## PUBLIC SERVICE HALL

The display board features several brochures and cards arranged in a grid. The top row shows brochures for "ID-korti" (ID card) and "Matrikel-korti" (Registration card). The middle row shows brochures for "Matrikel-korti" (Registration card), "ID-korti" (ID card), and "Bolig-ID-korti" (Residential ID card). The bottom row shows brochures for "Bolig-ID-korti" (Residential ID card), "Bolig-ID-korti" (Residential ID card), and "Bolig-ID-korti" (Residential ID card). The brochures are in both Georgian and Danish.

23.09.2011 08:54

საქანონმდებლო დაირენი 228 ჰესპ

ყველაფერი ერთ სივრცეში



Everything in one Space



23.09.2011 08:55



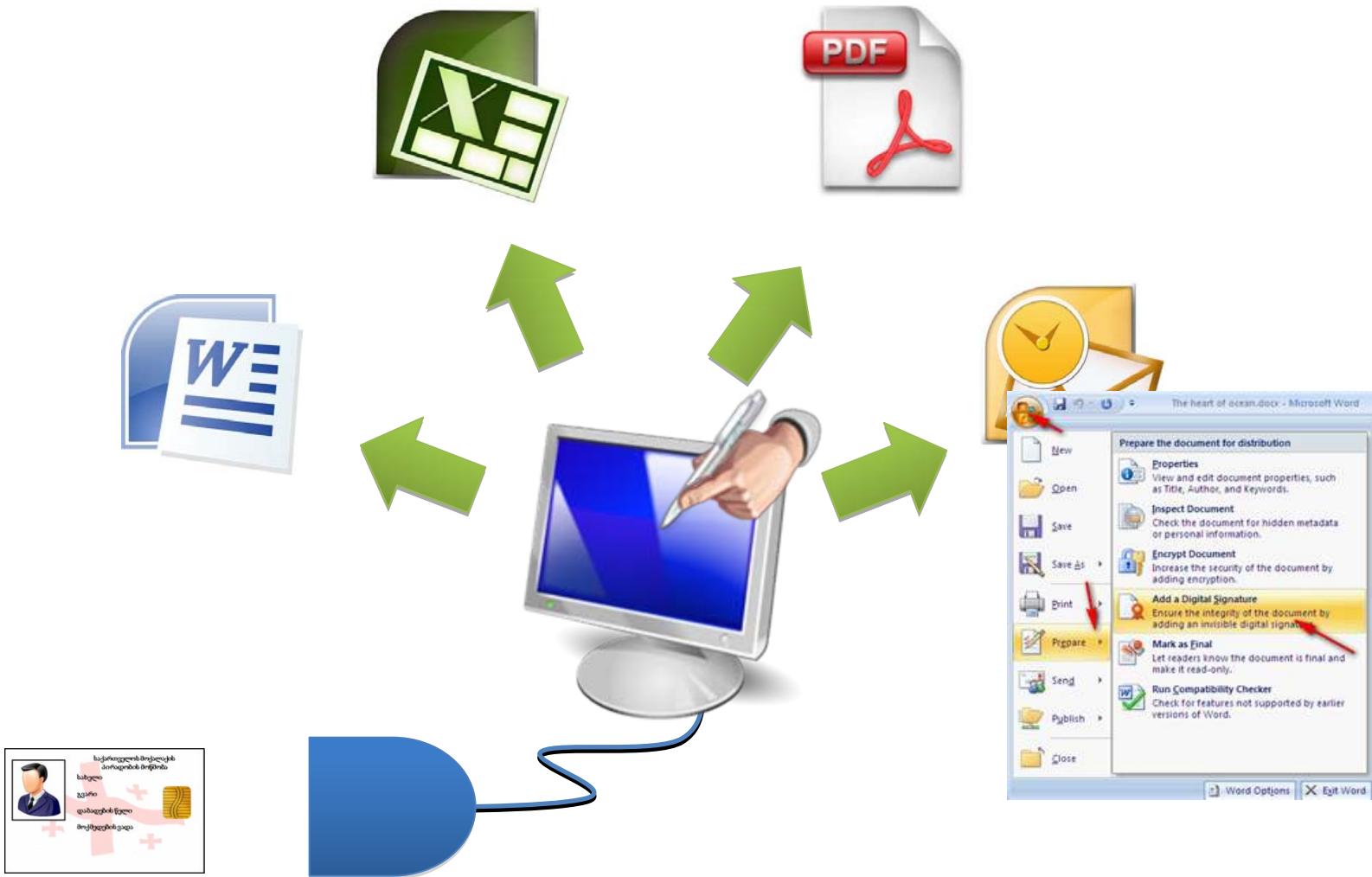
23.09.2011 08:55





23.09.2011 09:08

# Semnatura Digitală



23.09.2011 14:35



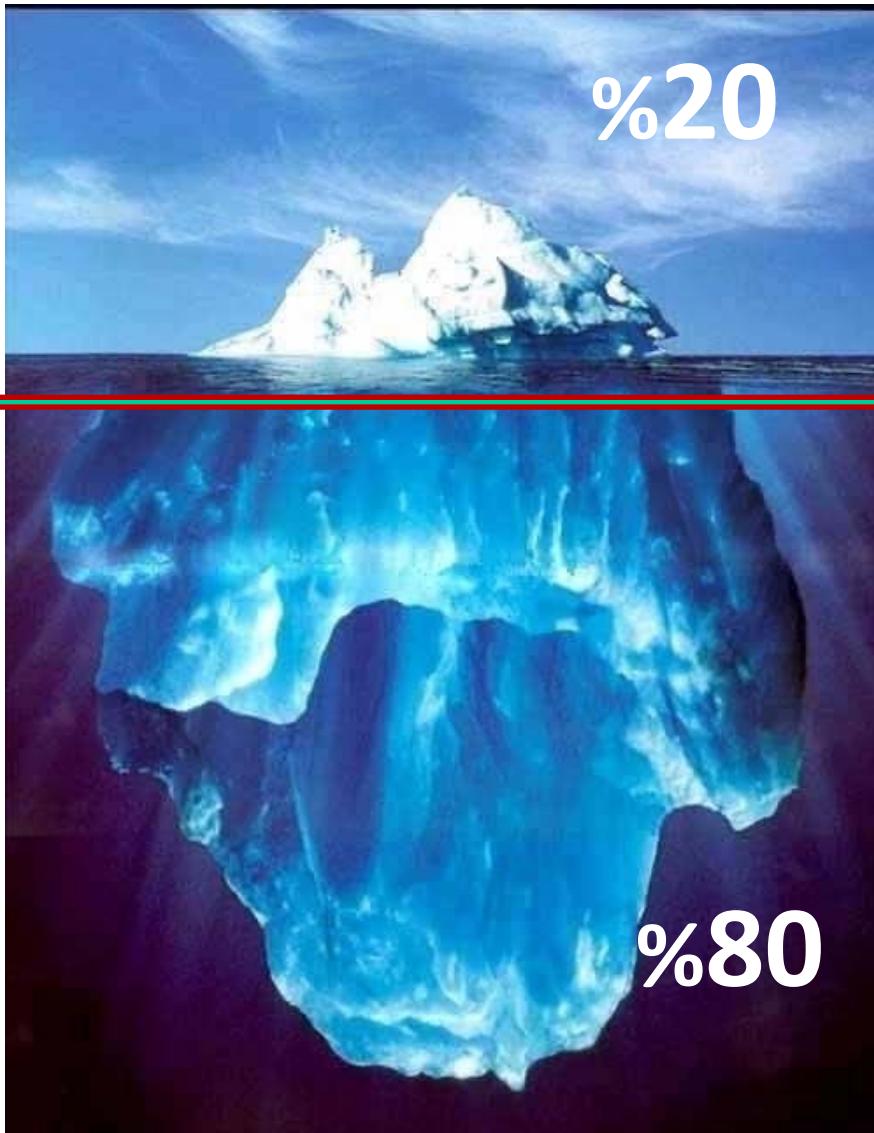


# TURKEY: e-Agriculture: Agriculture Info System

## System Components (Subprojects)

- Animal Registration System (ARS)
- Pasture-Meadow Info System (MIS)
- Farmer Registration System (FRS)
- Aquaculture Info System (AQIS)
- Agricultural Geographic Info Systems
- Food Security Info System (FSIS)
- Organic Agriculture Info System (OAIS)

# e-Government



%20

%80

Technology  
20%

Social/Administrative Dimension  
80%

- Change Management 35%
- Business Process Reengineering 40%
  - Legal Infrastructure (ex: e-signature)
  - Basic database records (e-population, Real Estate Registration, Vehicles Registration, Online Business)
- Chance 5% (Ex: Unexpected administrative barrier)



# **Centrul Guvernare Electronica**

[www.egov.md](http://www.egov.md)

[http://www.slideshare.net/E-Gov Center Moldova](http://www.slideshare.net/E-Gov_Center_Moldova)

[Facebook](#)

**Experient Estoniei:** [www.ega.ee](http://www.ega.ee) ; [www.tallinn.ee](http://www.tallinn.ee)

**Experient Georgiei:** [www.justice.gov.ge](http://www.justice.gov.ge)

Servicii Publice – Ghiseu unic de Servicii Publice: [www.house.gov.ge](http://www.house.gov.ge)