

Local governments and Information Society: challenges for Estonia

Arvo Ott

eGovernance Academy, Member of the Management Board

What is E-Governance Academy?

e-Governance Academy (eGA) is a non-profit organisation for the creation and transfer of knowledge concerning e-governance, with a special emphasis on tools for developing democracy and civil society.

Activities:

- **Research & Analysis**
- **Training**
- **Consultancy**

Programs:

- **Central government program**
- **eDemocracy program**
- **Municipal eGovernance program**

www.ega.ee

eGA Local government program

From 2006

- **Training**
- **Consultancy**
- **Research**

- **Cooperation with State Audit Office, Ministry of Internal Affairs, Ministry of Foreign Affairs**
- **UNDP, EU, OSI, etc**

Estonia

Central government



15 County governments
(as departments of Ministry of
Internal Affairs)



227 Municipalities

Digital literacy 2007

- **Internet penetration - 65%**
- **Mobile phone penetration 95 %**
- **Home computers - 42% (80% connected to Internet)**
- **100% schools connected to Internet**
- **100% public sector connected to Internet**
- **71% businesses connected to Internet**
- **729 Public Internet Access Points**
- **86% of Personal Income Tax Declarations submitted on-line (2006)**

Current situation

- **EGA study 2006: Information society in municipalities**
- **227 Municipalities**
- **Feedback from 127**

Awareness

- **73% of municipal leaders think that information society solutions give to the citizens and municipalities advantages and better possibilities to provide services.**
- **27% are suspicious about information society advantages:**
 - Additional costs,
 - Lack of competence,
 - Never-ending reforms and changes
 - “Just toys”

Availability of broadband Internet

- **All municipal administrations are connected to broadband**
- **There is a huge interest from citizens to be connected**
- **The Village Road 3 program covering Estonian rural areas with broadband**
- **Method: initial support for operators in market failure areas**
- **Final execution: during 2007**
- **Ca 2000 households waiting for connection in covered areas**

Public wireless Internet (WIFI)

- **52% of municipalities have one or more public free WIFI areas**
- **Mainly provided by private enterprises (pubs, hotels, gas stations) or municipal administration**
- **For tourists, travellers**
- **Over 50% of sold computers are laptops!**

Public Internet Access points (PIP)

- **In 95% of municipalities**
- **In public libraries, tourist information centres**
- **Users: elder generation, library visitors, tourists**

Computerization

- **99% of officials have connected PC, the last ones get it in 2006**
- **Problems: computers are old or from different generations, both HW and SW**

Digital document management

- **Over 50% of municipalities are using digital document management system**
- **Problems: document exchange between municipalities and between state and municipalities is still in paper format**
- **Databases are mainly in digital for, but are not connected to state data exchange system X-road**

Data security, protection and storage

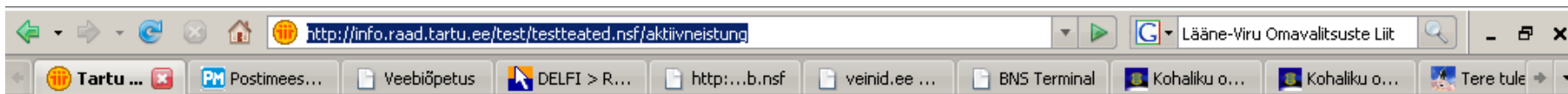
- **Data storage (security copies, etc) is big challenge for municipalities**
- **No clear rules or regulations**
- **Risk of data loss is very high**

Content and access to information

- **Public Information Law: 2001 every state institution and municipality should have web page with minimum amount of information**
- **225 municipalities from 227 have web page**
- **Different quality**
- **Organizational issues: who is responsible for web and updated information?**

Electronic democracy and public participation

- **Process on the beginning**
- **In some municipalities:**
 - Forums
 - Q & A
 - Municipal official answering
 - Web broadcast in audio/video from council meeting



Tartu Linnavolikogu istung

Istungi kuupäev: **09.11.2006**
Istungi toimumise koht: **TÜ Raamatukogu konverentsisaal (W. Struve 1)**

[Päevakord](#)



Aadu Must, volikogu esimees, Keskerakond

5. K. E. von Baeri 4 krundi ja lähiala detailplaneeringu vastuvõtmine ja avalikule väljapanekule suunamine

Ettekandja: **abilinnapea Anto Ili**

Kaasettekandja: **arengu- ja planeerimiskomisjoni esimees Verni Loodmaa**

Eelnõu: [K. E. von Baeri 4 krundi ja lähiala detailplaneeringu vastuvõtmine ja avalikule väljapanekule suunamine](#)

Arutelud [11.10.2006 Arengu- ja planeerimiskomisjoni](#)

komisjonides: [koosolek](#)

[01.11.2006 Arengu- ja planeerimiskomisjoni](#)

[koosolek](#)

[Planeering dokumendiregistris](#)

Istungil: 15:46 - Aadu Must, volikogu esimees,

Keskerakond

15:42 - Küsimused kaasettekandjale

15:38 - Juhtiva komisjoni kaasettekanne: arengu- ja planeerimiskomisjoni esimees Verni Loodmaa

15:35 - Küsimused ettekandjale

15:30 - Eelnõu esitaja ettekanne: abilinnapea Anto Ili

15:29 - Arutelu algus

eServices

- **Lot of possibilities to download application forms**
- **Integrated services in few municipalities**
- **Bigger cities (Tartu, Tallinn) are advanced**

- **State**
- **86% of private tax declarations filled online**
- **85% of businesses is dealing with tax department, customs, social and health security authorities on-line**

Cooperation

- **Soft cooperation is existing in county level, if there are leader**
- **There was no coordinated activities and responsibility in state level (2006)**
- **Few government programs**

Cooperation: state and municipalities

- **State programs:**
 - Village road (connectivity to the rural market failure areas)
 - Tiger leap (ICT for education)
 - Digital libraries

Anticipations of municipalities

70% of municipalities wait for more coordination and assistance from central government:

- **Common and coordinated development of information systems**
- **Development of the citizen's portal www.eesti.ee and integration of municipal e-services**
- **Joint development of municipal e-services**
- **State financing programme for development on information society in the municipalities**
- **Establishment of competence and technical support centre for municipalities**

Next step

Municipalities information society Program and Action plan Ministry of Internal Affairs April '07

- **Organization, responsibilities, financing, etc**
- **Cooperation projects**
- **Training**

Broadband connection for everybody

- **Covering white and grey areas**
- **Competition in broadband market**
- **Cooperation between operators, state and municipalities**

Full-scale digital document management

- **Introduction of digital document management in every municipality**
- **Digital document exchange between municipalities, state institutions, businesses and citizens**
- **Introduction of digital archiving**
- **Connectivity and x-use of databases**
- **Acceptance of digital signature and digital stamp**
- **Training of officials**

Development of local content

- **To provide more local cultural, historical and citizen community information in municipal web pages (not only administrative information)**
- **Development of tourist and investor information content**
- **Cooperation with citizens to create and develop information**

Better access to information

- **Easier structure of web pages**
- **Joint thesaurus**
- **Easier language**
- **“Good practice of municipal web”**
- **Information subscription possibilities**
- **Access to visually impaired citizens**
- **Joint development of web content management software**

Development of e-democracy instruments

- **Introduction of e-democracy tools**
- **Training of the civic society groups, municipal officials**
- **Public awareness raising about e-democracy possibilities**
- **Adjustment of the legislation**

24/7 municipality and e-services

- **Joint technical environment for e-services**
- **Joint technical framework for e-services**
- **Municipal service standards**
- **Establishment of ICT competence and technical support centre for municipalities**

Development of GIS systems

- **Introduction of GIS systems in every municipality**
- **Digitalisation of existing data**
- **Joint use of public and private GI data**
- **Digital GI data exchange between municipalities, state institutions, businesses and citizens (X-GIS)**

Development of municipal ICT infrastructure

- **Joint standards for municipal ICT**
- **Joint procurement of HW and SW**
- **Joint data security and data storage activities**
- **Clear regulations for ICT and data use**

Public awareness raising and training

- **ICT training for citizens and officials**
- **Development of user support channels**
- **Promotion ID-card digital possibilities**
- **Awareness raising among municipal politicians**
- **Public sector e-services promotion**
- **Support for PIP and public free WIFI**

Awareness raising in business

- **Information society and ICT awareness raising program for regional and rural SMEs**
- **Public sector e-services promotion**
- **Training for entrepreneurs**
- **Local business information in municipal web pages**

Thank you for attention!
Questions?

Arvo Ott

Hannes.Astok@ega.ee

+372 5088901