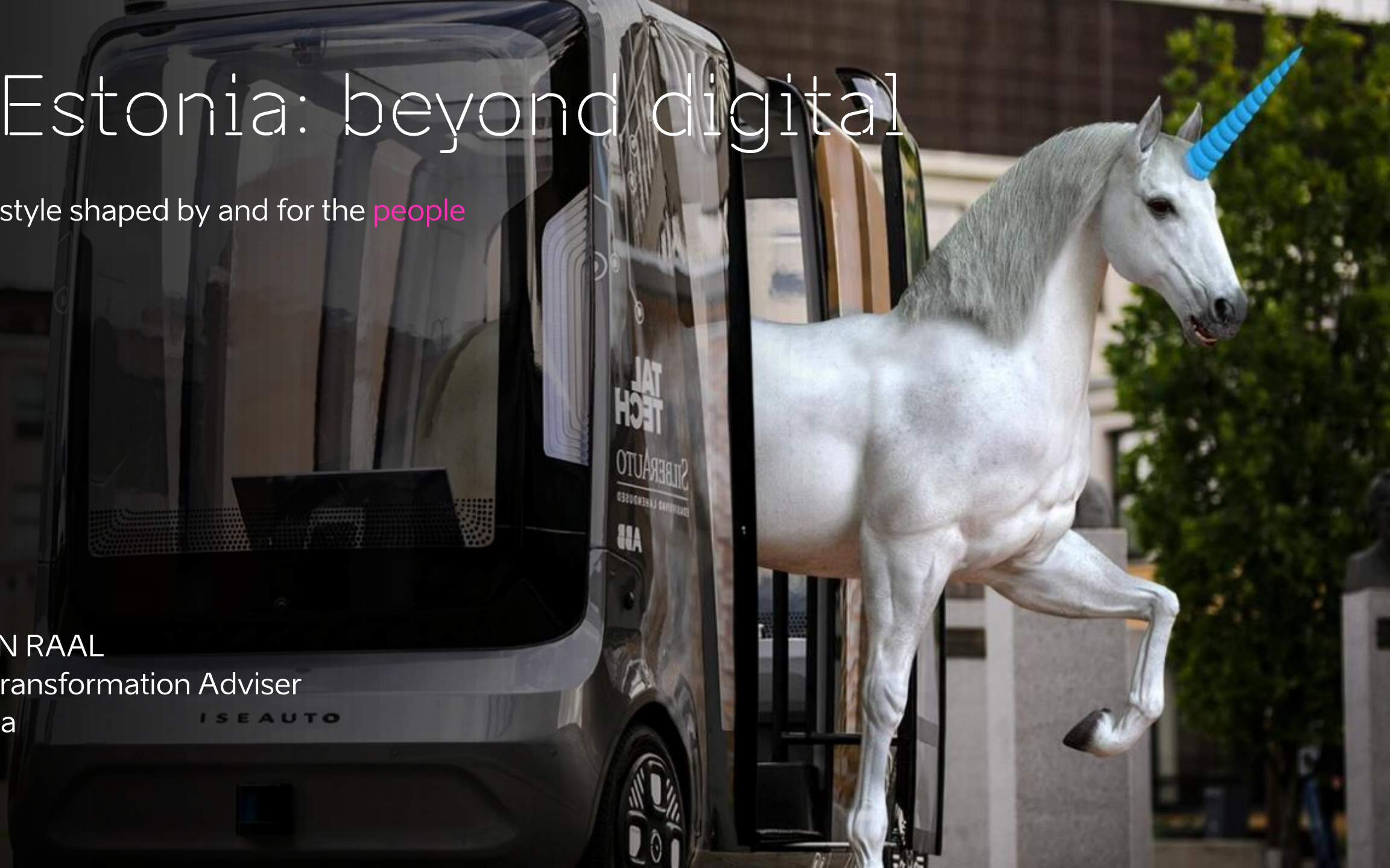


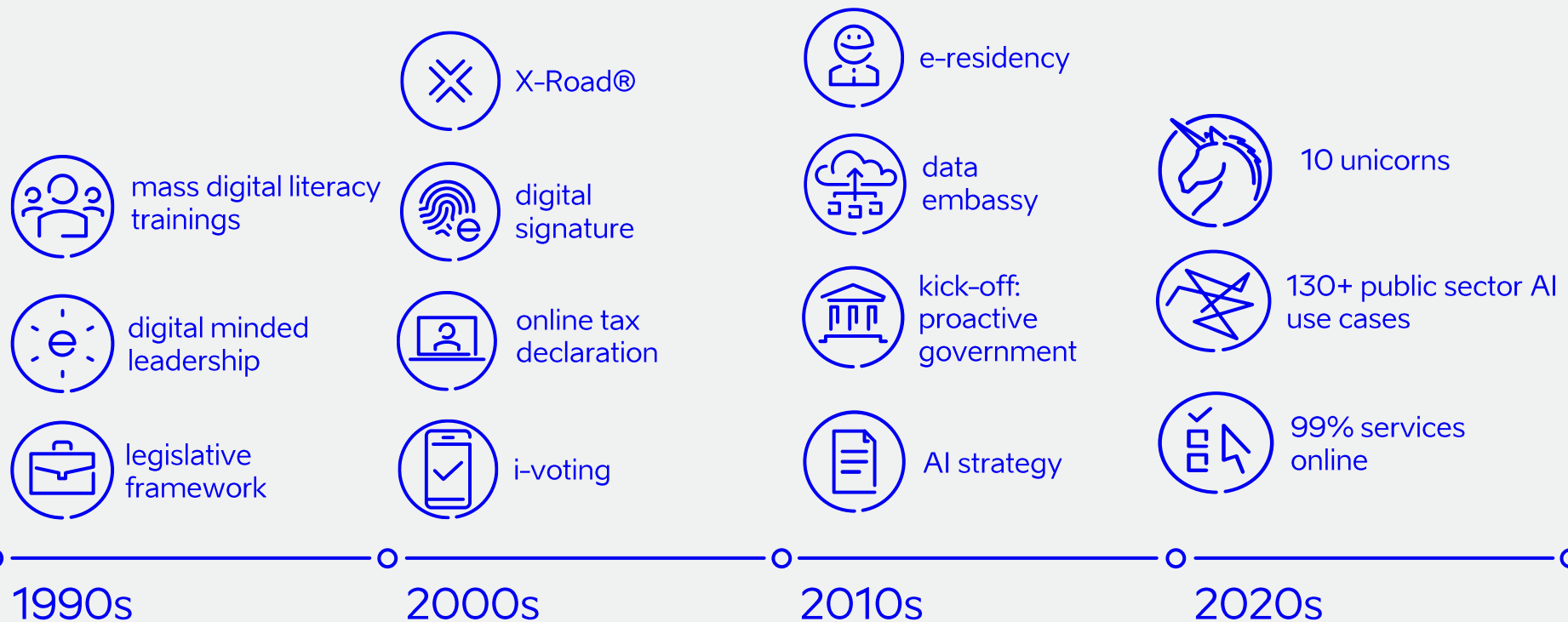
# e-Estonia: beyond digital

a lifestyle shaped by and for the people

CARMEN RAAL  
Digital Transformation Adviser  
e-Estonia



# e-Estonia timeline



# welcome to post-digital era

decades of digitalization has resulted in a society where almost everything is digital. and that opens new possibilities.

Digitization era  
2000 – 2010  
e-Government

Enhanced traditional public services online. More efficient information processing.

Digital transformation era  
2010 – 2020  
Digital Government

End-to-end digital replacement of traditional public services. Whole-of-government approach to service delivery.

Post-digital era  
2020 – ...  
Personal Government

Citizen-centric digital-first new type of services and capabilities without traditional analogues. Whole-of-society approach to service delivery.



# Personal Government

## new desired outcomes

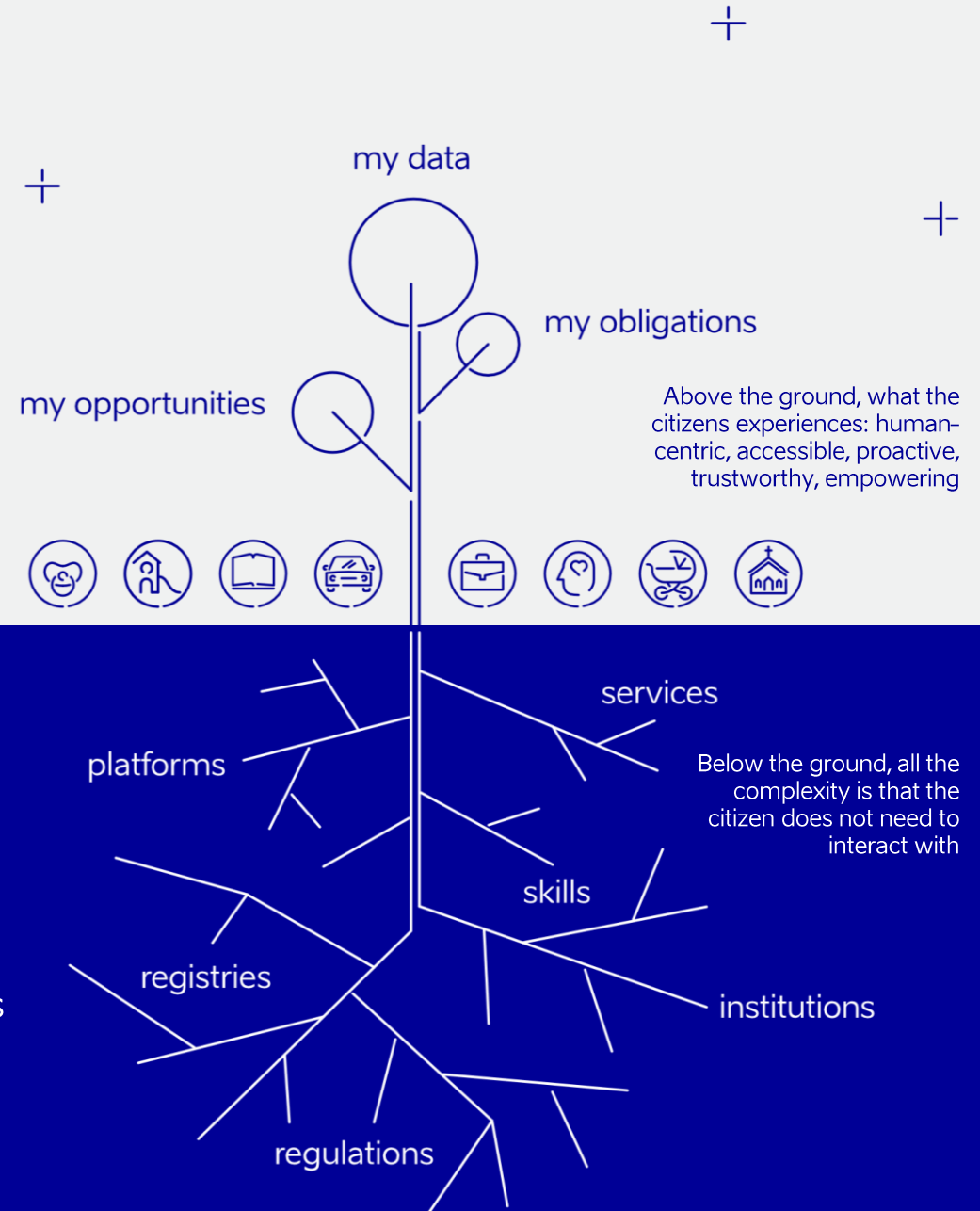
- + Trust society
- + Sustainable growth
- + Renewal

## new paradigm to service delivery

- + human-centric
- + accessible
- + proactive
- + trustworthy
- + empowering

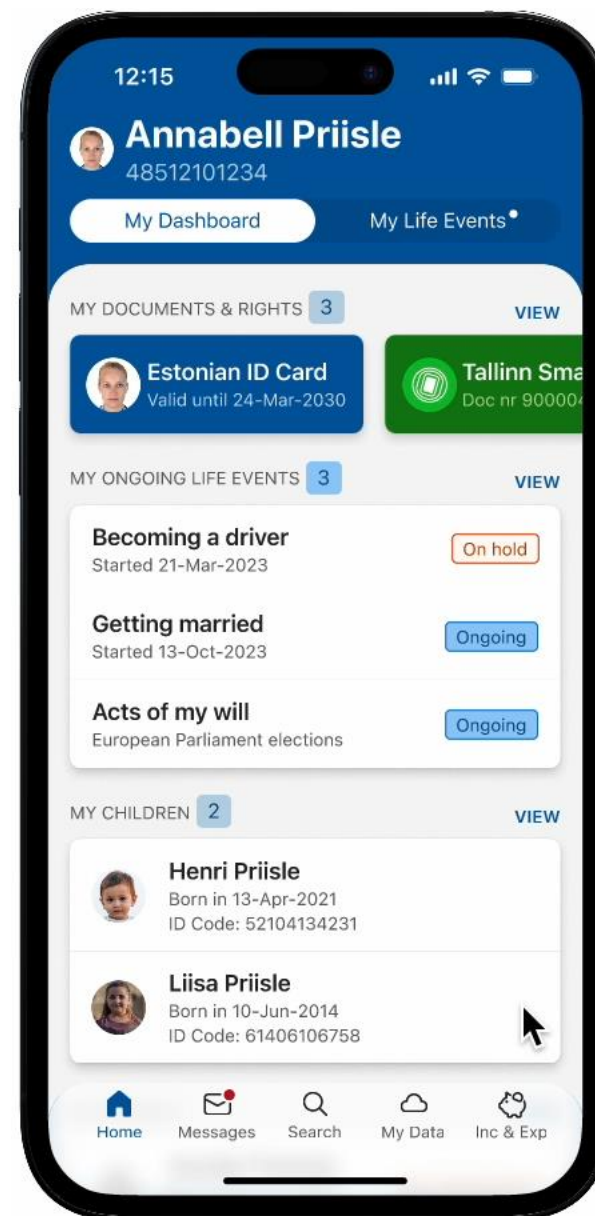
## new or enhanced capabilities

- + open data and transparency
- + government-as-a-platform for services
- + life-events based service model
- + artificial intelligence
- + continuous renewal of services



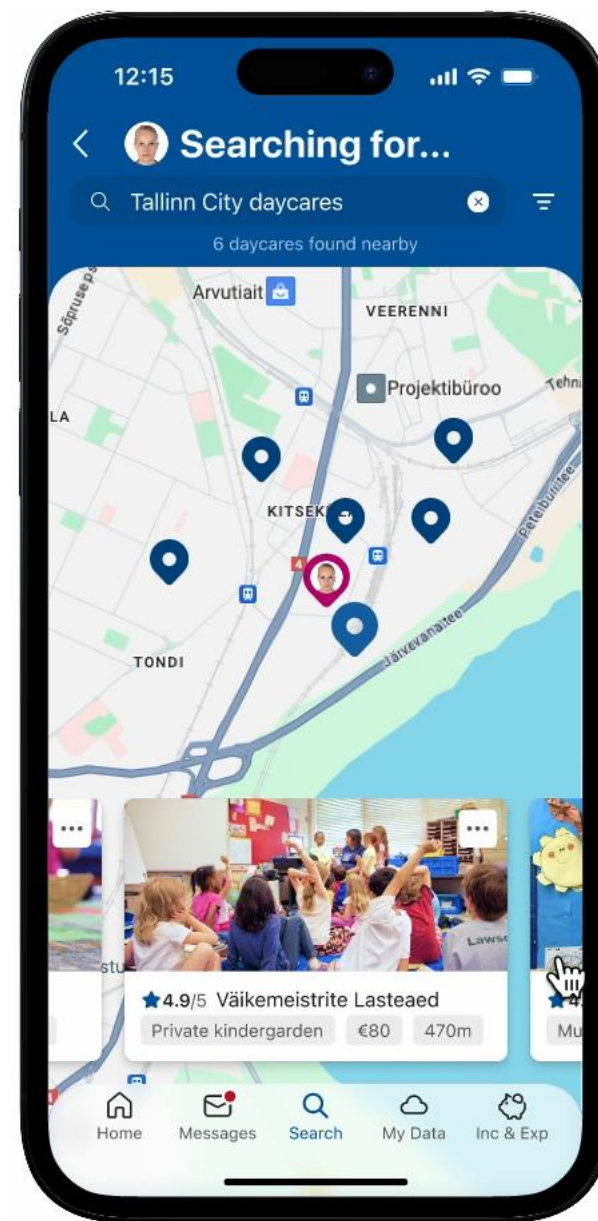
# Personal Government, in your pocket

Everything a citizen needs should not be more than 3 moves of thumb away.



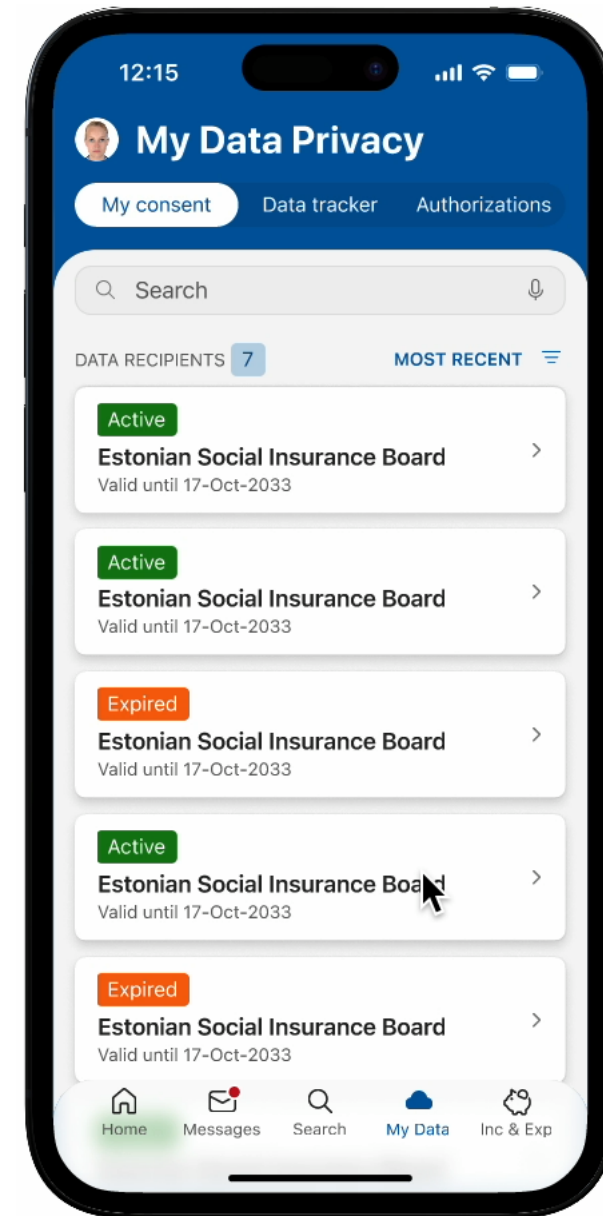
# Seamless transition between private sector, community and public sector services

The citizen should be provided with the best service regardless of where it's available from. This government-as-a-platform strategy helps to assure service supply and demand.



# Real-time control over your personal data

Transparency of who has accessed your personal data and your ability to consent to data sharing gives the system credibility and creates trust.



# democracy has a digital spirit

empowering modern democracy in the digital age

- + personal data and useage available to citizens in Data Tracker
- + online participatory tools: i-voting, citizens initiative portal
- + Estonia among the 12 least corrupted nations out of 180



# smartest together

let's keep in touch!

