TÜBİTAK BİLGEM YTE

YAZILIM TEKNOLOJİLERİ ARAŞTIRMA ENSTİTÜSÜ

DİJİTAL DEVLET VE KURUMSAL MİMARİ

31 Mayıs 2016, Salı

Wyndham Ankara Oteli

Interoperability and Enterprise Architecture in Estonia

Ministry of Economic Affairs and Communications

Public Service Mapping Project Manager

Risto Hinno

Ministry of Economic Affairs and Communications

Estonia
IN BRIEF

Coat of arms

Capital
Tallinn

Official country name
Republic of Estonia

€ Currency
Euro (adopted in 2011)

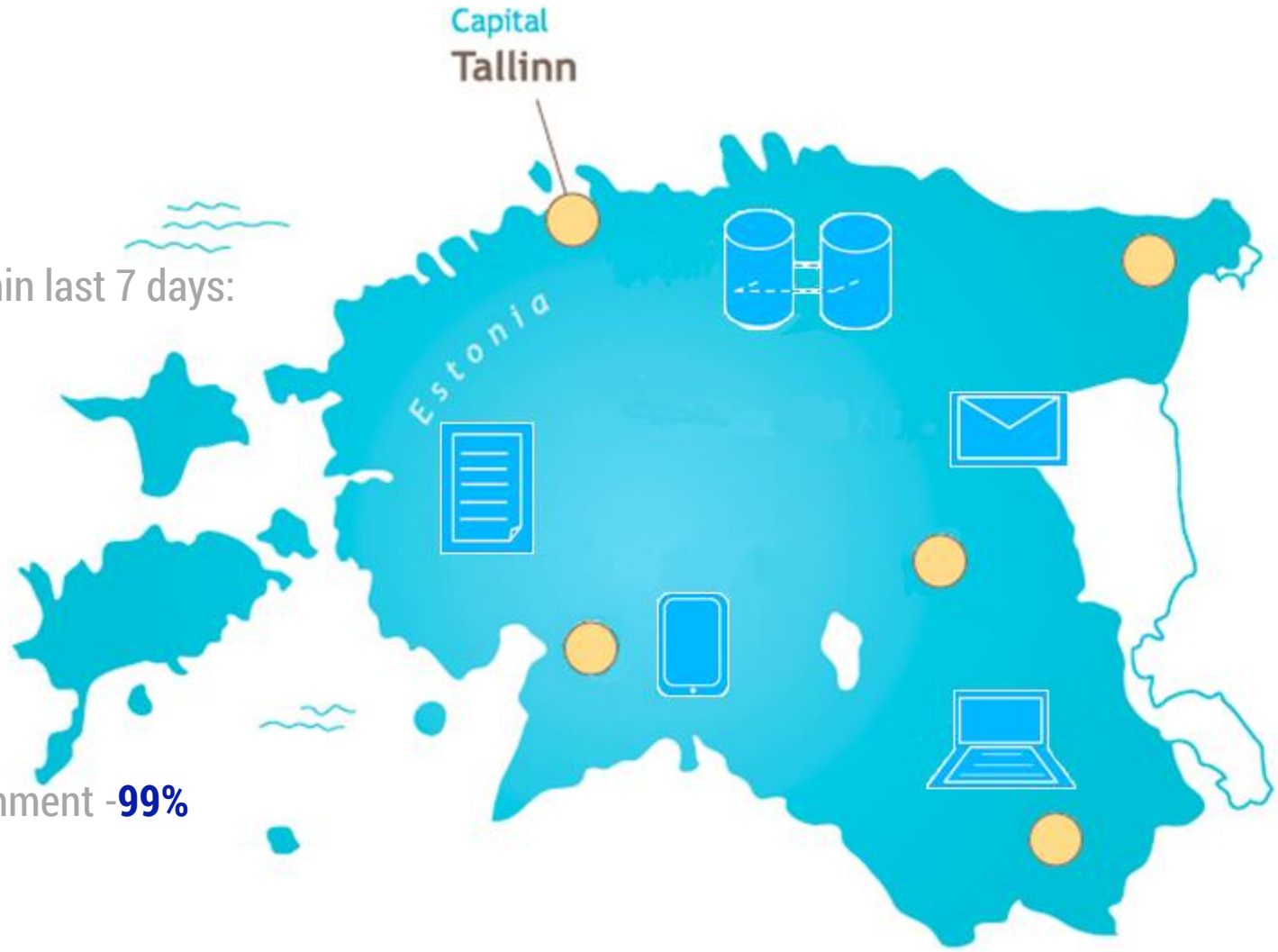
Source: BDO Eesti AS, Estonian limited liability company

The achievements of the Information society

Using the internet within last 7 days:
by entrepreneurs **96 %**
by citizens **81 %**

e- voting **30%**
e- census **66%**
e- taxation **95%**

e - Recipe – **97,%**
e - Enterprise establishment -**99%**
e –legislation **100%**



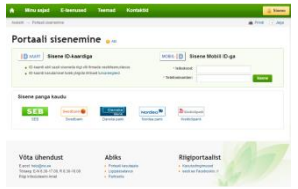
EA

- „a well-defined practice for conducting enterprise analysis, design, planning, and implementation, using a holistic approach at all times, for the successful development and execution of strategy“

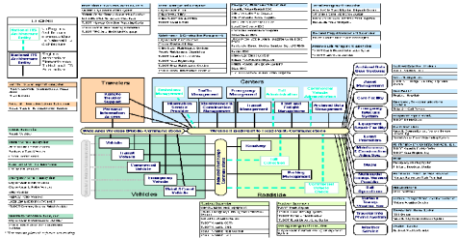
Source: https://en.wikipedia.org/wiki/Enterprise_architecture

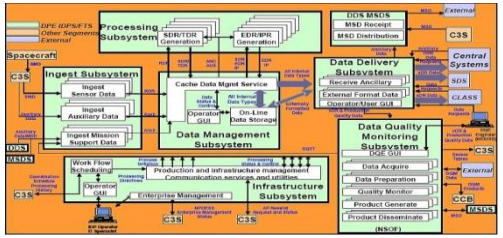
Client

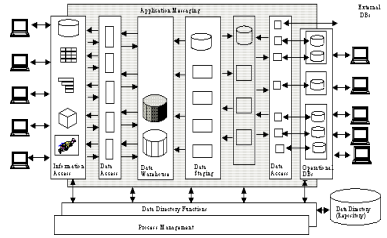
End-user services



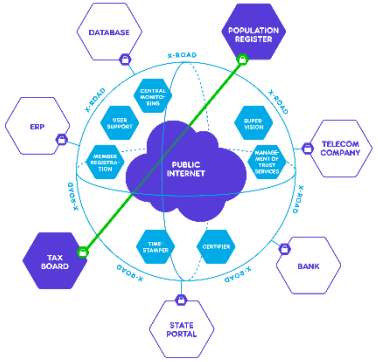
Applications







Infrastructure



How we could look at things

Client
(end-user)

Service
Provider

Internal
Service
Provider

Partner, Vendor

Ministry

Key enablers

- X-road:

- ID code:

- ID card/mobile ID:

Sources: https://cyber.ee/en/e-government/x-road/ , http://id.ee/index.php?id=30470 , http://id.ee/index.php?id=36881

JANEK ROZOV

19.12.1979

MARRIED / CHILD (UP TO 18Y.O)

EESTI, HARJU MAAKOND, TALLINN, LASNAMÄE LINNAOSA, PALLASTI TÄNAV 48-18, 11413

NAMESAKES LESS THAN 5

80%

ID CARD
VALID TO 1.3.2018

PASSPORT VALID TO 1.3.2018

MILITARY SERVICE OBLIGATION
...

II PENSION FUND SWEDBANK PENSIONIFOND K3 (KASVUSTRATEEGIA)

@EESTI.EE E-MAIL FORWARDED TO ADDRESS DOTSDOTS@WINDOWSLIVE.COM

EDUCATION BAKALAUREUS (RAKENDUS- JA KUTSEKÕRG. DIPLOMIÕPE)

STATE EXAMS
...

HEALTH INSURANCE
PRESENT

FAMILY DOCTOR
NADEŽDA BELOUSSOVA

EUROPEAN MEDICAL INSURANCE CARD
PRESENT / VALID UNTIL 24.5.2018

DRIVER'S LICENCE
CATEGORY B
VALID UNTIL 12.06.2024

BOATING LICENCE
MISSING

PERSONAL VEHICLES
AUDI 214MKH

COMPANIES
MITTETULUNDUSÜHING ESTONIAN ACADEMY OF KICKBOXING
MITTETULUNDUSÜHING FIGHTCLUB
JUSTDOSMART OÜ

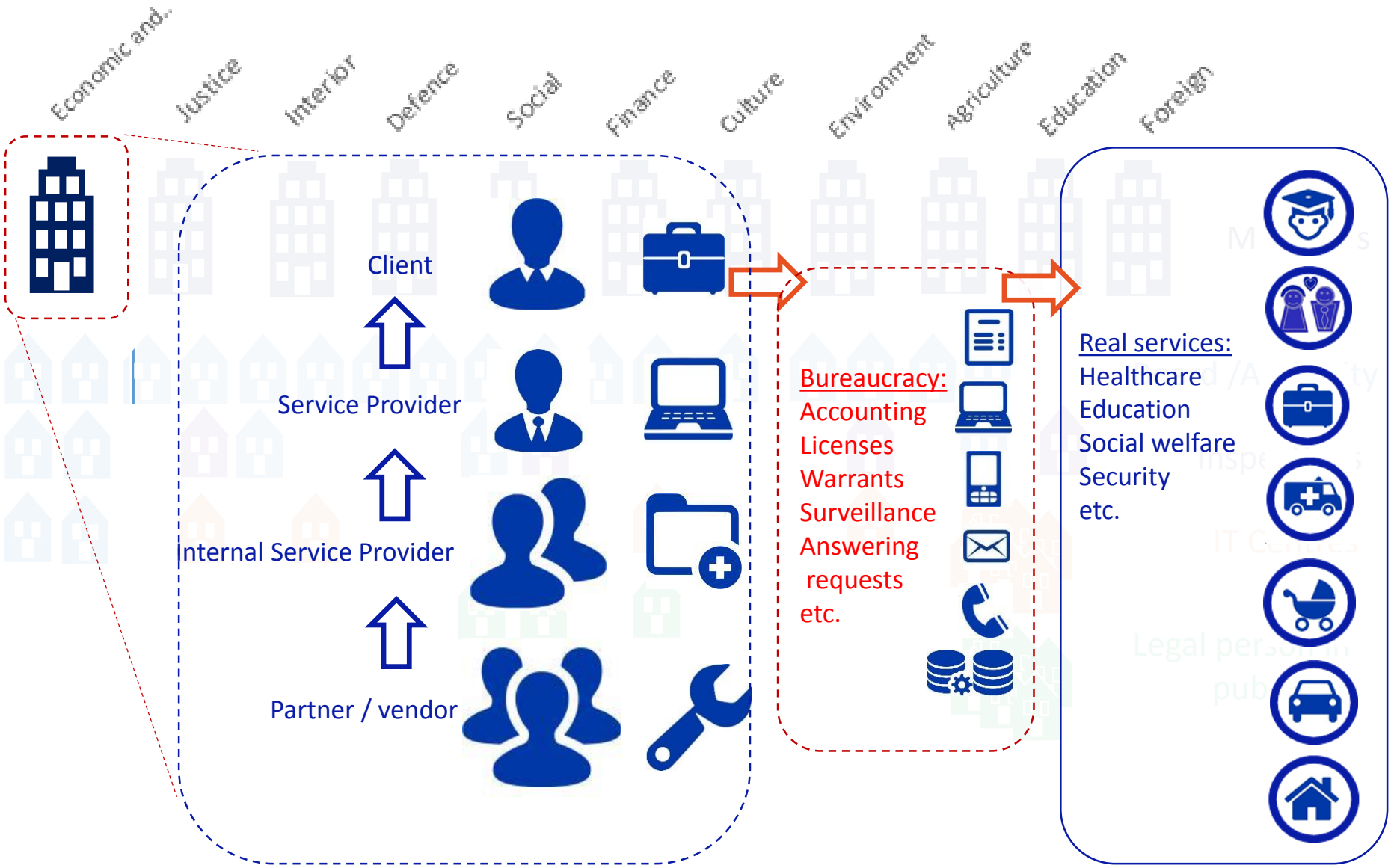
REAL ESTATE
HARJU MAAKOND, TALLINN, LASNAMÄE LINNAOSA, PALLASTI TN 48
78403:301:0121
HARJU MAAKOND, TALLINN, LASNAMÄE LINNAOSA, PALLASTI TN 48
78403:301:0121

1:09 TO AUTOMATIC LOG OUT

TO LOG OUT EARLIER
PRESS 0 ON KEYBOARD

But still…

- First steps at mapping end-user services: https://www.mkm.ee/en/statistics/government https://www.mkm.ee/en/service-search
- Results: https://ristohinno.shinyapps.io/Riigiteenused_dashboard/
- Standard we use: https://joinup.ec.europa.eu/asset/cpsv-ap/description


Economic and..
Justice
Interior
Defence
Social
Finance
Culture
Environment
Agriculture
Education
Foreign
Client
Service Provider
Internal Service Provider
Partner / vendor
Bureaucracy:
Accounting
Licenses
Warrants
Surveillance
Answering
requests
etc.
Real services:
Healthcare
Education
Social welfare
Security
etc.

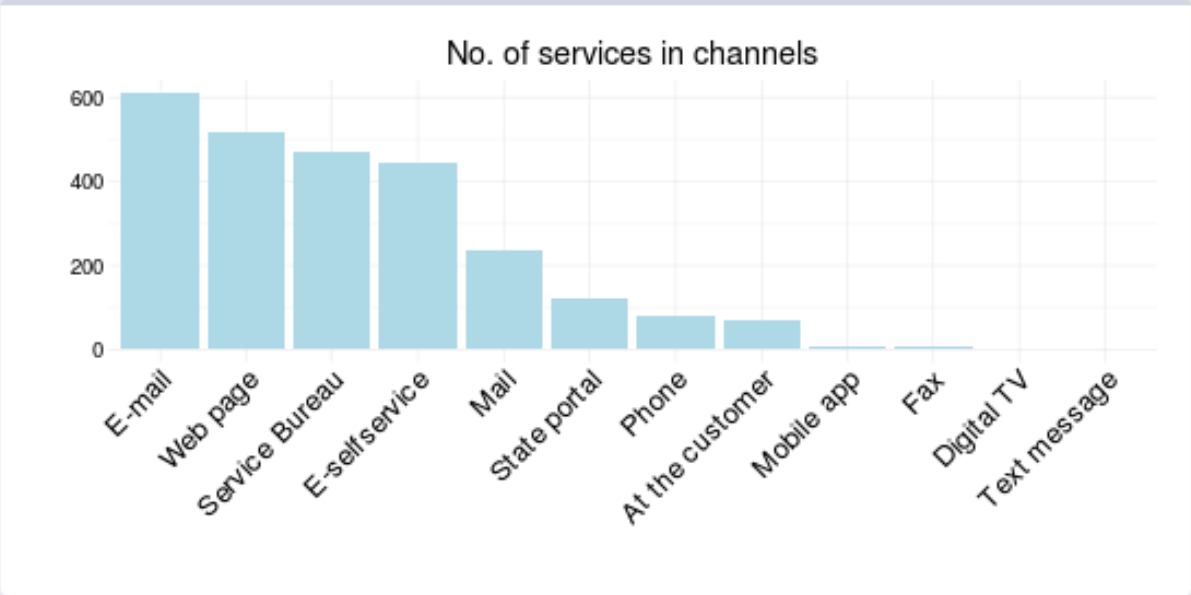
Mapping public services

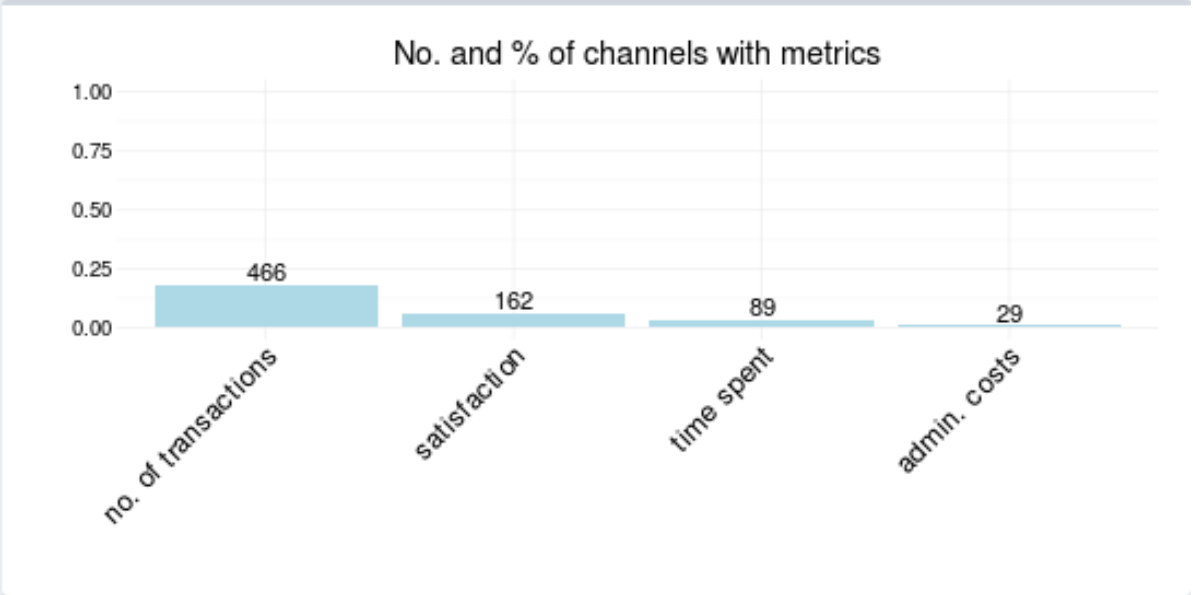
- Started on June 2015, larger works began on October
- All materials, data, code is public: https://github.com/MKM-ITAO/riigiteenused
- 11 ministries + Government Office:
  - 112 sub-authorities

12
Ministries

112
Institutions

1701
mapped services





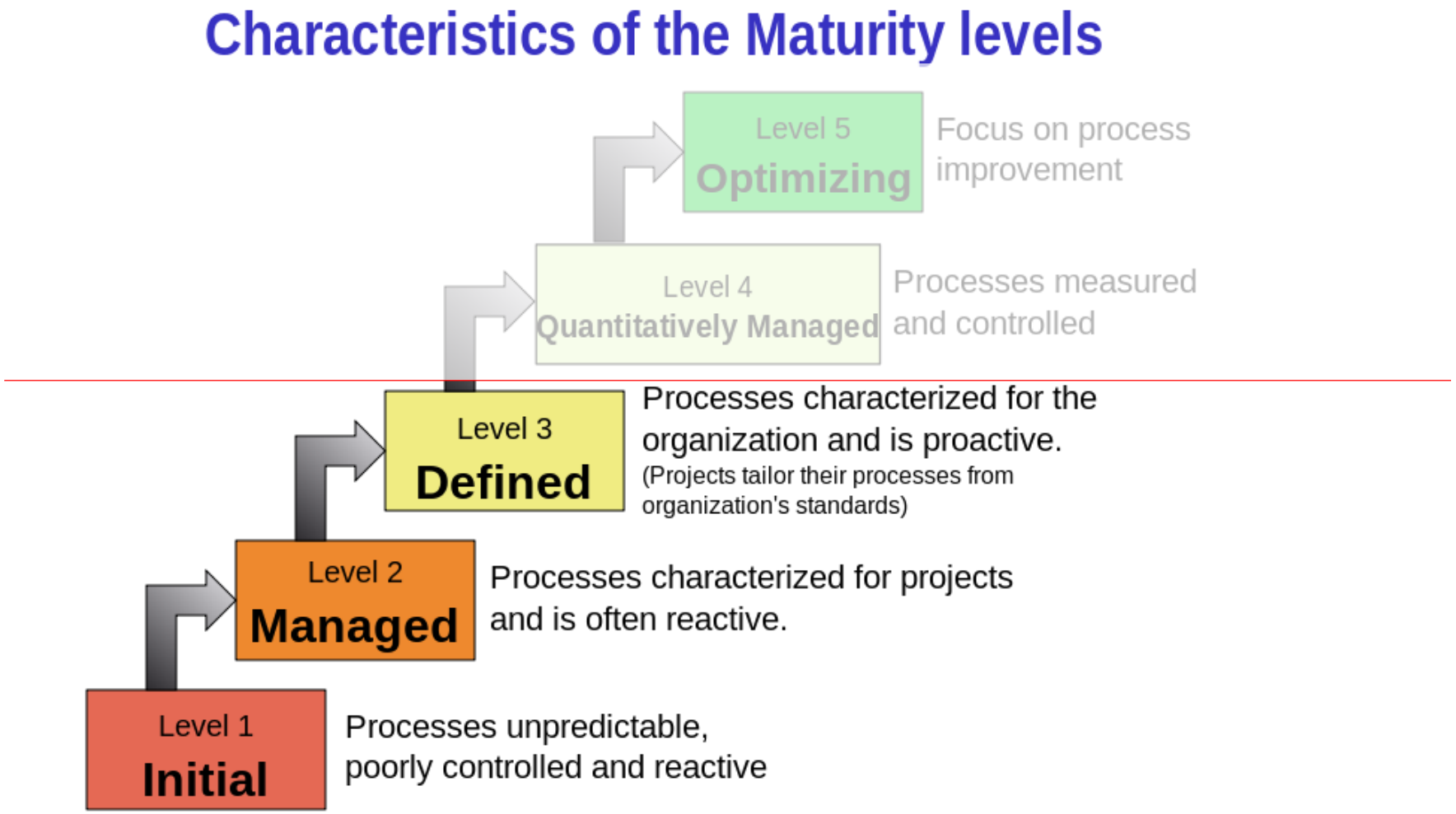
78 349 023
transactions

63.6
% average satisfaction

1 301 388
cost to Government

Source: https://ristohinno.shinyapps.io/Riigiteenused_dashboard/
Data: https://www.riigiteenused.ee/api/et/all

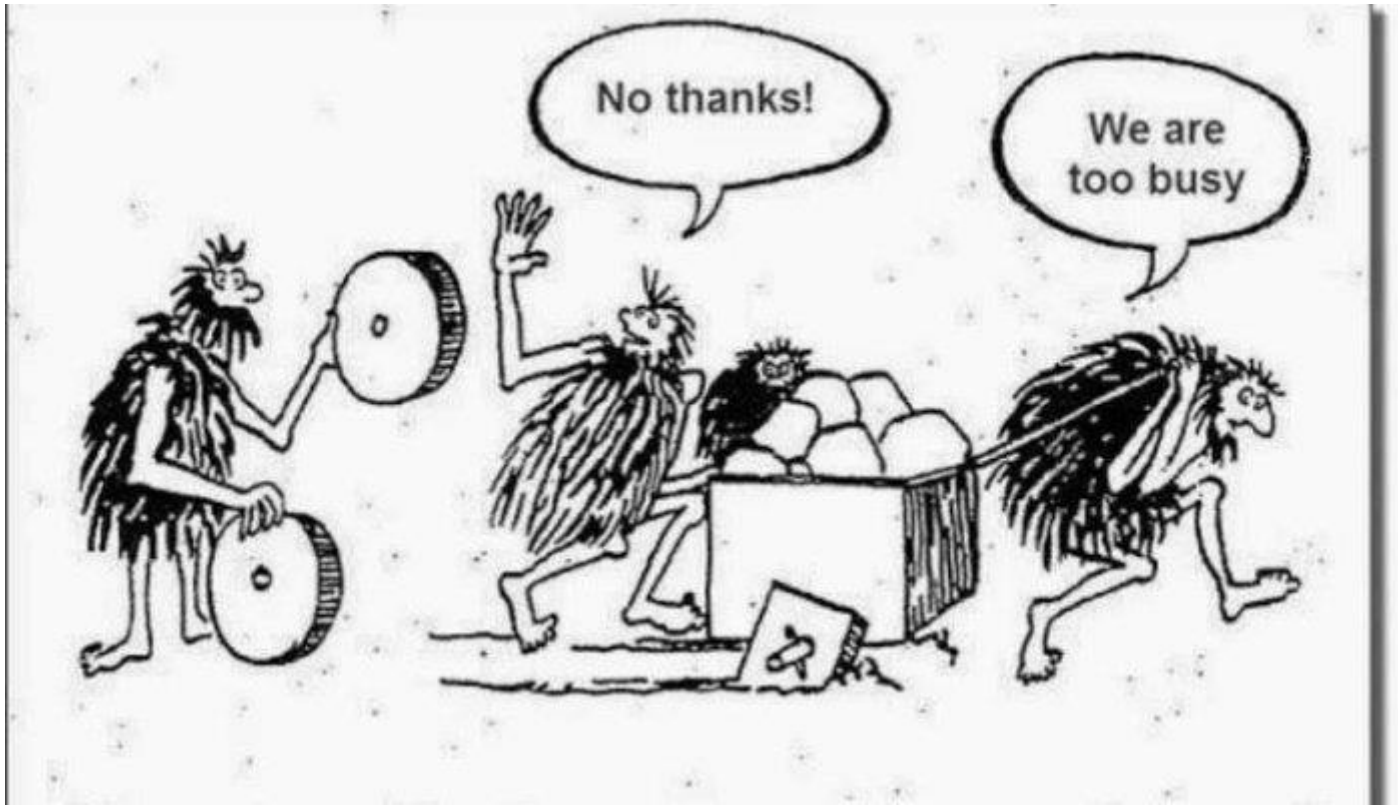
Public service management maturity



Source: http://rpubs.com/RRisto/kupsus (in Estonian)

Legal system

- First steps to adopt government regulation on service-based approach



Where we want to be

- Understand what value and to whom services provide
- Services combined holistically based on clients needs

More future plans

- Cooperation: Finland, Latvia

Thank you!