DİJİTAL DEVLET VE KURUMSAL MİMARİ

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Interoperability and Enterprise Architecture in Estonia

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**Estonia IN BRIEF**

Official country name
Republic of Estonia

Population 430,000

Area 45,227 km²

Population 1.3 million

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
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:

But still...


- Results: [https://ristohinno.shinyapps.io/Riigiteenused_dashboard/](https://ristohinno.shinyapps.io/Riigiteenused_dashboard/)

Ministries/Board/Authority
Inspections
IT Centres
Legal person in public law

Client
Service Provider
Internal Service Provider
Partner / vendor

Bureaucracy:
Accounting
Licenses
Warrants
Surveillance
Answering requests etc.

Real services:
Healthcare
Education
Social welfare
Security etc.

Economic and
Justice
Interior
Defence
Social
Finance
Culture
Environment
Agriculture
Education
Foreign

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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
No. of services in channels:

- E-mail
- Web page
- Service Bureau
- E-selfservice
- Mail
- Statportal
- Phone
- At the customer
- Mobile app
- Fax
- Digital TV
- Text message

No. and % of channels with metrics:

- No. of transactions: 496
- Satisfaction: 102
- Time spent: 89
- Admin. costs: 29

Transactions: 78,349,023
Average satisfaction: 63.6%
Cost to Government: 1,301,388

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

Characteristics of the Maturity levels

- **Level 1: Initial**
  - Processes unpredictable, poorly controlled and reactive

- **Level 2: Managed**
  - Processes characterized for projects and is often reactive.

- **Level 3: Defined**
  - Processes characterized for the organization and is proactive.
  - (Projects tailor their processes from organization’s standards)

- **Level 4: Quantitatively Managed**
  - Processes measured and controlled

- **Level 5: Optimizing**
  - Focus on process improvement

Source: [http://rpubs.com/RRisto/kupsus](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!