

# Study tour to Estonia Digital Governance: Case of Estonia

Tallinn - Tartu  
September 25 - 29, 2017

## AGENDA

Delegation from the Netherlands



e-Governance Academy's project management, trainings and consulting services are in compliance with the Quality Management Standard ISO 9001:2015.



**NVVB** | Nederlandse Vereniging  
voor Burgerzaken



**15** Empowering  
YEARS e-governance  
around the world

## List of particpance

---

## Day 1, MONDAY September 25th

TBC	<p>Arrival in Tallinn Please look for the sign „EGA“! Transfer to the Nordic Hotel Forum (Address: Viru Square 3, Tallinn 10111, Tallinn ), check-in.</p>	
16:00	<p>Gathering in the hotel lobby, meeting with Triinu Raigna, representative of e-Governance Academy (eGA). Five-minute walk to e-Governance Academy’s office (Address: Rotermanni 8).</p>	
16:15 – 17:30	<p><b>Welcoming. Introducing e-Governance Academy. Policies, principles and key elements of e-governance.</b></p> <p><i>This interactive workshop will discuss key elements of the Estonian e-government ecosystem. The focus is in analogue and digital parts. Analog (non-technical) aspects of the e-government includes political will and leadership, enabling legislation and regulations, supportive organizational model, change management and public awareness. Digital parts are (but not limited to) technology and its implementation in public registries, digital identity management, interoperability and data exchange, etc.</i></p> <p><i>This workshop will give to the participants understanding about the Estonian e-government key building blocks, helping understand the context of the presentations and visits in the next days and draw parallels with the processes in their own country.</i></p> <p><i>Including coffee break.</i></p>	<p><b>Mr. Hannes Astok,</b> Deputy Director and e-government expert in e-Governance Academy, Former Member of Parliament and former Deputy Major of Estonia’s second largest city Tartu</p>
18:45 – 19:15	<p><b>Guided city tour on foot in Tallinn Old Town</b></p> <p><i>The tour gives you an opportunity to discover the magical Old Town of Tallinn with many fascinating stories and an intriguing history. The tour will</i></p>	

*cover the most important places of the Old Town including St. Nicholas Church, Town Hall Square, Freedom Square, Danish King's Garden, Parliament Building, Alexander Nevsky Cathedral and Dome Church the City Wall.*

19:15 Dinner in the Town Hall Square located restaurant "Kaerajaan",  
(Address: Town Hall Square 17 <http://kaerajaan.ee/>)

### Day 2, TUESDAY September 26th

9:15 Gathering in the hotel lobby , five-minute walk to e-Governance  
Academy's office (Address: Rotermanni 8).

9:30 – 11:00 **Citizen-centric public services using secure digital ID (single sign-in portal, i-voting, e-police, e-health, etc)** **Mrs. Annela Kiirats,**  
Head of e-Governance  
Trainings Domain.

Basic infrastructure for e-services provision  
Digital public services - what kind of public value is created by the e-governance model, the value for every-day life for a citizen, impact of e-Estonia for the community

**Practical demonstrations on services:**

Estonian e-government solutions by Spin TEK - an Estonian IT company with 25 years of experience

11:00 Coffee and snacks.

11:15 – 12:45 **Strong digital identity: Estonian ID-Card, Digital Signature – Concept and solution** Associate Expert  
**Mobile ID**  
**Private companies providing certification service for national ID-card and mobile ID.**  
*This workshop will discuss key elements of the Estonian population registration principles and digital identity development principles concepts, also present lessons learned during the digital identity implementation.*



12:45	Lunch in Nordic Hotel Forum restaurant "Platz" (Address: Roseni 7) <a href="http://www.platz.ee/en/">http://www.platz.ee/en/</a>	
14:15	Transfer to Estonian National Election Committee (Address: Toompea 1)	
14:30 – 15:30	<p><b>Visit to Estonian National Election Committee</b></p> <ul style="list-style-type: none"> <li>- <i>Organization and supportive technical systems</i></li> <li>- <i>Results achieved so far</i></li> <li>- <i>Next challenges</i></li> </ul> <p><i>In this interactive presentation the methods of voting in Estonia will be discussed. Internet voting principles, tools and best practices will be presented. Internet voting demonstration will be provided. The key focus in the Internet voting process is in trust and confidence building and both procedural and technical components play critical role.</i></p>	<b>Mr. Priit Vinkel</b> , Chief of Staff, The National Election Committee
15:30	Ten-minute walk to Estonian Government Office (Address: Rahukohtu 3)	
16:00-17:00	<p><b>Paperless government meetings. Overview of the Information system that supports Estonian Government's decision-making</b></p> <p><i>This part of the visit will concentrate to the transparency and accountability approach in Estonian Government. The Government's paperless meeting system, it's principles and key elements will be discussed.</i></p> <p><i>The Estonian Government meeting room will be visited to understand the context.</i></p> <p><i>PS! Please bring your passports</i></p>	<b>Mr. Aivar Rahno</b> , Head of Government Secretariat
	Free time in the city	
19:00	Gathering in the hotel lobby, walk to dinner Dinner in Old Town	

### Day 3, WEDNESDAY September 27th

Gathering Nordic Hotel Forum conference centre (II floor)

9:00 – 10:00	ICT development support for Local Government	<b>Mr. Margus Lehesaar</b> , Advisor of Development Department in Ministry of Finance
10:00 – 11:00	Project of the Estonian Ministry of Interior to support the development of e-governance in local governments. <i>In this interactive presentation shows how to change decision making of the local authorities faster, simpler and also cheaper, using software solution for that. VOLIS - (System for Local Democracy Procedures).</i> Including coffee break.	<b>Mr. Henri Pook</b> IT Adviser, Association of Estonian Cities / Project Manager of VOLIS
11:00 – 12:00	Check-out Taking luggage into the bus, getting ready for departure	
12:30 – 13:30	Lunch in restaurant “Fahle” (Tartu mnt 84 <a href="http://www.fahlerestoran.ee/">http://www.fahlerestoran.ee/</a> )	
13:00	Transfer to Tartu. The duration of travel of about 2,5 hours.	
15:30	Arrival in Tartu. Visit to Estonian National Museum (Address: Muuseumi tee 2, Tartu <a href="http://erm.ee/en">http://erm.ee/en</a> ), coffee and snack break Guided tour in Estonian National Museum	
18:15	Transfer to hotel “Lydia” (Address: Ülikooli 14, Tartu <a href="http://lydia.ee">http://lydia.ee</a> ) Check-in, free time	
20:00	Gathering for dinner in the hotel lobby Walk to dinner	

## Day 4, THURSDAY September 28<sup>th</sup>

8:45	Gathering in the hotel lobby. Five-minute walk to Tartu City Government, Tartu Town Hall	
9:00 – 10:30	e-Government development on local level Electronic Case Management System on LG level Smart City Solutions on Tartu City example	<b>Mr. Jarno Laur</b> , Deputy Mayor of the city Tartu, Department of Urban Planning, Land Survey and Use
10:30-11:00	Coffee break: Visit to the Smart City Demonstration centre in the City Hall.	<b>Mrs. Gerttu Simm</b> , Project Manager, SmartCityLab
11:00-12:30	Involvement of citizens in decision-making processes via different (e)tools. Participatory Budgeting (PB) as a show case. <i>The lectures and discussion focus on how technology can support civic activism. Estonian show-cases of online-participation platforms (portal Rahvakogu.ee, Portal Citizen initiative, Participatory Budgeting) and lessons learned will be presented.</i>	<b>Mrs. Kristina Reinsalu</b> , Head of e-Democracy domain, eGA
12:30	Lunch at Restaurant	
13:30 – 15:15	Internal discussion about implementation of e-services in the Netherlands. Optional other meetings	
15:45 – 17:15	Tartu Science Park and Demonstration Centre SPARK <i>Introducing the South-Estonian business environment and different businesses through memorable stories illustrated interactive exhibitions.</i>	<b>Ms Liina Helstein</b> – Project Manager Tartu Science Park
20:00	Gathering for dinner in the hotel lobby Walk to dinner	

## Day , Friday September 29<sup>th</sup>

---

Gathering in the hotel lobby, check out from the hotel  
Transfer to Tallinn Airport  
Lunch for participants with later departures  
Departure from Tallinn according to the flight schedules.

## Contact information

---

e-Governance Academy Foundation  
Rotermanni 8, Tallinn ESTONIA

Hannes Astok, Director for Development and Strategy, Head of Local e-  
Government Domain  
+372 509 1366  
[hannes.astok@ega.ee](mailto:hannes.astok@ega.ee)

Triinu Raigna, Project manager of e-Governance Academy  
+372 514 4724  
[triinu.raigna@ega.ee](mailto:triinu.raigna@ega.ee)