

HOW A SECURE DIGITAL SOCIETY CAN HELP MITIGATE THE COVID-19 CRISIS

During the COVID-19 crisis we have seen how e-Governance solutions have ensured us the continuity and sustainability of the public sector services for citizens and enterprises. Through that it has been proven how e-Governance can have a demonstrable and tangible impact on improving citizen participation and quality of life as a result of effective multi-stakeholder partnerships. Fully integrated public services are the way to build up the most secure digital society and overcome the crisis that we are facing today.

E-GOVERNANCE SOLUTIONS FOR BUILDING UP A SECURE DIGITAL SOCIETY

It is important to keep in mind that in order to build up e-governance solutions, appropriate policy frameworks and legislative bases need to be developed by the Governments. Here is a list of fundamental digital solutions that a modern society should possess and that help to ensure the sustainable governance processes during any crisis:

- BACKBONES OF E-GOVERNANCE:

- o **X-Road** – a data exchange system where a country's e-service databases, both in public and private sector, link up and operate in harmony; it allows 24/7 secure Internet-based data exchange between information systems
- o **e-ID** – functions as definite proof of ID in an electronic environment; it provides secure digital access to electronic services on a governmental, business and/or personal level; mobile versions are the quickest to launch during a crisis

- BASIC REGISTRIES/DIGITIZED FUNCTIONS OF THE STATE:

- o **Civil registry** – database of all citizens and residents with rights and limitations to provide government services
- o **Business registry** – fast incorporation helps to develop business environment and increase FDI due to easier access to market and helps to continue the secure processes between enterprises and government
- o **Property registry** – general data like size, owners, restrictions and mortgages of immovable properties can all be managed online
- o **e-Taxation** – enhance government revenue as a result of automatic tax collection
- o **Public Finance Management** – administration and supervision of government and public-sector spending
- o **Law Enforcement and Justice** – develop Rule of Law and accelerate contract enforcement to attract new businesses

- E-HEALTH

- o **Hospital information system** – can be used both in hospitals and in individual doctors' offices; supports telemedicine, which provides virus safe-opportunities
- o **e-Prescription** – centralized and paperless system to be used by all doctors, patients, and pharmacies in order to get medicaments during any crisis
- o **VR solutions for contactless healthcare** – cost-effective healthcare solutions with more efficient and preventative measures

- E-EDUCATION

- o **School management system** – fast and efficient system providing better education and communication between students, their families, schools and supervisory bodies and giving possibilities for studying from distance as it is needed during a crisis
- o **Students registry** – information about educational competitions, submission of applications, registering for examinations, information about rankings all in one place
- o **Digital content management** – managing and delivering of learning materials to students from distance and contact-free

- PUBLIC SAFETY

- o **Public-safety answering point** – increases security, builds a better civil warning management and notification system, which helps to face challenges similar to COVID-19
- o **Catastrophe prevention** – early warning system to detect the sinking or rising of large infrastructure such as bridges, roads, highways, pipelines, major buildings and mining areas from distance and contact-free
- o **Border services** – easily manageable electronic queue management and safety solutions on borders that help to ensure among other things smooth cargo movements during a crisis

- SMART MOBILITY AND CITY PLANNING

- o **GIS placed city planning solutions** – lead to better governmental decisions in distributing the resources for cities, education, health etc. during a crisis
- o **Road administration e-services** – enable 100% paperless processing of transactions, applications and data inquiries related to a person's right to drive and the person's vehicles
- o **Public transport payment system** – contact-free smart payment solution for contactless fare payment by credit card, mobile phone or travel pass makes the use of public transport contact-free
- o **Smart pedestrian crossings** – collecting of traffic statistics, detection of pedestrian gatherings, contact-free passing of crossings, alerting of the drivers
- o **Self-driving shuttle bus** – helps to ensure contact-free transport of passengers and freight
- o **Smart on-demand based public transportation platform** – integrates different actors in the service cycle such as residents, drivers and municipalities

VALUE OFFER FROM ESTONIAN ICT CLUSTER

In order to build up e-governance solutions, certain preconditions such as legislative environment and political will need to be in place. In cooperation with Estonian ICT Cluster, a non-governmental and non-profit organization created to transfer our knowledge about building secure and advanced digital societies in the world, you can benefit from **end to end approach** by:

- getting political and legal drafting consultation
- receiving change management support
- getting help with capacity building
- technology implementation



Contact and additional information:

Doris Põld
ICT Cluster Manager
+372 511 4411
doris.pold@itl.ee

Jana Silaškova
e-Governance Project
Manager
+372 5340 5200
jana.silaskova@itl.ee

Maarja Rannama
ITS Estonia Network
manager
Tel: +372 5558 2672
maarja.rannama@itl.ee