Tallinn's Road to e-Governance

Toomas Sepp

Tallinn City Secretary, Head of City Office

Tallinn

QUICK FACTS OF ESTONIA and TALLINN

Tallinn

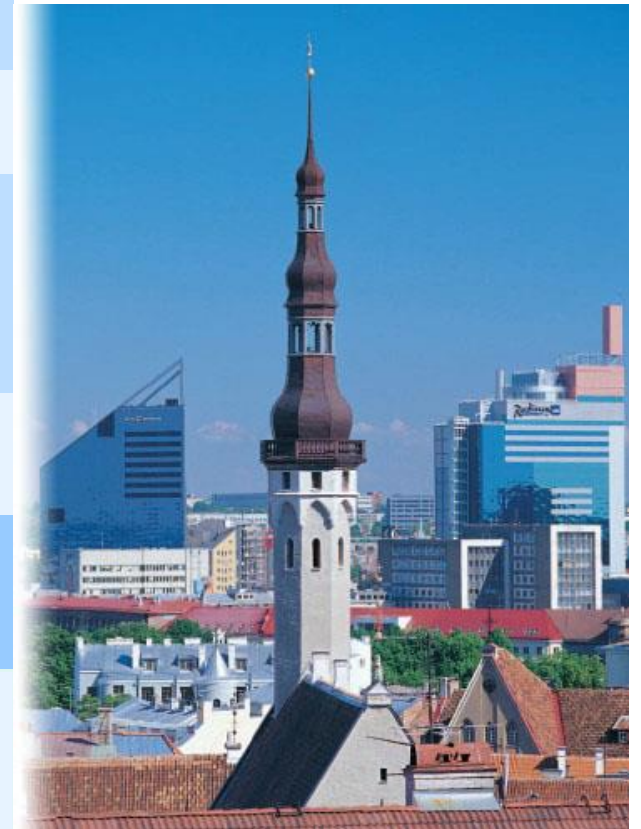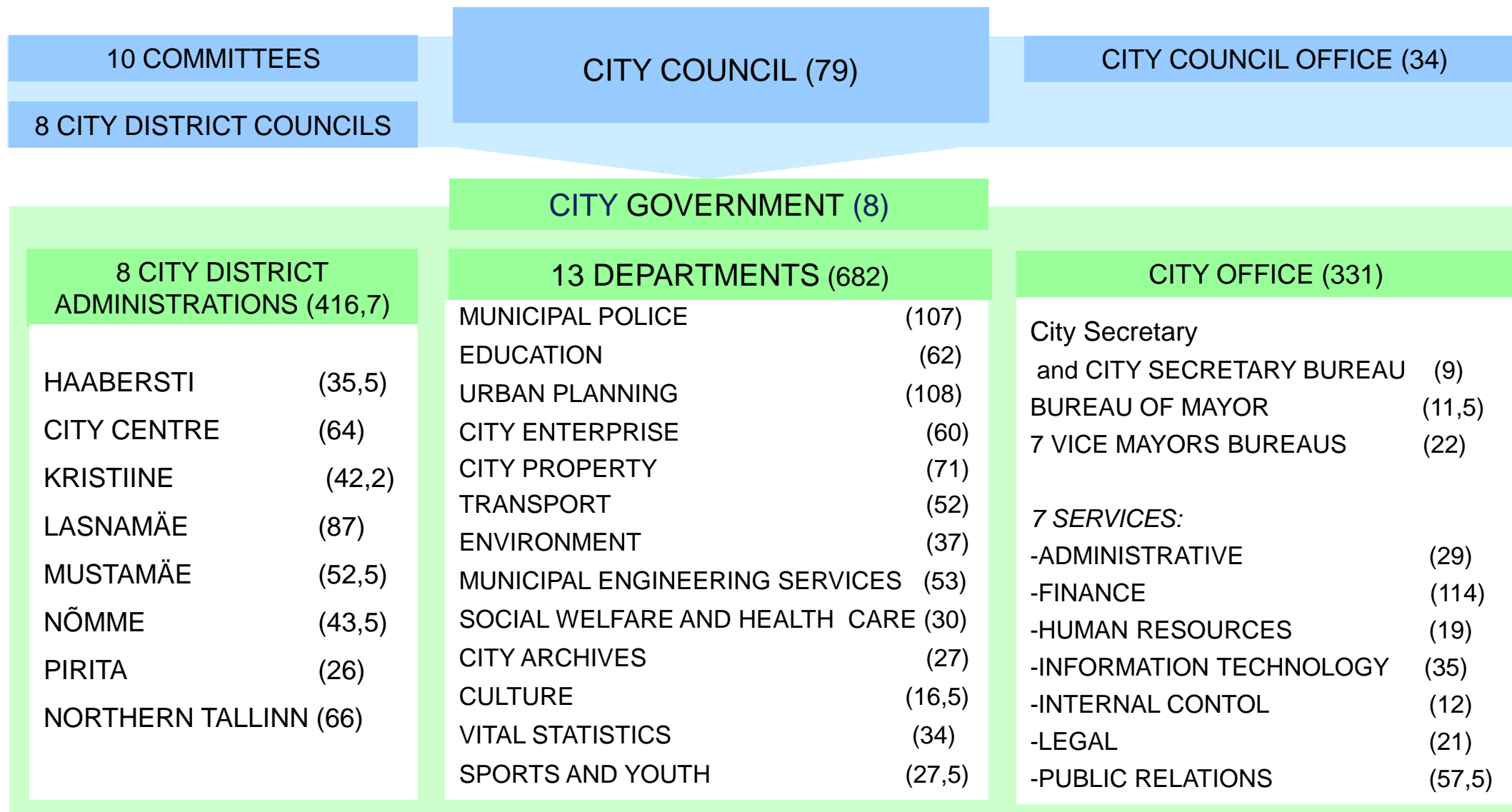|	REPUBLIC OF ESTONIA	TALLINN The Capital of Estonia
Population	1 319 133 (1.01.2018)	451 209 (1.09.2018)
Area	45 227 km²	159,31 km²
GDP per capita 2016	16 034,7 euros	26 461,7 euros
Currency	Euro (EUR, €)	
Average air temperature	In July +17.8 °C in February – 2.5°C	
Unemployment rate % 2017	5,8	5,1

STATISTICS ESTONIA https://www.stat.ee/en, STATISTICAL YEARBOOK OF TALLINN 2018

TALLINN CITY ADMINISTRATION

Tallinn

10 COMMITTEES	CITY COUNCIL (79)	CITY COUNCIL OFFICE (34)
8 CITY DISTRICT COUNCILS		

CITY GOVERNMENT (8)

8 CITY DISTRICT ADMINISTRATIONS (416,7)

HAABERSTI	(35,5)
CITY CENTRE	(64)
KRISTIINE	(42,2)
LASNAMÄE	(87)
MUSTAMÄE	(52,5)
NÕMME	(43,5)
PIRITA	(26)
NORTHERN TALLINN	(66)

13 DEPARTMENTS (682)

MUNICIPAL POLICE	(107)
EDUCATION	(62)
URBAN PLANNING	(108)
CITY ENTERPRISE	(60)
CITY PROPERTY	(71)
TRANSPORT	(52)
ENVIRONMENT	(37)
MUNICIPAL ENGINEERING SERVICES	(53)
SOCIAL WELFARE AND HEALTH CARE	(30)
CITY ARCHIVES	(27)
CULTURE	(16,5)
VITAL STATISTICS	(34)
SPORTS AND YOUTH	(27,5)

CITY OFFICE (331)

City Secretary and CITY SECRETARY BUREAU	(9)
BUREAU OF MAYOR	(11,5)
7 VICE MAYORS BUREAUS	(22)

7 SERVICES:

-ADMINISTRATIVE	(29)
-FINANCE	(114)
-HUMAN RESOURCES	(19)
-INFORMATION TECHNOLOGY	(35)
-INTERNAL CONTOL	(12)
-LEGAL	(21)
-PUBLIC RELATIONS	(57,5)

Total 1 463,7 employees

http/www.tallinn.ee/eng/

E-Estonia

- Digital identity and e-signature launched in 2012
- Since then:
  - 98% of the population has an e-identity
  - 98,8% of banking transactions done online
  - 95% tax declarations done online
    - tax declarations performed online in 3 minutes
  - 99% of public services available online
  - 95% of medical prescriptions are digital
  - etc

ABOUT SMART CITY CONCEPT

- The term "Smart City" dates back to 1990s
- The original idea was to set a clear and remarkable path of progress for public institutions and private companies
- By a way the definition „smart" is variable and unique to each community
- Smart City or Intelligent City?

CONCEPT & DEVELOPMENT OF OUR ELECTRONIC SOLUTIONS

- Workflows move from the document register to the respective databases (public meetings, non-profit activities, city planning, the self-service portal)
- Cross-usage of data, interoperability
- Digital signatures – always the best option?
- Significantly decreasing parallel procedure on paper

CONCEPT & DEVELOPMENT
OF OUR ELECTRONIC SOLUTIONS

- The personal role models of managers, political will/support from leaders
- Project management from the process point of view
- The illusion that there is much to save on, preferring quality and transparency

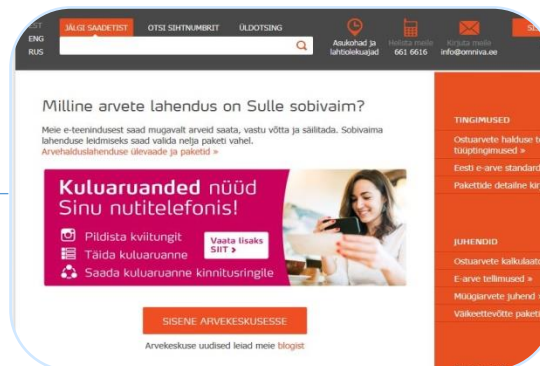# THE DESK OF THE CITY SECRETARY

BEFORE
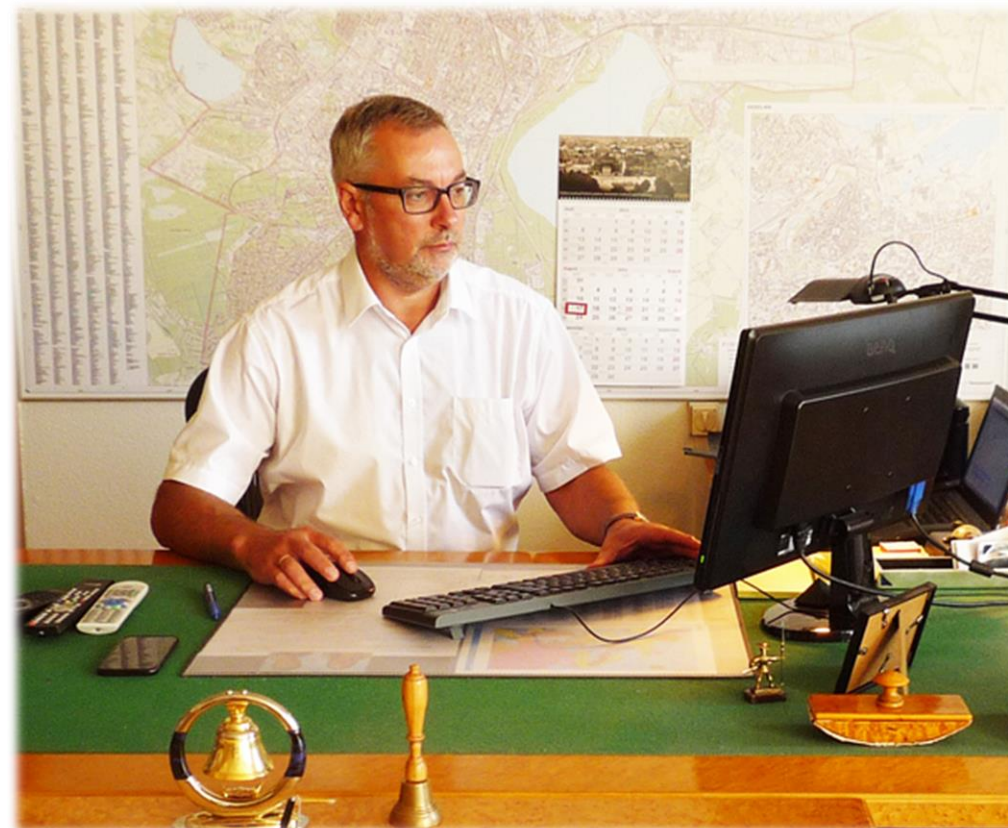
NOW

THROUGH OUTLOOK, TASKS FROM THE INFORMATION SYSTEMS

Tallinn
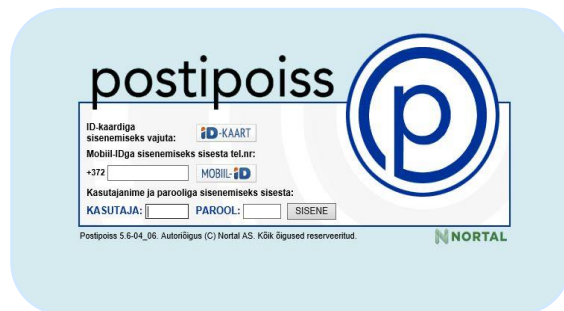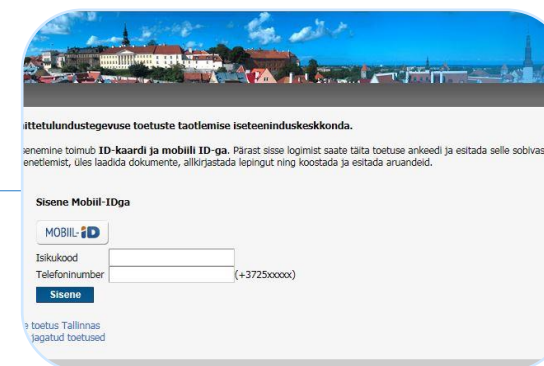
General Document Management System
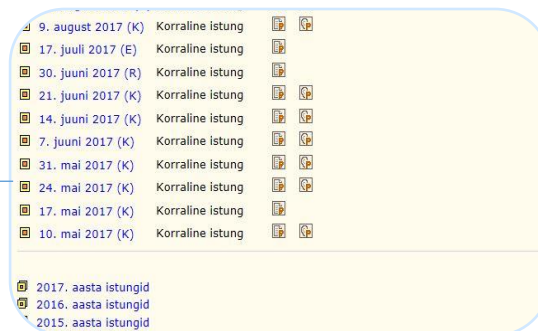
City Goverment Meetings

Bills Management

Public Event Permit

Benefit for Non-profit Activities

Total 35

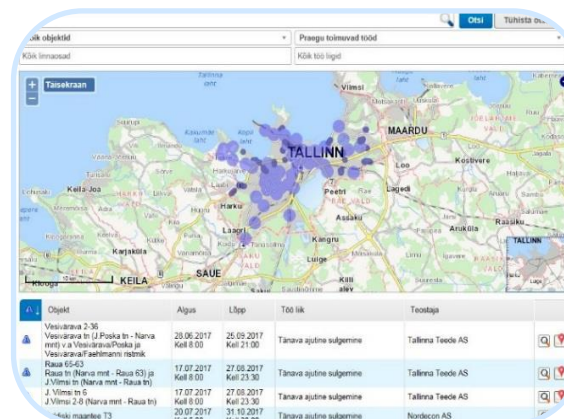Tallinn Website
Tallinn.ee

Intranet

Tallinn Planning Register

City Council
Information System

Tallinn Legislation
Register

Document Register

http://intra.tallinnlv.ee/itabi/andmekogud/Pages/default.aspx
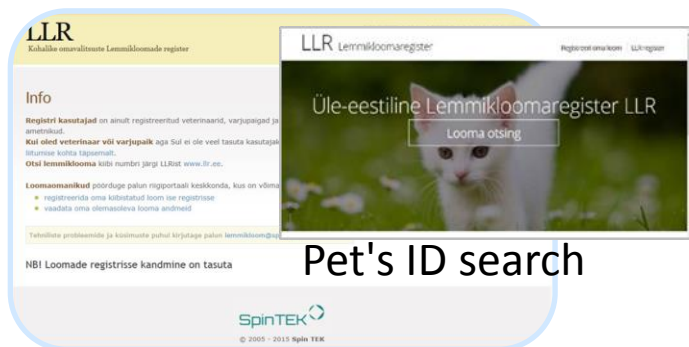
Tallinn

Total 35

Education Information

Operational Information System

Tallinn Parking Management Database

Pet's ID search

The Pet Register
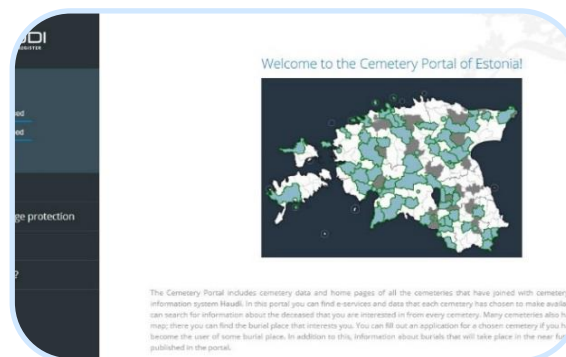
Cemetery Portal

Public Services

http://intra.tallinnlv.ee/itabi/andmekogud/Pages/default.aspx
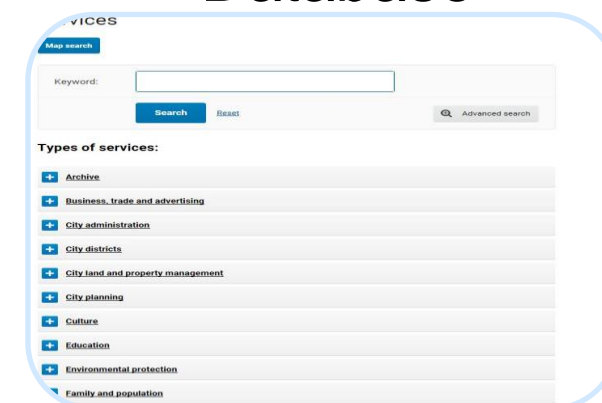
PUBLIC SERVICES

- Tallinn Virtual Service Hall was established in January 2009
- 21 areas, 578 services (fully digital 86)
  - DIRECT SERVICES 485
  - INDIRECT SERVICES 93
- 35 databases, 14 information systems
- Integration with financial information system SAP- Online payment environment, paid services 213 services (2017 paid more than 53 100 bills)
- Linking services with the city GIS/map
- Mobile text messages

- All services http://www.tallinn.ee/eng/teenused

21 TYPES OF SERVICES

- Archive
- Business, trade and advertising
- City administration
- City districts
- City land and property management
- City planning
- Culture
- Education
- Environmental protection
- Family and population

- Health
- Heritage conservation
- Maintenance and landscaping
- Public order
- Public transport and traffic
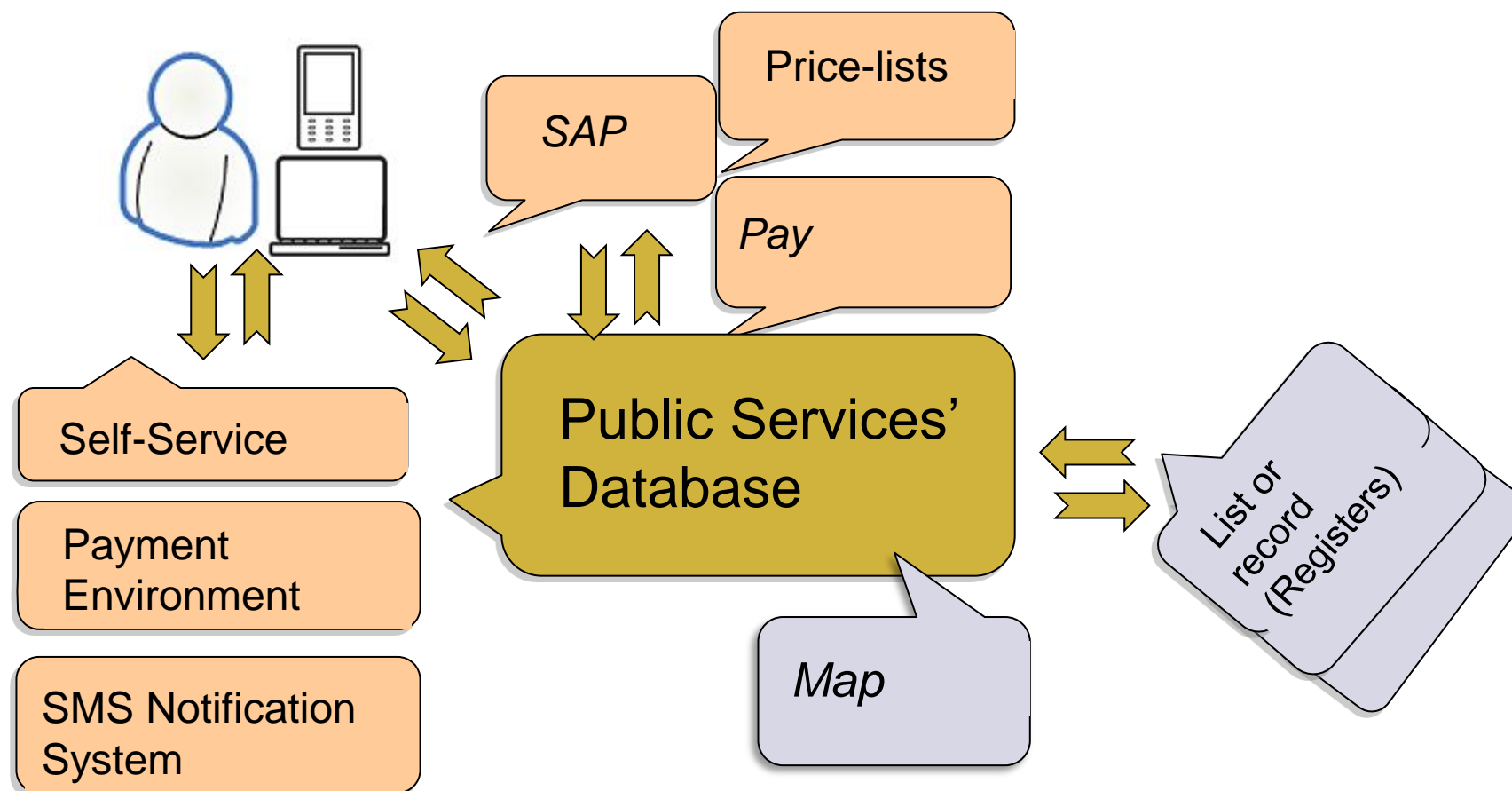- Roads and streets
- Social welfare
- Sports
- Tourism
- Utility networks
- Youth work

http://www.tallinn.ee/eng/teenused

ARCHITECTURE FOR PUBLIC SERVICES' DATABASE

Lessons Learnt

Ascertain the Needs of Potential Client

- Clients are different, their needs are different
- The basis of e-services are clear and simple proceedings
- Stay within your clients to better understand their needs

LESSONS LEARNT

Determine Priorities and Choose Means of Action

- Embark with vision
- Broaden the target
- Choose points of action, launch action plan
- Appoint project leaders
- Good cooperation: mayor, CEO and IT leader
- Project leader = process leader, not an IT director
- Use outsourcing

LESSONS LEARNT

Tallinn

Optimise and Simplify Proceedings

- Poor grounding – ill solution
- Determine front-office and back-office components of proceedings
- Prepare distinct and plain representations of proceedings
- Make process as simple as possible
- Turn down resistance of employers

LESSONS LEARNT

Problems of Implementation of e-Services

- Accessibility of the internet
- Limited human and financial resources
- Most of registers do not use cross related data of other registers
- Need of the strong support from all levels of authorities – leaders first

LESSONS LEARNT

Tallinn

Advertise and Publicize Your Activities and Solutions

- Introduce new services and solutions
- Make the access to the new services possible on the first page of your home website
- Keep a check on the number of the users on each service
- Constantly analyse situation, react to changes

LESSONS LEARNT

Follow Developments in the ICT Field

LESSONS LEARNT

Key words:

- Local to State, Local to Private Cooperation
- Partnerships with Research Institutions:
  – e-Governance Academy
  – ICT Colledge (TTU)
  – ICF network
- Best Practice

Thank you for your attention and Welcome to Estonia and City of Tallinn!

www.tallinn.ee

Tallinn