

# Data and Information management according end-users point of view

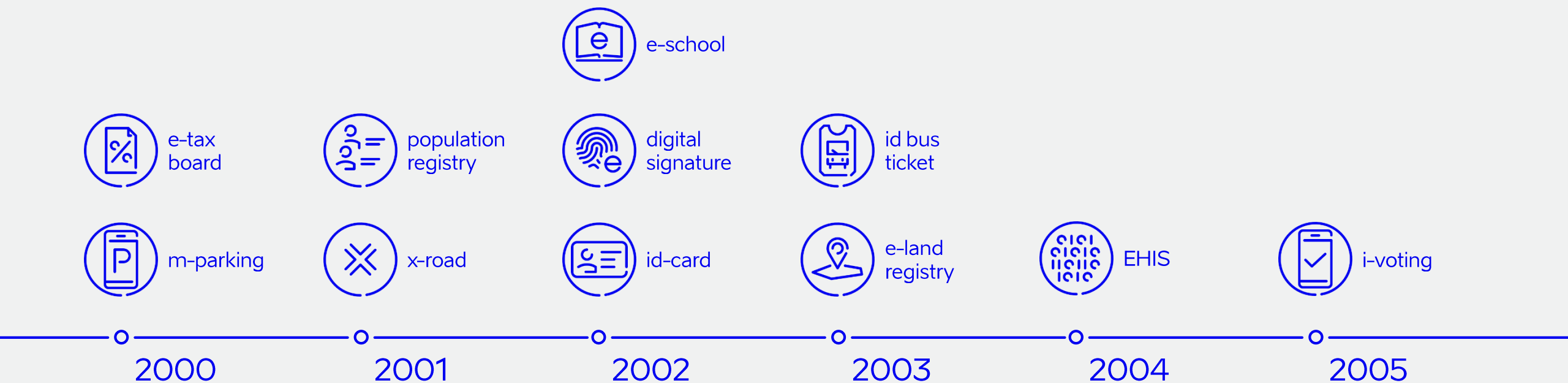
Janek Rozov  
Estonia

a modest  
country that  
extends beyond  
its borders:

- + population: 1.3 million
- + area: 45,339 km<sup>2</sup>
- + 2,222 islands and islets
- + currency: Euro
- + member of: EU, NATO, WTO, OECD, DIGITAL 5
- + ICT sector: 7% of GDP



# e-Estonia timeline



# e-Estonia timeline



mobile-id



e-police system



keyless signature infrastructure



e-health system



e-prescriptions



smart grid



ev quick charging network



x-road europe

2007

2008

2010

2011

2012

2013

# e-Estonia timeline



e-residency



data  
embassy



e-receipt



data  
embassy  
stage 2



opening a  
bank account  
online



reporting  
3.0

2014

2015

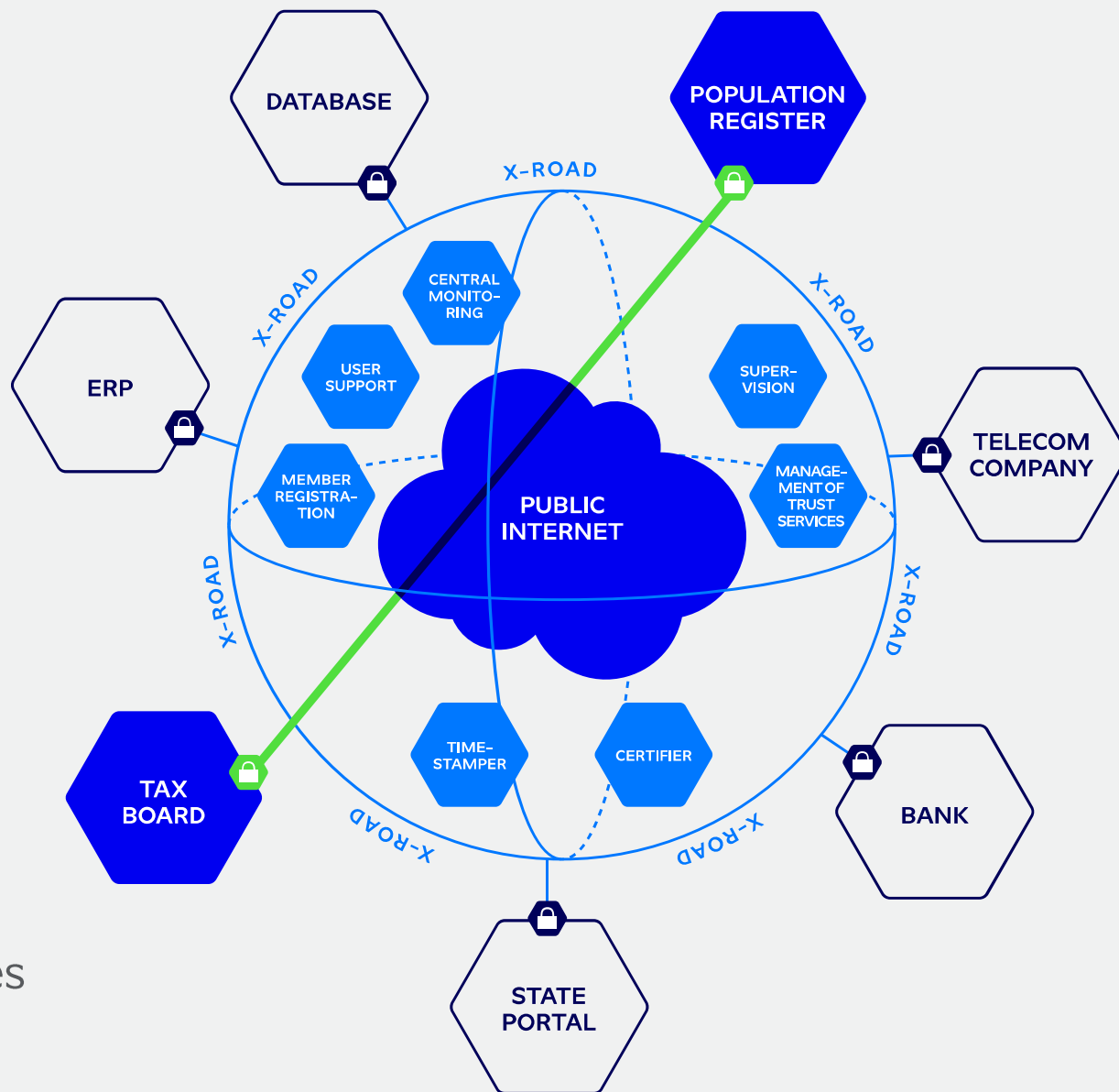
2016

2017

2018

# exchange

The busiest highway of e-Estonia — X-Road.

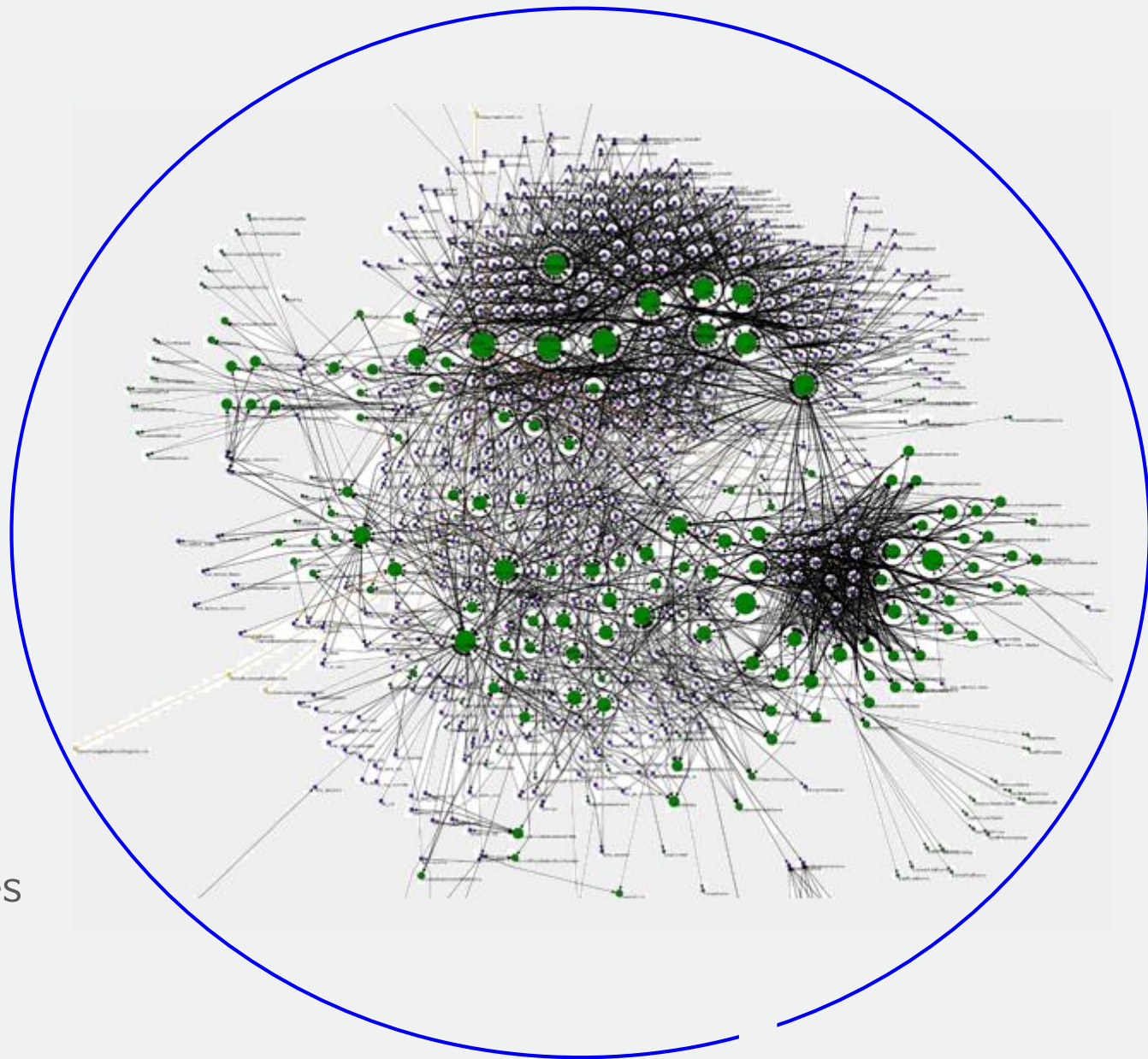


- + 99% of state services are online
- + over 2000 services
- + over 900 connected organizations, databases
- + over 500 million transactions per year

# exchange

The busiest highway of e-Estonia —  
X-Road.

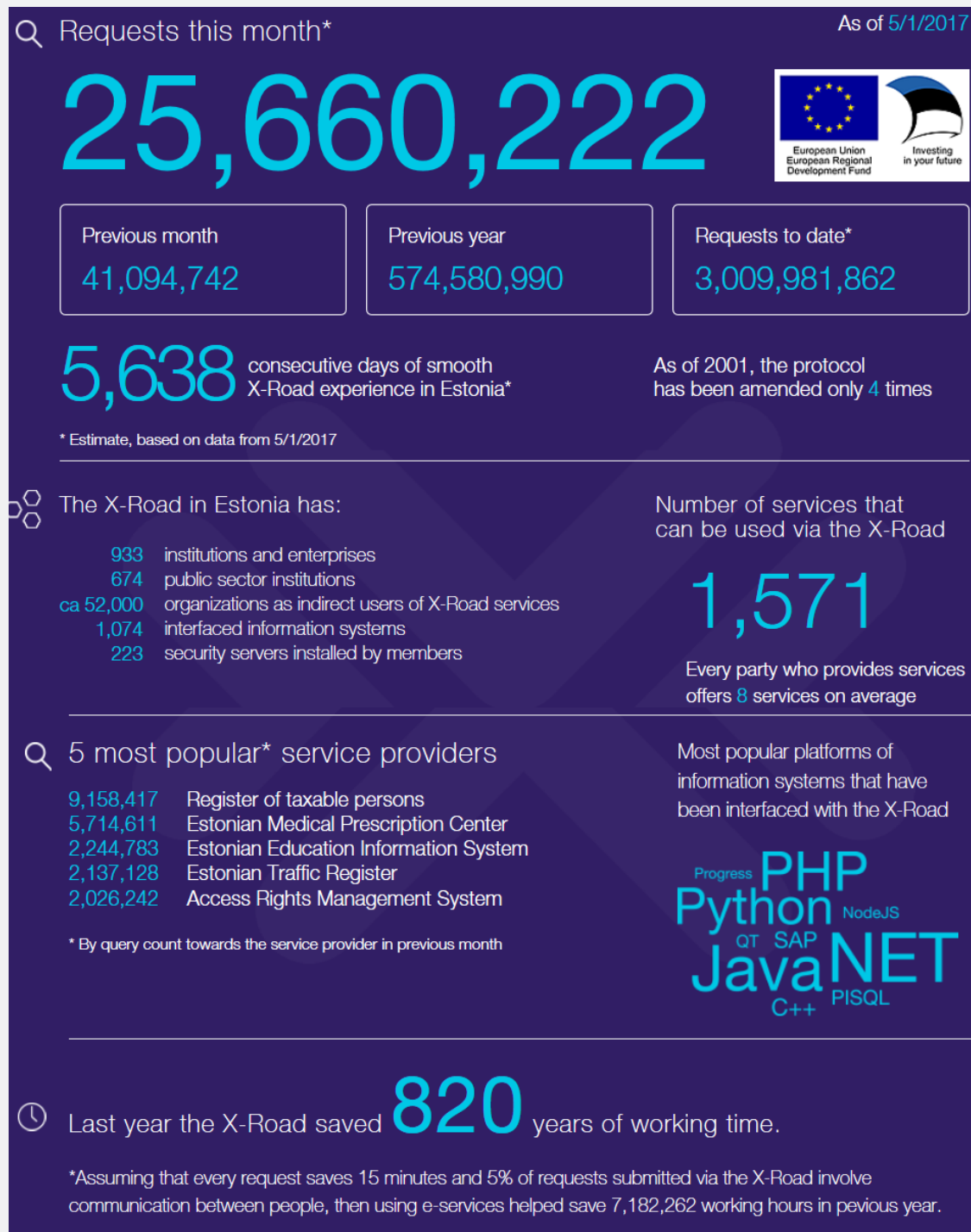
- + 99% of state services are online
- + over 2000 services
- + over 900 connected organizations, databases
- + over 500 million transactions per year



# exchange

The busiest highway of e-Estonia — X-Road.

<https://www.ria.ee/x-tee/fact/#eng>





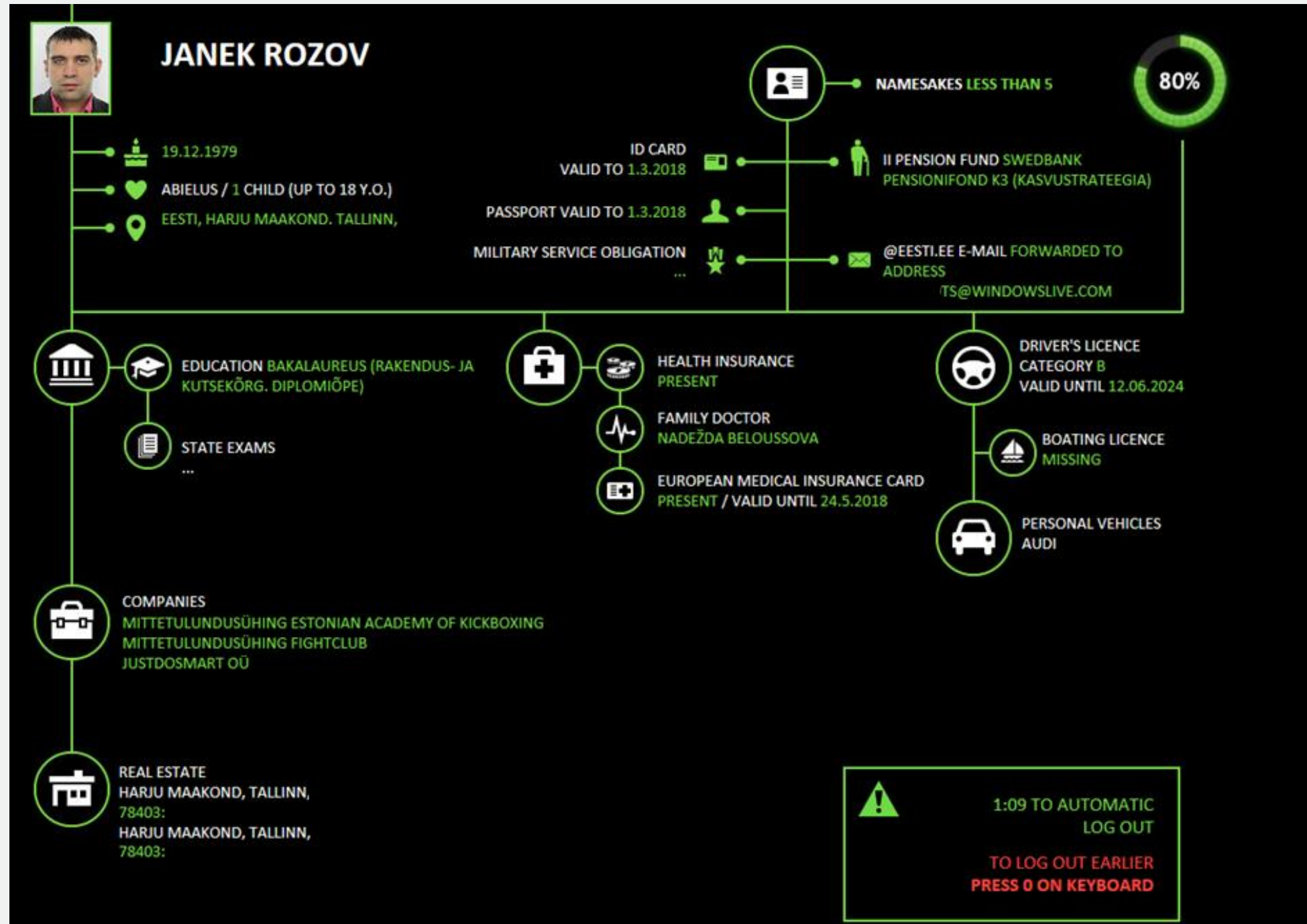
# ease of doing business

Simplest and fastest business environment.

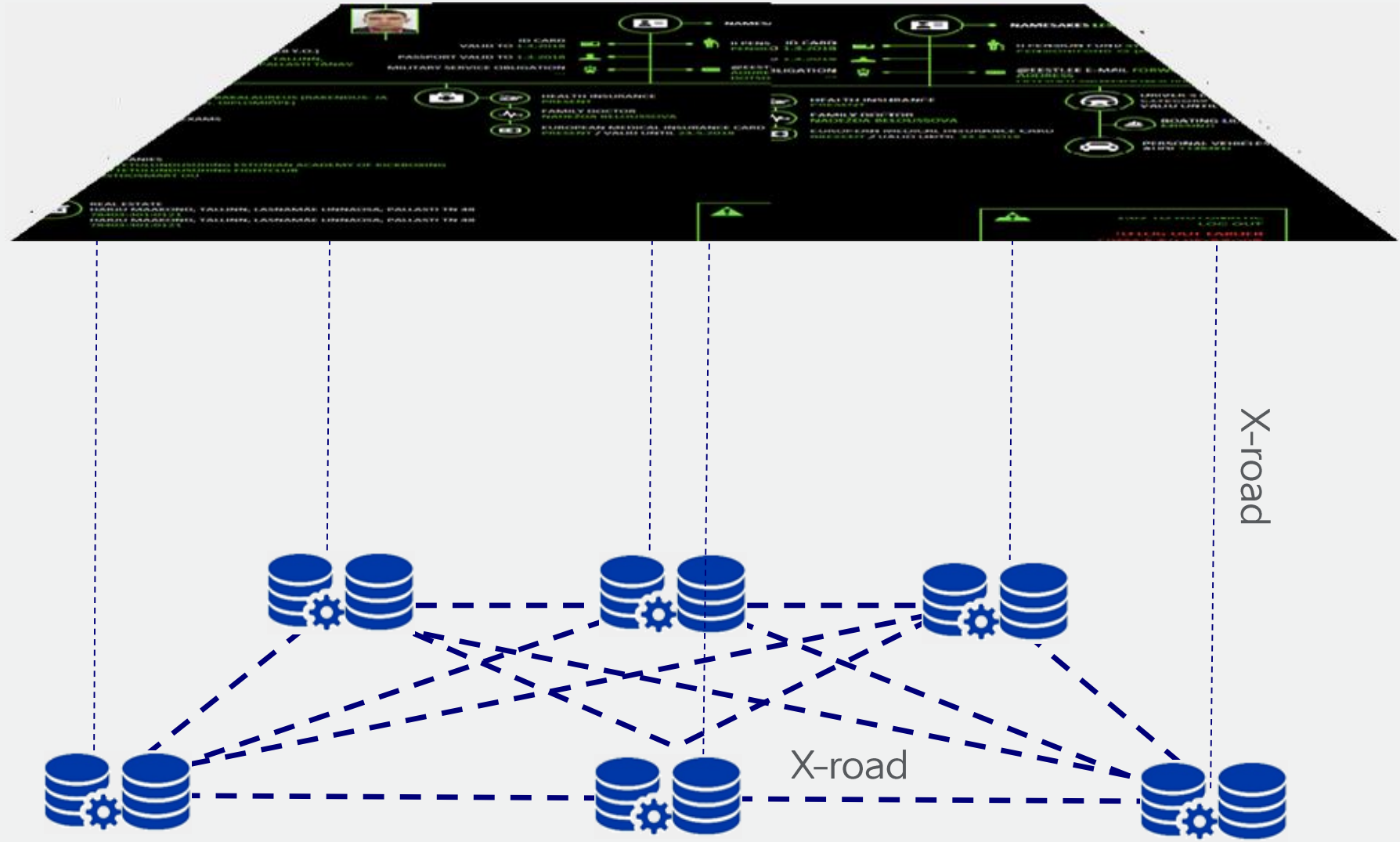
enter e-estonia

- + 1<sup>st</sup> of tax competitiveness
- + most start-ups per capita
- + a few hours to start a company
- + hassle-free e-taxation
- + e-Residency — Estonian e-services to every world citizen

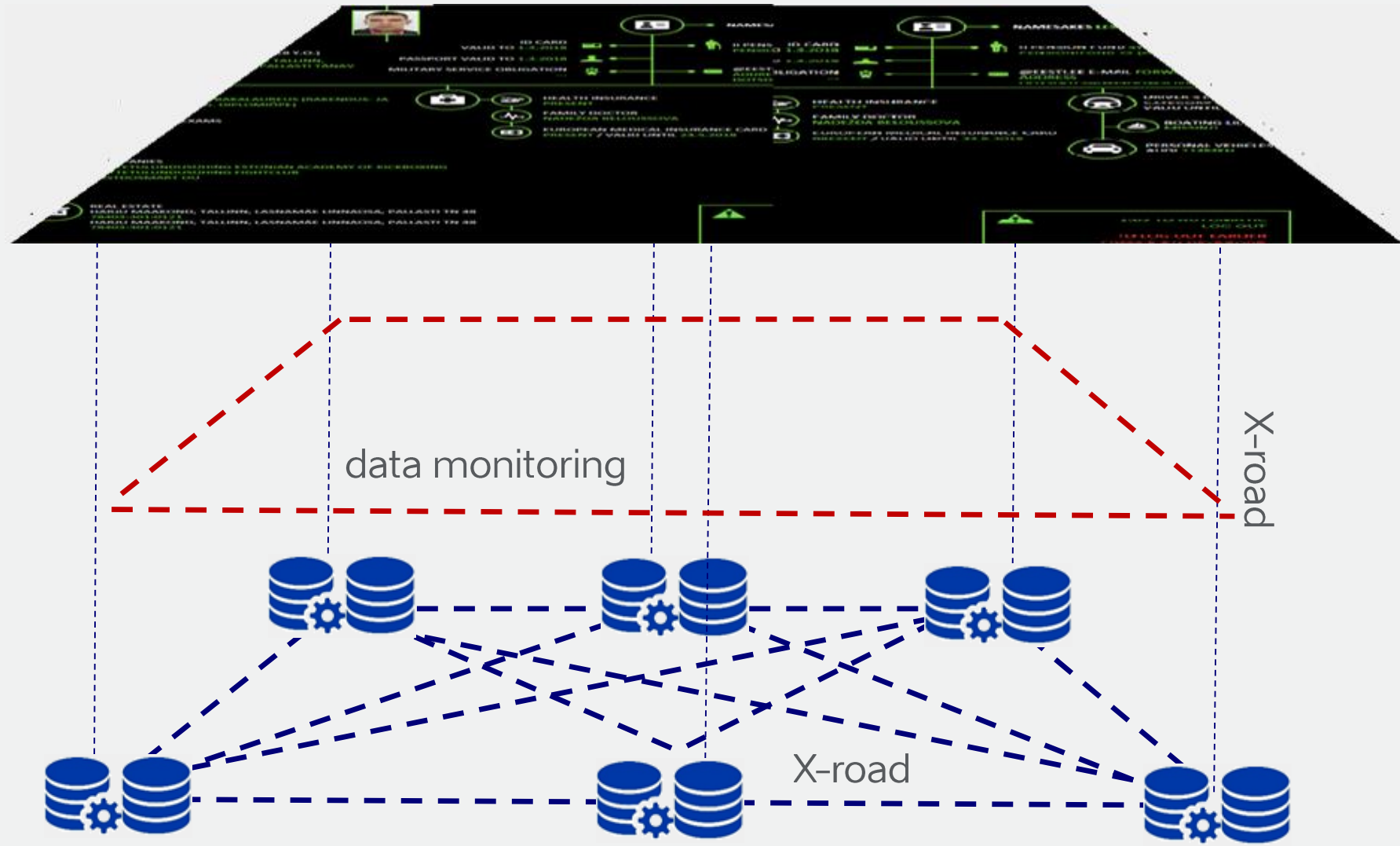
the fullest view of my data:



the  
fullest  
view of  
my data:



the  
fullest  
view of  
usage  
of  
my data:



the  
fullest  
view of  
usage  
of  
my data:

The screenshot shows the EESTI.e website interface. At the top left is the logo 'EESTI.e Gateway to eEstonia'. On the top right, there are links for 'For visually impaired', 'Help', and language options 'Eesti keel', 'English', and 'Русский'. A search bar with the placeholder 'Insert keyword' and a 'Search' button is present. Below the search bar are links for 'Site map' and 'Advanced search'. A green navigation bar contains 'My Data', 'Services', 'Topics', and 'Contacts'. On the right of this bar, it shows the user 'Janek Rozov' and a 'Log out' button. A breadcrumb trail reads: 'Main page → Topics → ... → The State and the Citizen → Safety and Security → Usage of personal data'. Utility links for 'Add to My links', 'Print', and 'Share' are also visible. The main content area is titled 'Usage of personal data' and includes a description of personal data, instructions on how to check its usage, and contact information. A 'Databases' section lists three items: 'Viewings of prescriptions (Health Insurance Fund)', 'Usage of personal data in the population register', and 'Query of a person about queries of his/her data'. A 'Related services' sidebar on the right lists: 'Query about your social allowances and benefits', 'Query of a person about queries of his/her data', 'Usage of personal data in the population register', and 'Viewings of prescriptions (Health Insurance Fund)'. At the bottom, there are social sharing options: 'Send to a friend', 'Ask a question', and 'Share' with icons for Facebook, Twitter, and Del.icio.us.

EESTI.e  
Gateway to eEstonia

For visually impaired | Help

Eesti keel | [English](#) | Русский

Q Insert keyword [Search](#)

[Site map](#) | [Advanced search](#)

[Home](#) [My Data](#) [Services](#) [Topics](#) [Contacts](#) [Janek Rozov](#) [Log out](#)

Main page → Topics → ... → The State and the Citizen → Safety and Security → Usage of personal data [Add to My links](#) [Print](#) [Share](#)

**For a citizen**

- ▶ [Estonian Republic](#)
- ▶ [Housing](#)
- ▶ [Education and Science](#)
- ▶ [Environment](#)
- ▶ [Culture and Leisure Time](#)
- ▶ [Traffic](#)
- ▶ [Family](#)
- ▶ [Money and Ownership](#)
- ▶ [Travelling](#)
- ▶ [National Defence](#)
- ▶ [The State and the Citizen](#)
- ▶ [Consumer Protection](#)
- ▶ [Health Care and Protection](#)
- ▶ [Benefits and Social Assistance](#)
- ▶ [Work and Employment Relations](#)
- ▶ [Foreigners in Estonia and Estonians abroad](#)
- ▶ [Legal Aid](#)
- ▶ [Using the State Portal](#)

## Usage of personal data

Personal data are all the data directly related to you: place of residence, family, employment, health, etc. Your personal data are entered, used, and forwarded by various institutions.

You can check the usage of your personal data in the databases listed here, i.e. make queries about to whom and what kind of personal data has been shared.

If you have any questions, contact a respective institution, who has made the query. If you would like to receive information about the usage of your personal data from databases and institutions not listed here, submit a query for information to the respective databases and institutions.

**Databases**

- [Viewings of prescriptions \(Health Insurance Fund\)](#)
- [Usage of personal data in the population register](#)
- [Query of a person about queries of his/her data](#)

Last modified 20. February 2017

[Send to a friend](#) [Ask a question](#) Share: [Facebook](#) [Twitter](#) [Del.icio.us](#) [More](#)

**Related services**

- ▶ [Query about your social allowances and benefits](#)
- ▶ [Query of a person about queries of his/her data](#)
- ▶ [Usage of personal data in the population register](#)
- ▶ [Viewings of prescriptions \(Health Insurance Fund\)](#)

the  
fullest  
view of  
usage  
of  
my data:

09.10.2013	Kodaniku isikukaart	State portal	1	37912190257
15.10.2013	Kodaniku isikukaart	State portal	1	37912190257
17.12.2013	Kodaniku isikukaart	State portal	1	37912190257
08.01.2014	Isikuandmed ja pildid KMA IS -is	The Chamber of notaries	-	
09.01.2014	Isikuandmed ja pildid KMA IS -is	The Chamber of notaries	-	
14.01.2014	Kodaniku isikukaart	State portal	1	37912190257
16.01.2014	Isikuandmed ja pildid KMA IS -is	The Chamber of notaries	-	
13.06.2014	Kodaniku isikukaart	State portal	1	37912190257
01.09.2014	Kodaniku isikukaart	State portal	1	37912190257
10.10.2014	Kodaniku isikukaart	State portal	1	37912190257
25.11.2015		Police	Paring: 1847519	
12.05.2016		State portal	1	37912190257
12.05.2016		Road administration	Driving licence	
05.09.2016		Road administration	Driving licence	
16.09.2016		Road administration	Driving licence	
21.11.2016		Police	Paring: 3195550	
25.11.2016		Police	Paring: 3207336	
19.05.2017		Police	Paring: 3815297	
25.05.2017		State portal	1	37912190257

# elaborated

Clear and honest principles.

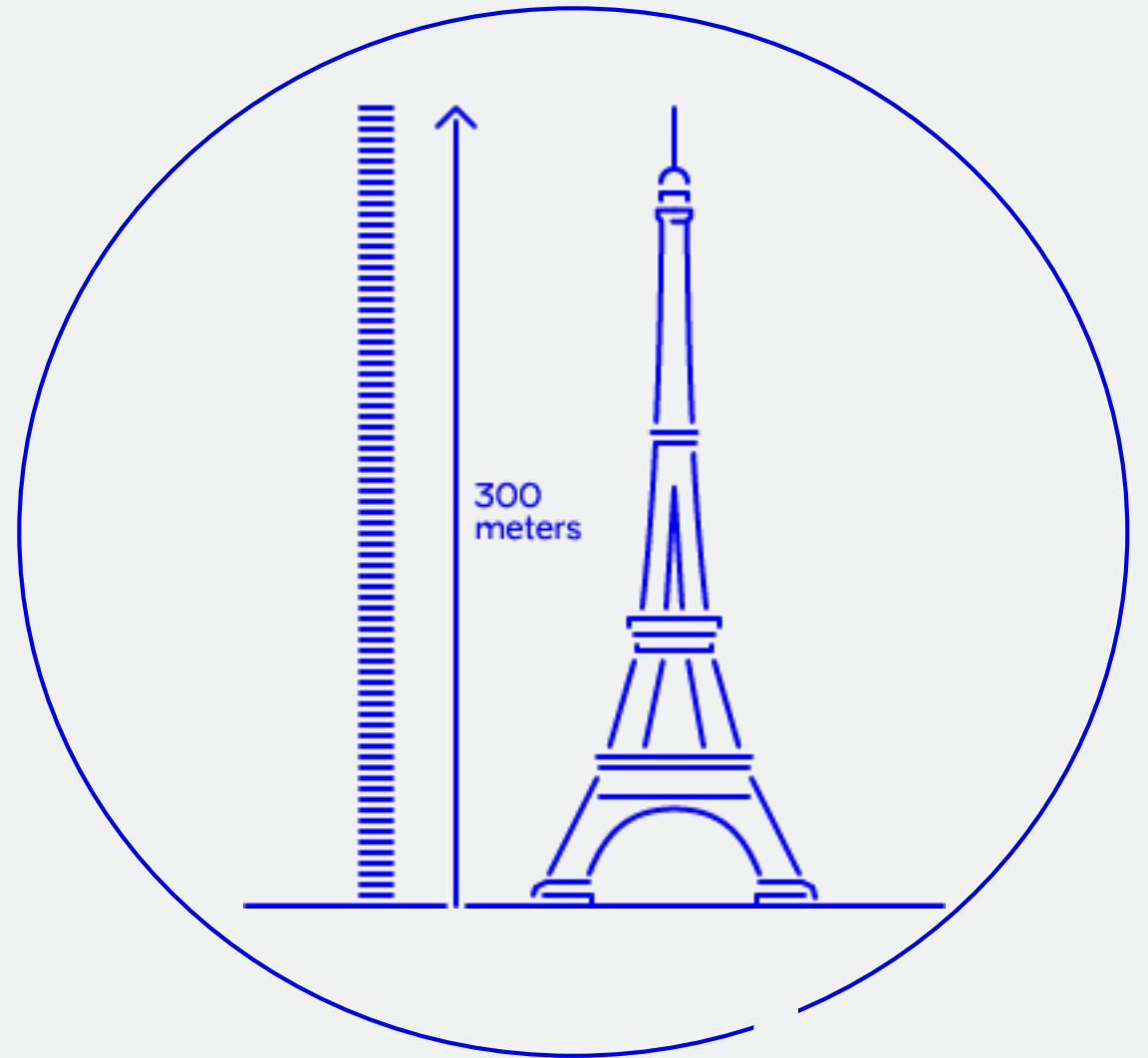
- + once-only
- + no legacy
- + digital by default
- + data first



# elaborated

Clear and honest principles

- + Public Information Act (2007)
- + General Part of the Economic Activities Code Act (2014)
- + Principles of the services management and information governance (2017)





# ESTONIAN PUBLIC SERVICE CATALOGUE



**CATALOGUE** <http://mkm-itaio.github.io/catalogue/>

[Estonian public service catalogue](#) is a simple web-based tool to generate overview of public services. Public service is direct contact between some public sector institution and it's clients: citizen, business or NGO. Catalogue is first of all meant for clients to find services what they are looking for. Secondly it aims to remind public sector who is it working for.

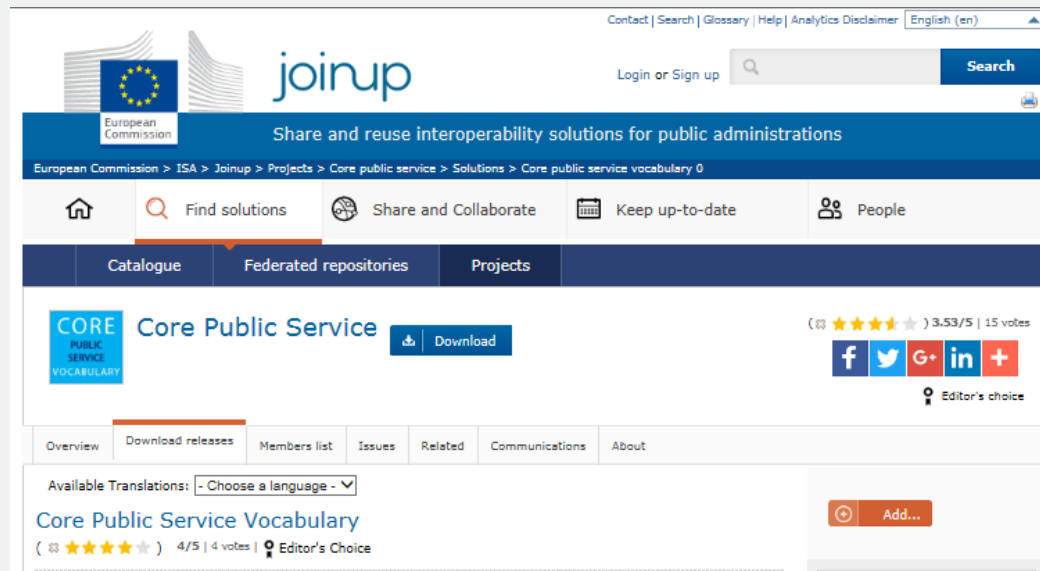
Service catalogue is filled in by each authority. Every service owner is responsible for having up to date service information in catalogue. Centrally is service management and describing coordinated in by Information Society Services Development Department in Ministry of Economic Affairs and Communications.

In total there are about 40 institutions, 11 ministries using service. Project materials are available in [Github](#) (Estonian).

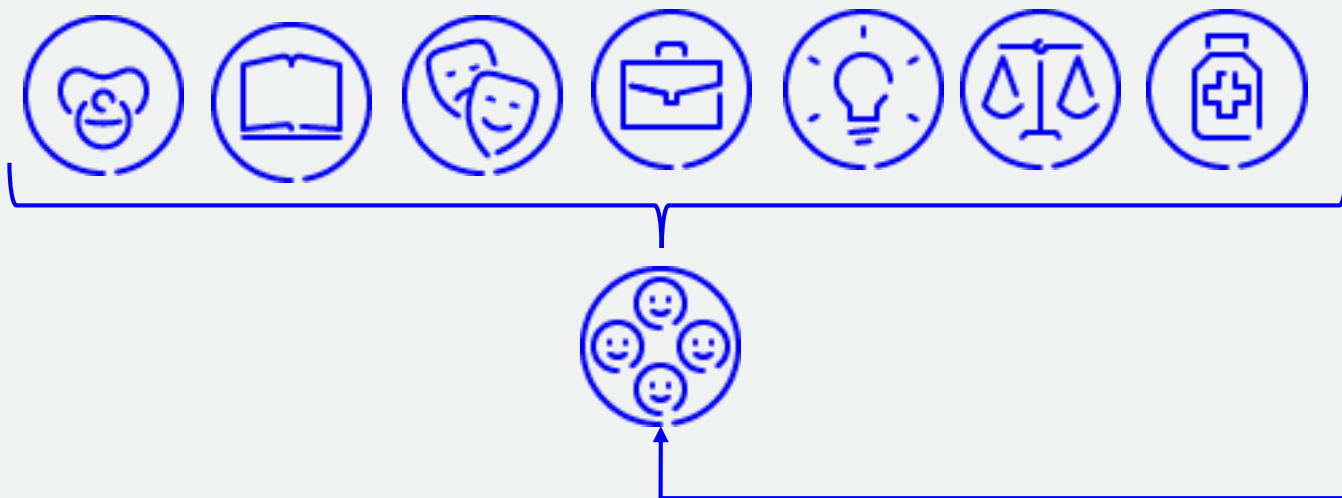
Also statistics about public services is collected via service catalogue. All data is publicly available via [API](#).

# elaborated

Clear and honest principles







Life events



<https://joinup.ec.europa.eu/node/64521>

# LIST OF PUBLIC SERVICES AVAILABLE

Origin	Public Service	Know more
Finland	<b>Start-up grant:</b> A start-up grant aims to secure the livelihood of a person who becomes an entrepreneur during the time that it is estimated to be necessary to start and establish full-time business activity. The maximum time, however, is 18 months.	
Estonia	<b>Start-up grant:</b> The start-up grant aims to support the creation of enterprises that have a lot of development potential, and thereby expand regional entrepreneurship and number of exporters.	
Estonia	<b>Entrepreneur's applications to the Social Insurance Board:</b> The entrepreneur shall see applications saved and submitted within the last 12 months.	
Estonia	<b>Submission of applications and documents in the Company Registration Portal:</b> The Company Registration Portal is an Internet environment that allows entrepreneurs to submit electronic applications, documents and annual reports to the Commercial Register.	

## ESTONIA - START-UP GRANT

**Description:** The start-up grant aims to support the creation of enterprises that have a lot of development potential, and thereby expand regional entrepreneurship and number of exporters.

**Type:** Grants

**Language:** English

**Sector:** Entrepreneurship

**Channel:** [Counter service at the bureau](#)

**Channel:** [E-selfservice](#)

**Channel:** [Web address](#)

**Event:** [Starting Business](#)

**Service provider:** [Ministry of Economic Affairs and Communications \(administrative area\)](#)

**Public Organisation:** [EE \(Enterprise Estonia\)](#)

**Formal Framework:** [There is no Name for Formal Framework. Click for more information.](#)

**Cost:** [There is no Value for Cost. Click for more information.](#)

## FINLAND - START-UP GRANT

**Description:** A start-up grant aims to secure the livelihood of a person who becomes an entrepreneur during the time that it is estimated to be necessary to start and establish full-time business activity. The maximum time, however, is 18 months.

**Input:** [There is no Name for Input. Click for more information.](#)

**Language:** English

**Language:** Finnish

**Language:** Swedish

**Channel:** [Web page](#)

**Channel:** [Printable form](#)

**Channel:** [Service location](#)

**Channel:** [eChannel](#)

**Event:** [Starting Business](#)

**Service provider:** [Employment and Economic Development Office](#)

**Public Organisation:** [Employment and Economic Development Office](#)

# finest life and business events services

Video: <https://www.youtube.com/watch?v=Ow8DXaeXRFM>

# e-future is here!

Thank you for your attention

Janek Rozov

janek.rozov@mkm.ee

📧 @janek rozov

📘 e\_Estonia

🐦 e\_Estonia

📺 e-Estonia

📺 Estonian ICT

showroom@eas.ee