Digital Government Infographic 2019
Estonia

Services for Citizens and Businesses

Digital registrar option now available at digilugu.ee and at hospitals. It allows for the possibility to book ambulatory appointments, pay bills, view and cancel registered ambulatory appointments.

Political Communications

The Digital Agenda 2020 for Estonia includes more detailed sub-objectives in two fields: development of information society and increasing cyber security.

Legislation

In May 2018, the Cybersecurity Act entered into force, the purpose of which is to strengthen the security of digital systems used in providing vital and other socially important services to the public.

Governance

The Ministry of Economic Affairs and Communications holds political responsibility for the development of the State information policy.
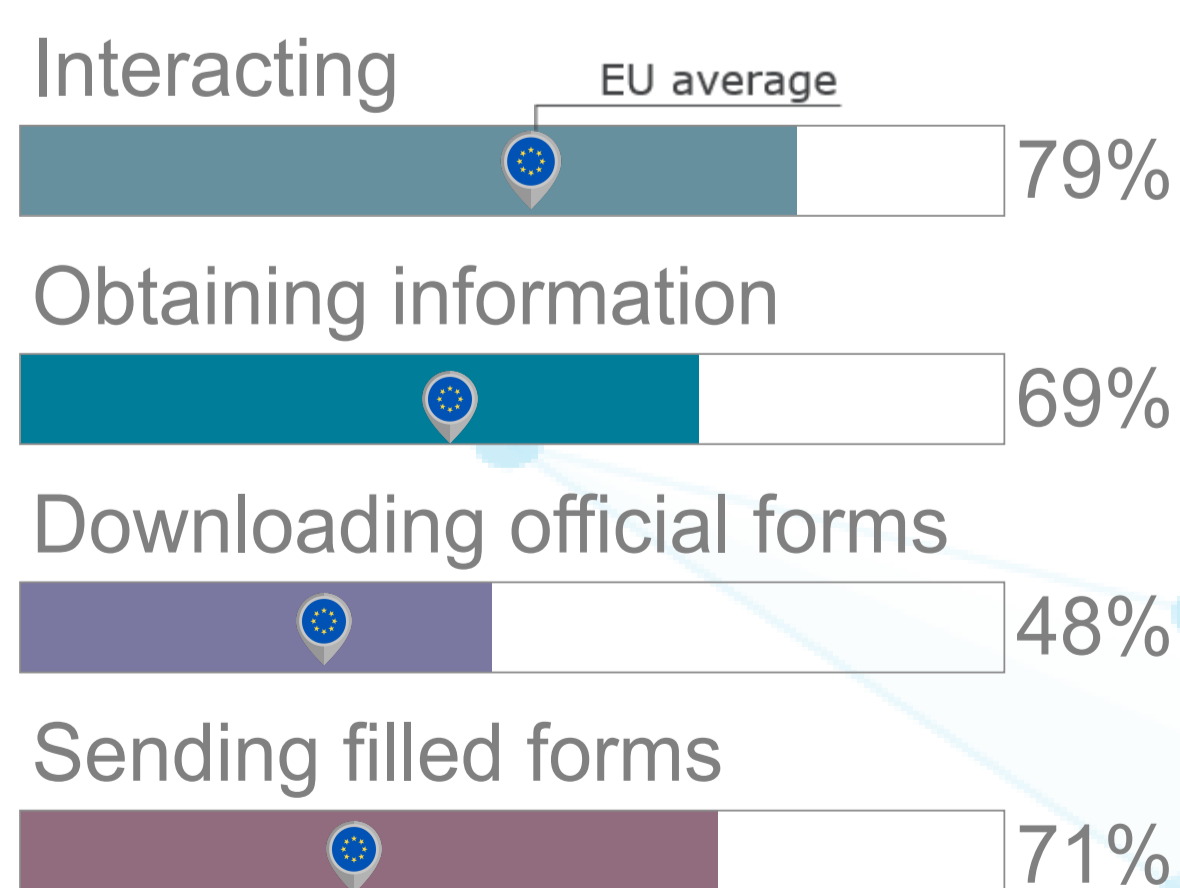
Infrastructure

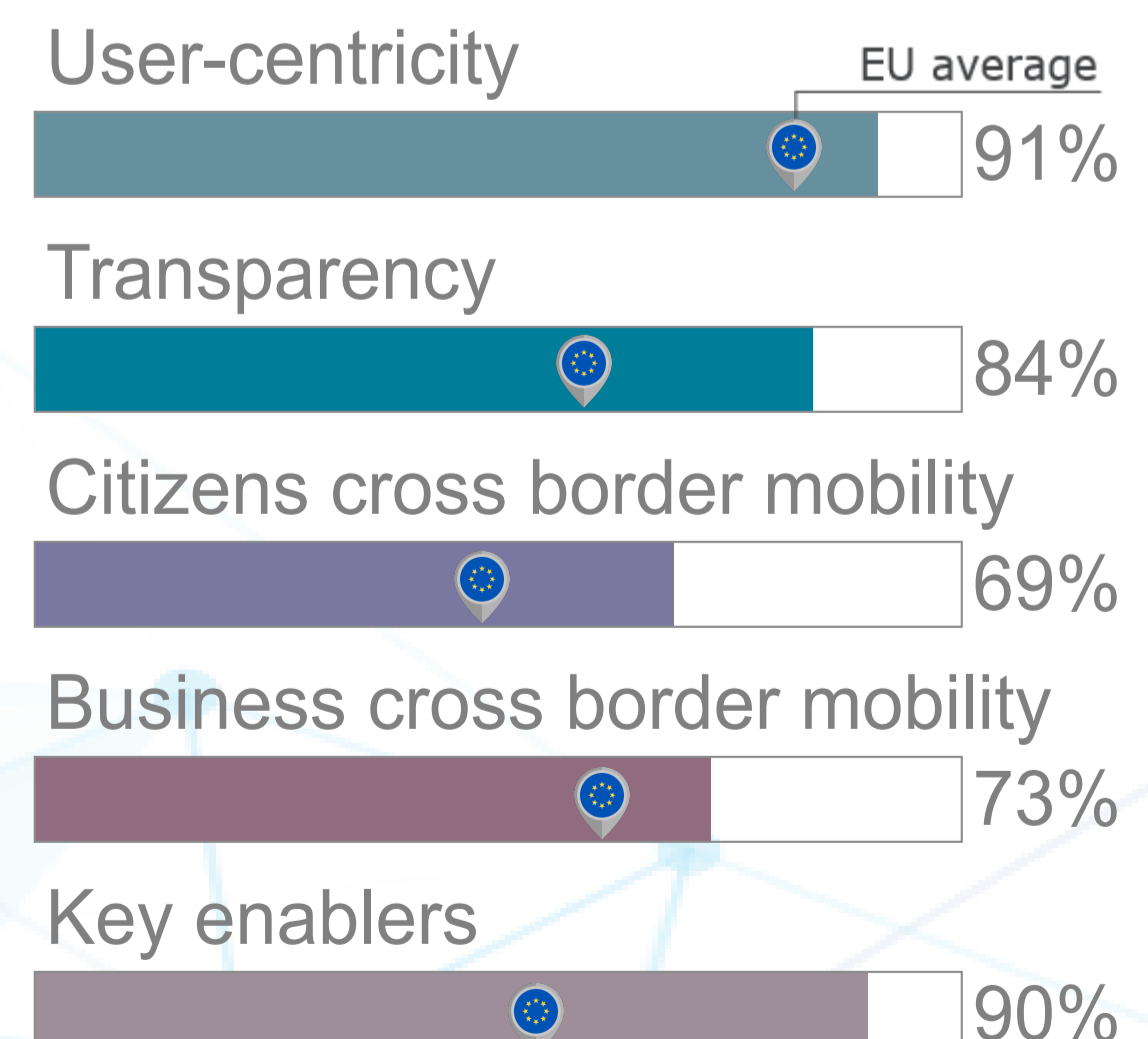The eesti.ee portal, the gateway to government information and eServices has been renewed.

Digital Government Indicators

Individuals using internet for interacting with public authorities

	EU average	
Interacting		79%
Obtaining information		69%
Downloading official forms		48%
Sending filled forms		71%

Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities

	EU average	
User-centricity		91%
Transparency		84%
Citizens cross border mobility		69%
Business cross border mobility		73%
Key enablers		90%

Data source: eGovernment Benchmark Report 2018.