Experience of Estonia:
How Digital Kept Country Going During COVID-19 Crisis

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When brick and mortar was not functional, digital solutions successfully mitigated the lockdown.
Connectivity

Connectivity became an issue

Instead of office and school connections it was necessary to use:
• Home connections
• Country-side connections
• Mobile connections

Lesson learned: **Backbone was OK, last mile was challenge**
Skills

• Finally, teleconferencing became mainstream
• Government and businesses migrated to teleconferences smoothly
• Schools and universities had challenges:
  • Access to computers from homes
  • Connectivity
  • Too many platforms (Teams, Zoom, Google Classroom, etc.)
  • No clear methodologies for tele-lessons, homework, lectures, exams

Lesson learned: **More focus on online collaboration tools, training and methodology of use**
Department of Home Affairs e-services portal, South Africa on 21 May 2020

eHomeAffairs site is closed due to the nation wide lockdown, this service will resume in future.

Thank you for your patience.
E-Government

Strong Digital Identity

Secure Data Exchange Portal & Citizens Applications

Digital Data Accessible

ega.ee
Estonian e-government

• Almost all services online
• Exceptions are real estate transactions, marriage and death
• Universal digital signature, applicable for government, businesses and private transactions
• Every day more than 1,1 M digital authentications and signatures

Lesson learned: The model is functioning well, more focus on proactive services

Source: www.id.ee
Thank you!

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