

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



Hannes Astok,
Deputy Director for Strategy and
Development, e-Governance Academy,
Estonia



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

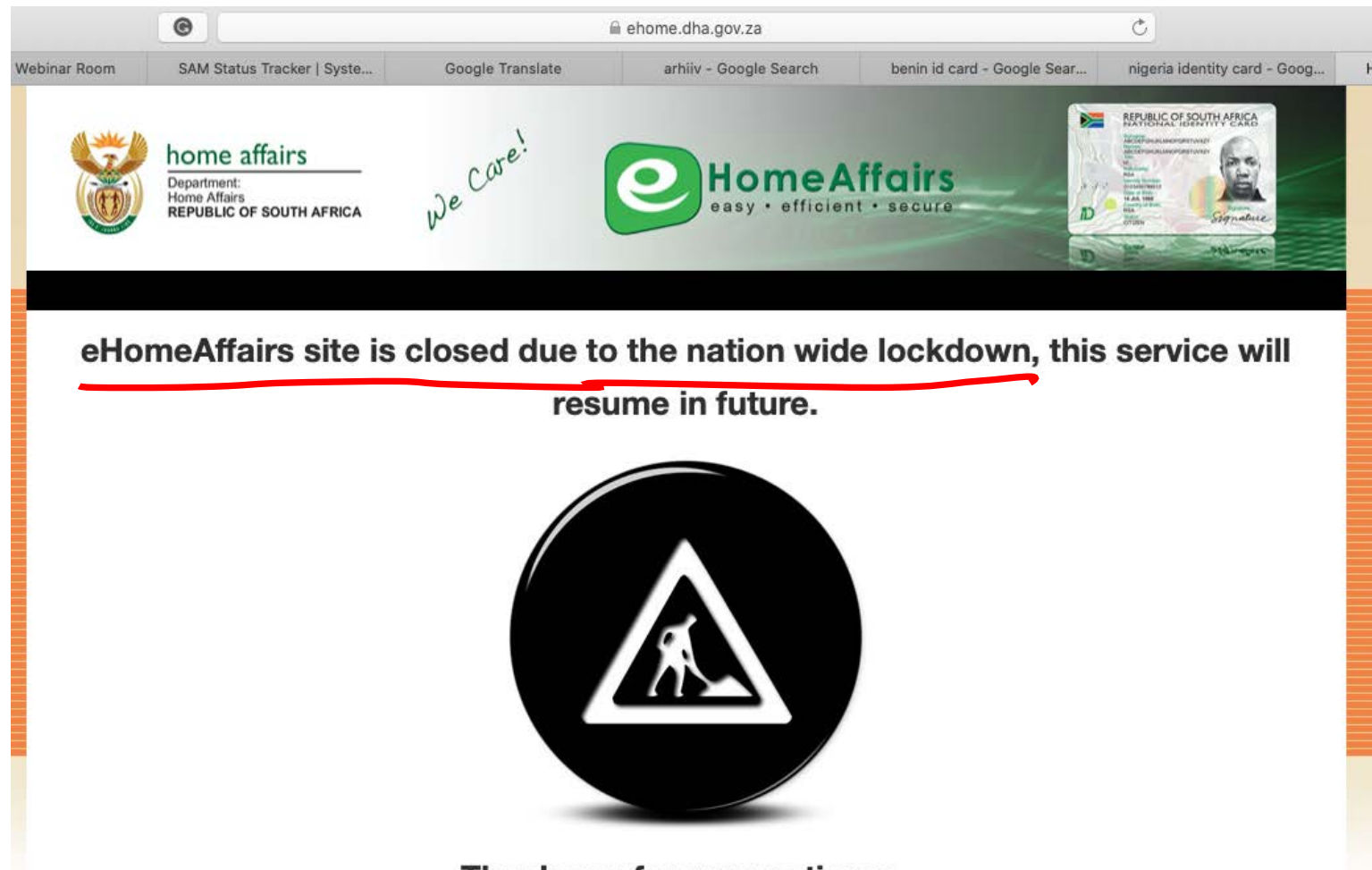
Lesson learned: **Backbone was OK, last mile was challenge**

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

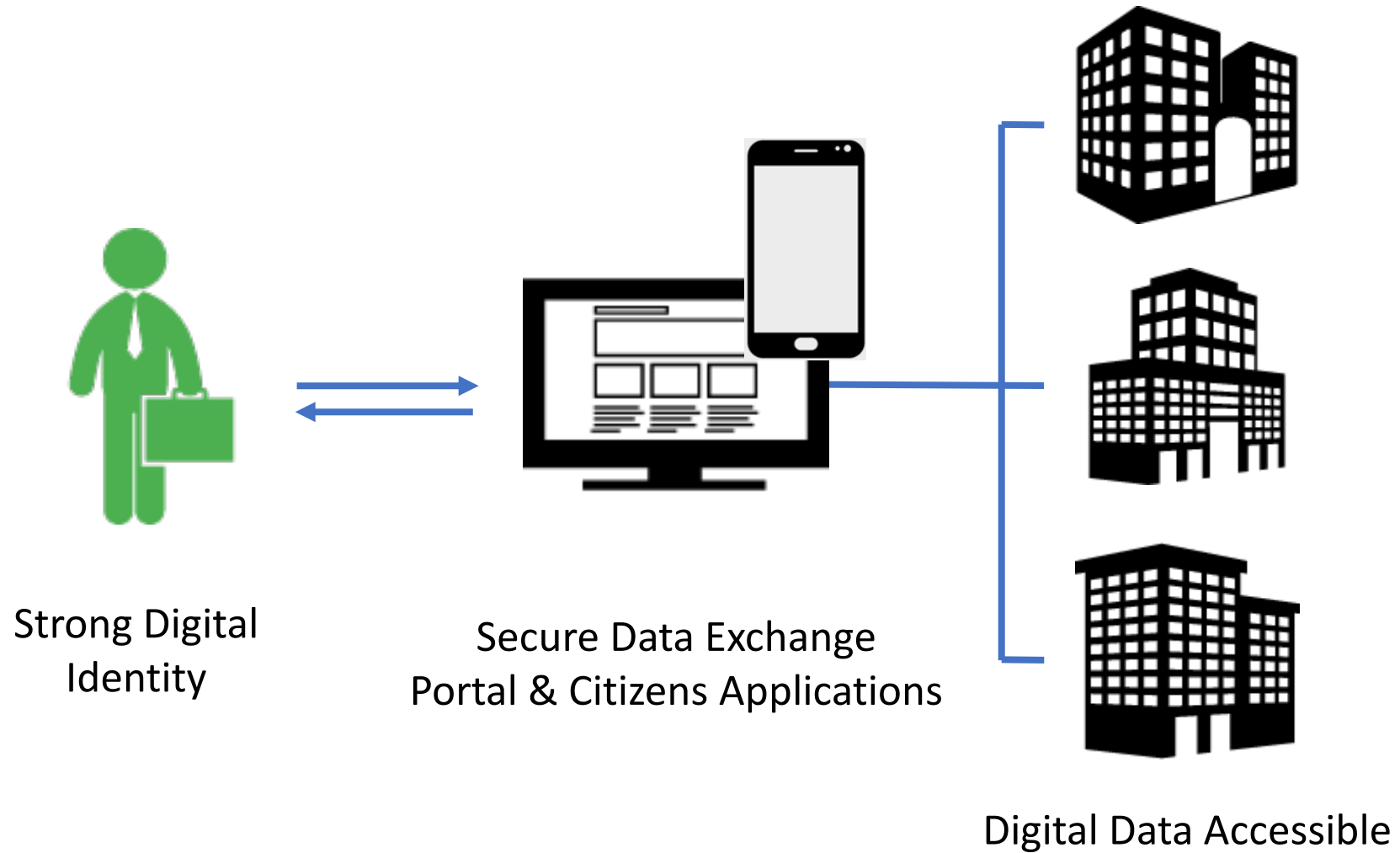
Lesson learned: **More focus on online collaboration tools, training and methodology of use**

Department of Home Affairs e-services portal, South Africa on 21 May 2020



The screenshot shows a web browser window with the URL `ehome.dha.gov.za`. The browser's tab bar contains several open tabs: "Webinar Room", "SAM Status Tracker | Syste...", "Google Translate", "arhiiv - Google Search", "benin id card - Google Sear...", "nigeria identity card - Goog...", and "Ho...". The website header features the South African coat of arms, the text "home affairs Department: Home Affairs REPUBLIC OF SOUTH AFRICA", a handwritten-style "We Care!" message, the "HomeAffairs" logo with the tagline "easy • efficient • secure", and an image of a South African National Identity Card. The main content area displays a black banner with the text: "eHomeAffairs site is closed due to the nation wide lockdown, this service will resume in future." A red line is drawn under the first part of this message. Below the banner is a large black circular icon containing a white triangle with a silhouette of a person walking, representing a warning or caution sign. At the bottom of the page, the text "Thank you for your patience." is displayed.

E-Government



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!



Hannes Astok

www.ega.ee

Hannes.Astok@ega.ee

