Digital Transformation
from paperless to e-governance

Tallinn

Toomas Sepp
City Secretary

Moon or already Mars?
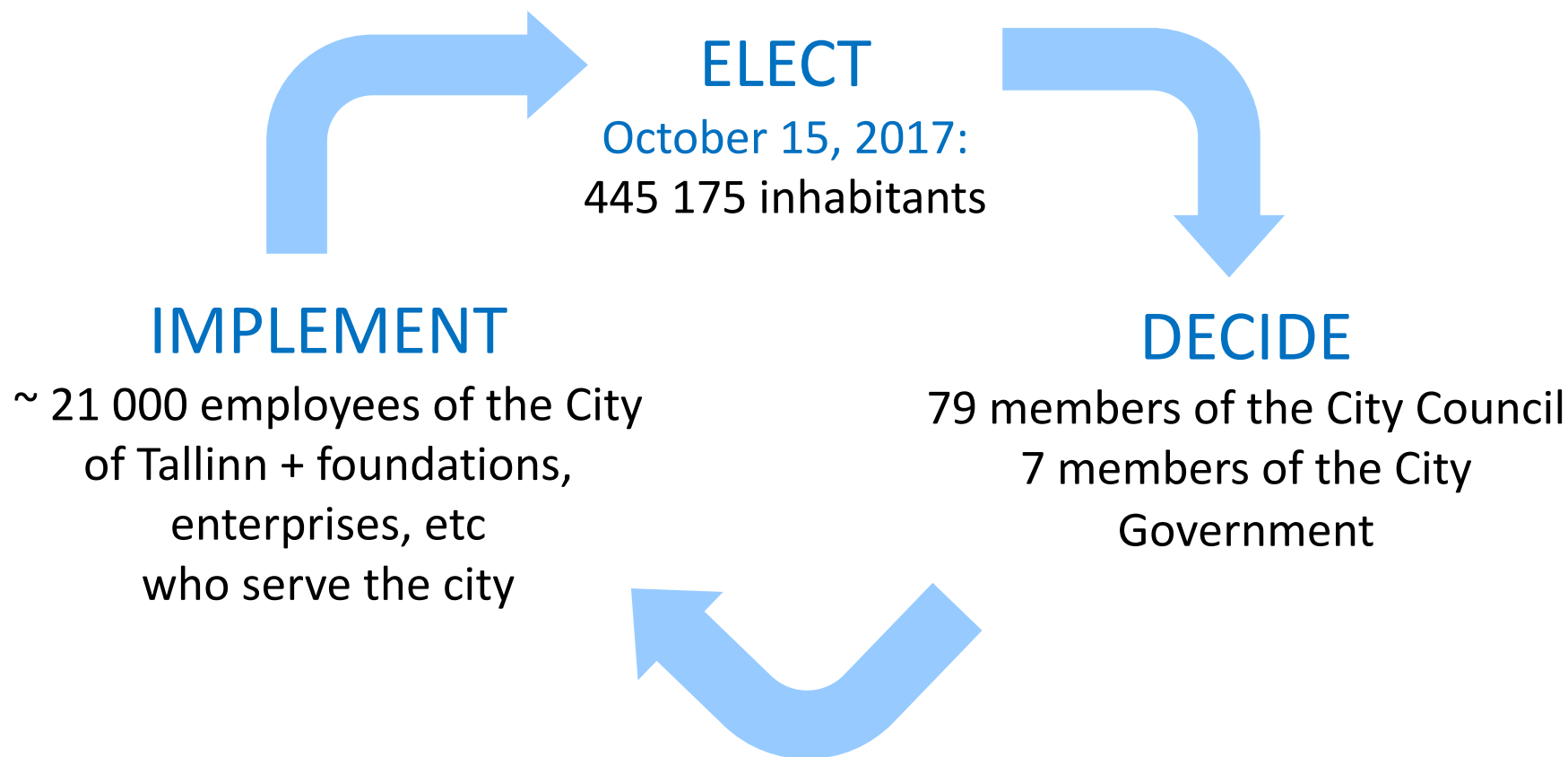
Photo by Martin Vällik

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Key facts

- Capital of Estonia, located in the North Eastern part of Europe

- Hanseatic town, Lübeck rights since 1248

- Area 159.37 sq km

- Population 450 thousand

- 24 enterprises per 100 residents

- 700 startups

- Fitch AA-stable

- Home for ½ of the companies of Estonia (220 thou)

- City that produces ½ of the country`s GDP (23 bln)

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Administrative Tallinn

- City Council (79 seats) is elected for 4 years

- City Government has 7 members – Mayor and 6 Deputy Mayors

- 13 departments City Council Office and City Office

- 8 city districts

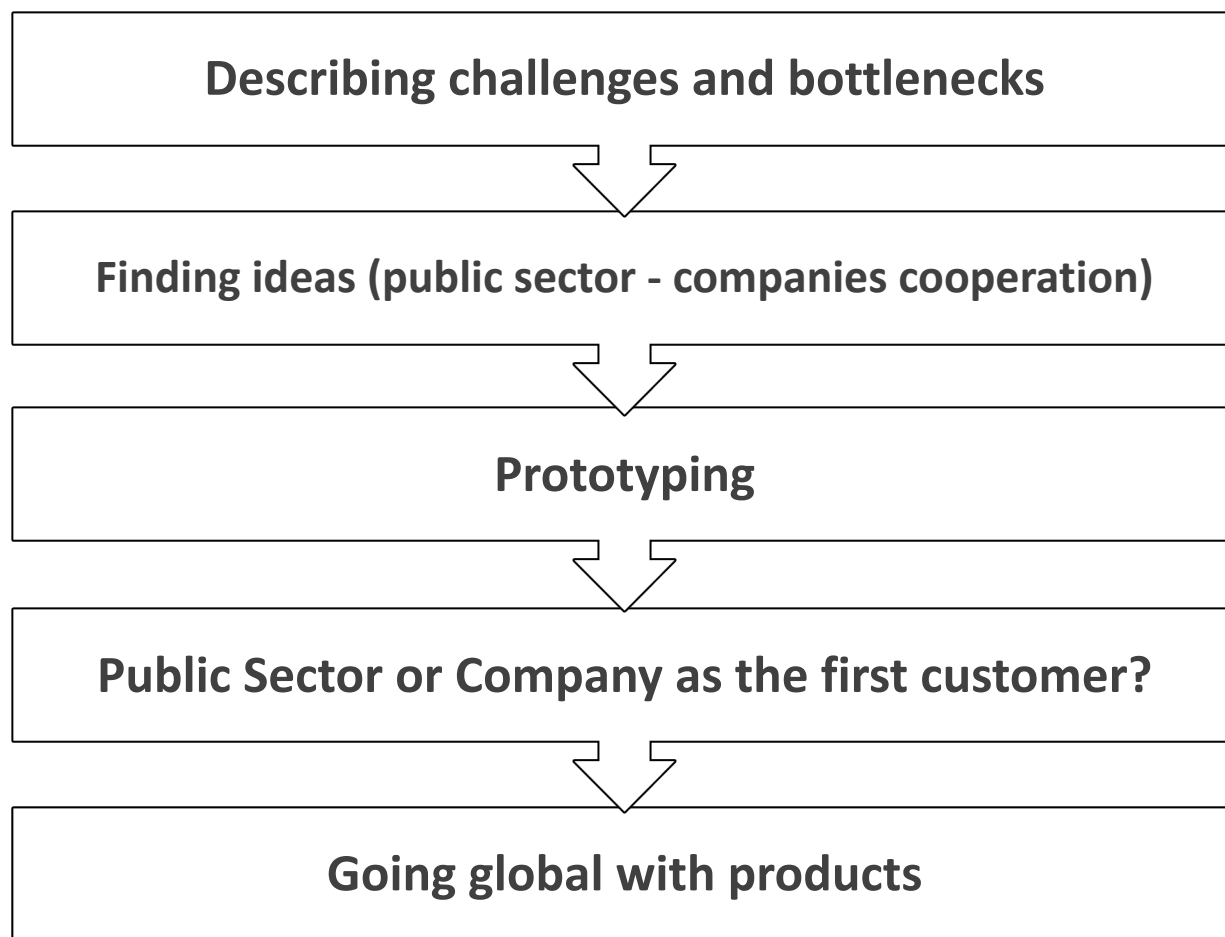- More than 21 000 jobs including 1 500 administrative staff

Democracy in the City of Tallinn

ELECT
October 15, 2017:
445 175 inhabitants

DECIDE
79 members of the City Council
7 members of the City Government

IMPLEMENT
~ 21 000 employees of the City of Tallinn + foundations, enterprises, etc who serve the city

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Tallinn's Ecosystem

Tallinnovation

Describing challenges and bottlenecks

↓

Finding ideas (public sector - companies cooperation)

↓

Prototyping

↓

Public Sector or Company as the first customer?

↓

Going global with products

- Business support for Smart City initiatives

- Think global, test in Tallinn

- Smart City Showcases to share

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Innovation ranking

Top 3

Top 7

Top 10

Top 20

European Capital
of Innovation
2017

Intelligent
Community
2020, 2013, 2010

Suggested destination
for startups and travellers
2018 & 2019

Digital City
In Europe
2016

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Service evolution steps

Customer ask the service

Service hall
Open Mon – Fri 8:00am – 5:00pm
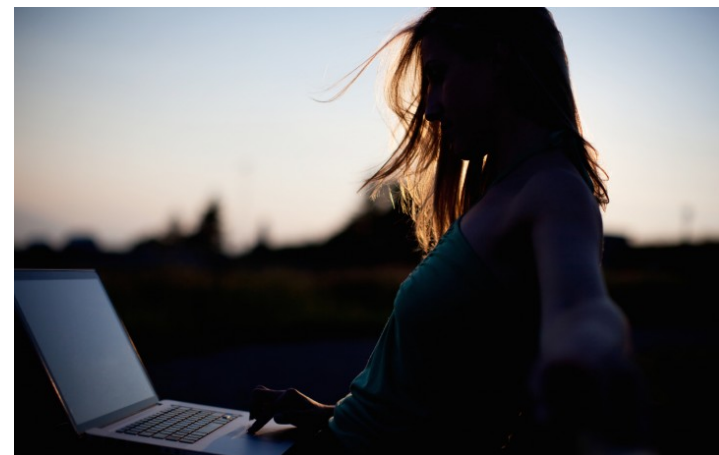
24/7/365

CNBS: Tallinn is the most advanced digital society in the world

100% services described in online catalogue

35 information systems working interoperability

Almost 100% paperless

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Key Elements of e-Governance

Digital elements:

- Digital databases
- **Digital identity and digital signature**
- Digitalization of records
- **Secure data exchange solution**
- Privacy and security
- Cyber security
- Mobile solutions
- Payment gateways

Analogue elements:

- Legislation and regulations
- Cooperation with businesses
- Supportive organization
- Financial models
- Political will
- Change management
- Awareness raising

E-Governance and democracy in times of crisis

- State level and local level cooperation
- Discussion about new processes – new standard or not
- Remote city management
- City Council and City Government online meetings

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30 days action

- March 19, 2020 – City Council meeting, only representatives of fractions in the hall

- March 30, 2020 – State Parliament Constitutional Committe debate and City Council chariman decision

- April 16, 2020 – City Council meeting, only representatives of fractions in the hall, other delegates use Teams

- April 30, 2020 – first meeting with new informationsystem Teele – hearings, Q&A, voting, decisions

Tallinn info system of legislative acts TEELE

- Entire life cycle of acts
- From form to content
- Tool for planning hearings and meetings
- Innovative techological solutions
- Optimising work processes and saving time
- Fully electronical proceedings
- Use of open data in a maschine-readable format
- Unification of process and doc.s with Riigi Teataja
- Usable for people with special needs
- Inclusive proceedings

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informationsystem of legislative acts Teele

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Digital Democracy - TEELE

Risks

- Limited time to analyze and make decisions
- Software is not tested enough
- Users do not have suitable hardware
- Users do not have enough technical skills
- Internet connection stability

New solutions

- Management dashboard for crise information
- Unemployment dashboard
- Prohibited gatherings checking system

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Covid-19 dashboard – basic data and task management
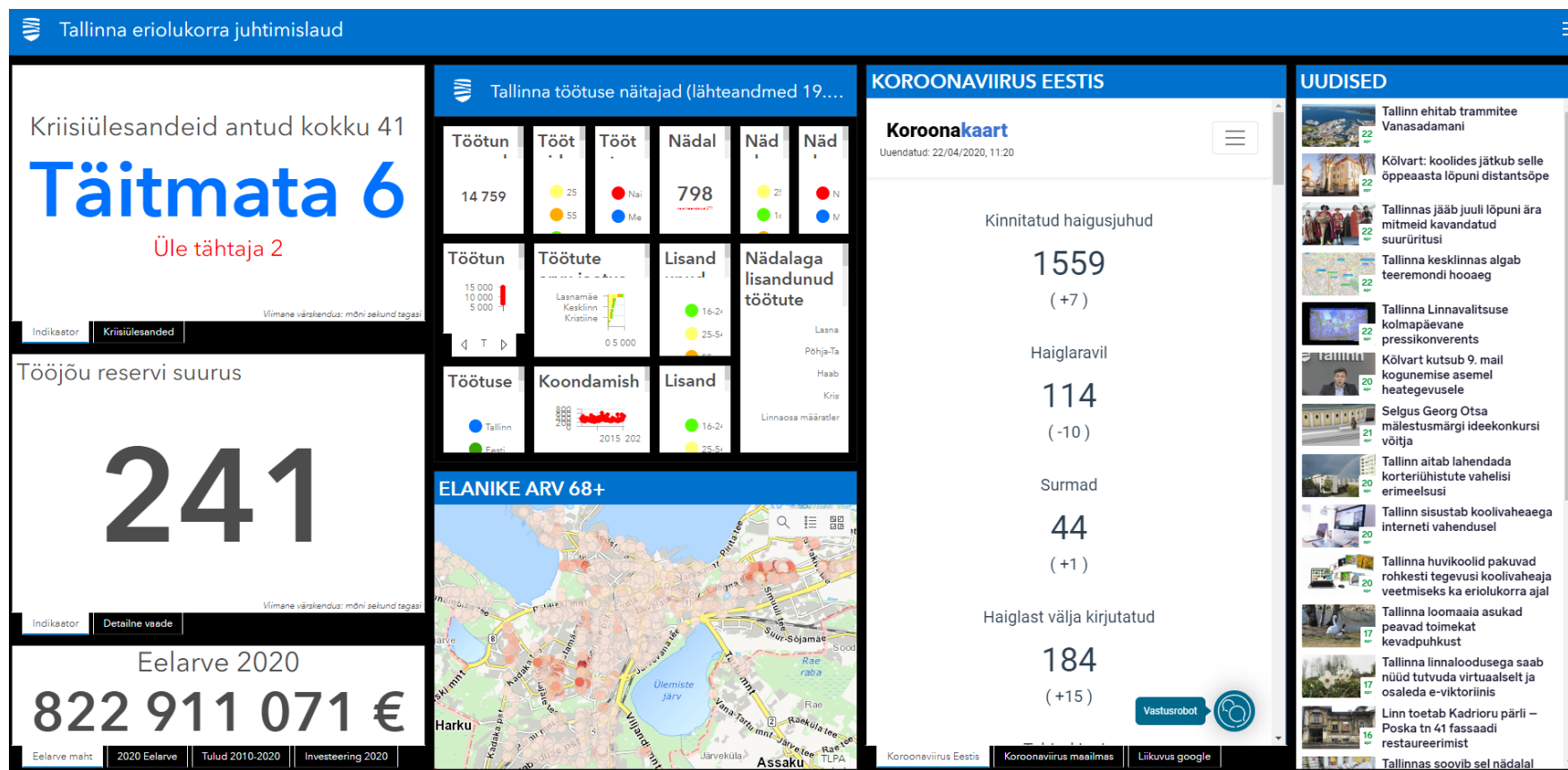
Public gatherings checking system

Every crisis brings something good and new

- Come out from your box and comfort zone
- Simplify and analyze
- Contactless and remote work can be done everywhere
- Every information system need to consider very extreme circumstances

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Thank you!

Welcome to Tallinn virtual expo!

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Toomas Sepp
City Secretary