

Digital Transformation from paperless to e-governance



Toomas Sepp
City Secretary

Moon or already Mars?



Photo by Martin Vällik

Key facts

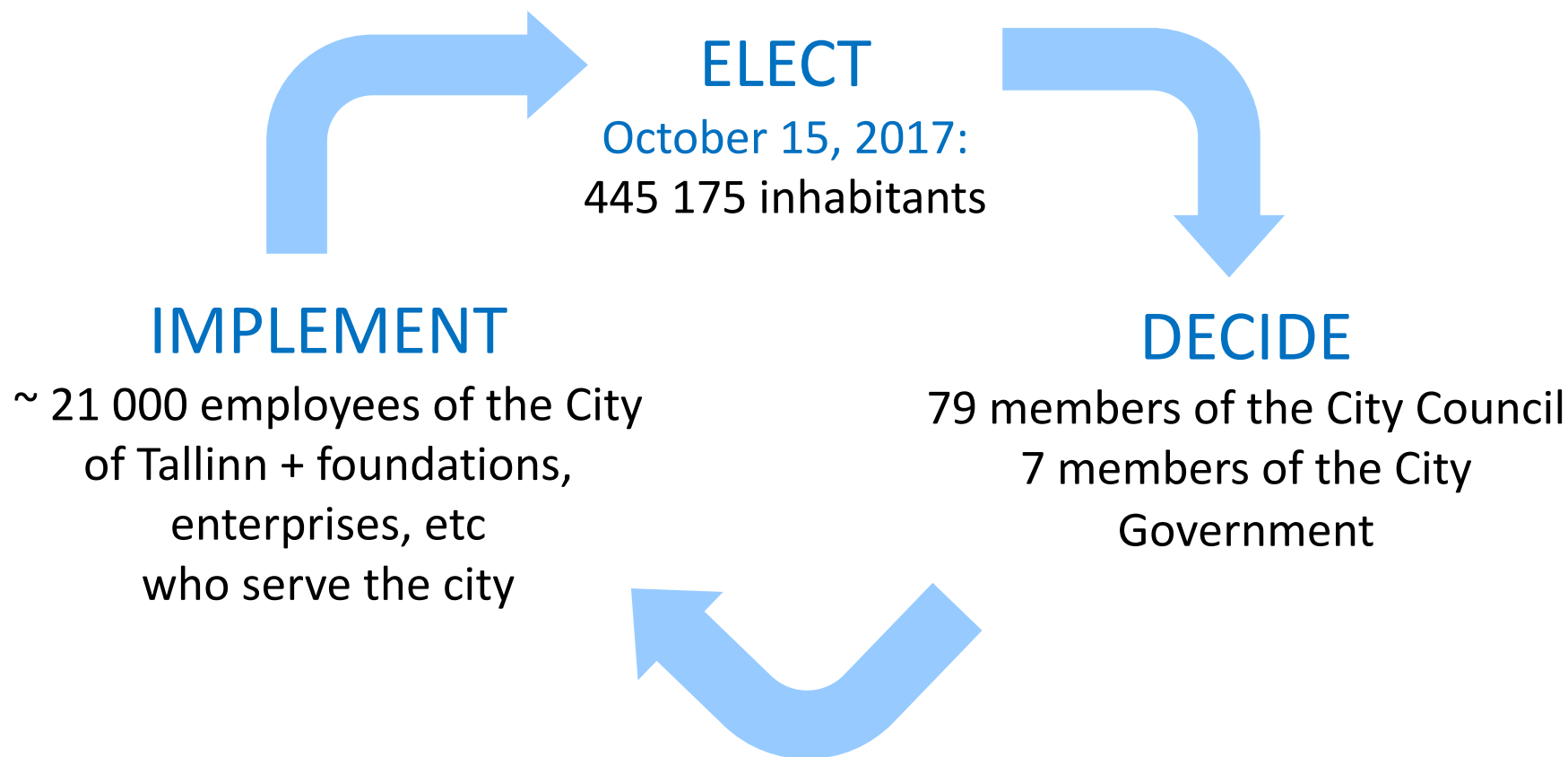
- Capital of Estonia, located in the North Eastern part of Europe
- Hanseatic town, Lübeck rights since 1248
- Area 159.37 sq km
- Population 450 thousand
- 24 enterprises per 100 residents
- 700 startups
- Fitch AA-stable
- Home for ½ of the companies of Estonia (220 thou)
- City that produces ½ of the country`s GDP (23 bln)



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

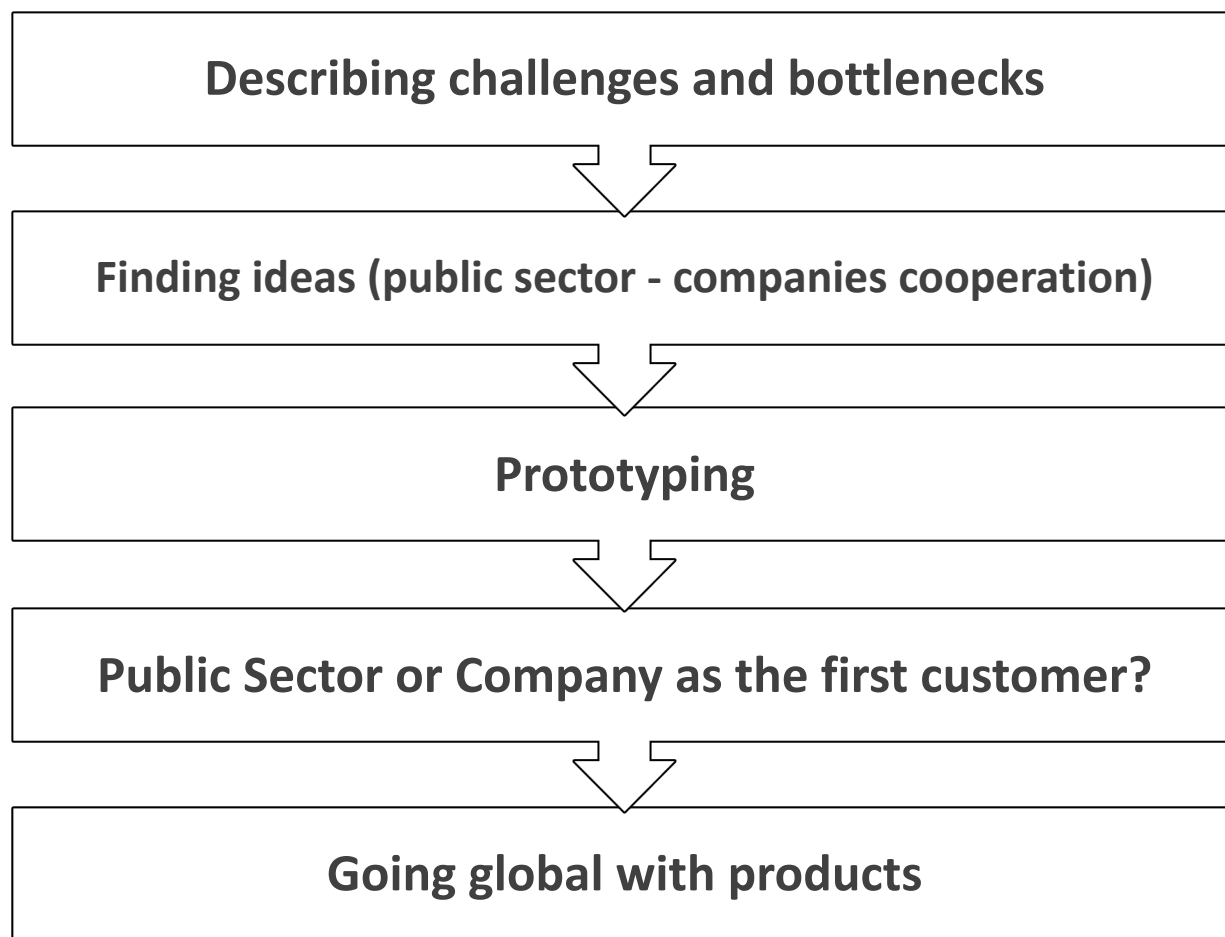
Democracy in the City of Tallinn



Tallinn's Ecosystem



Talinnnovation



- Business support for Smart City initiatives
- Think global, test in Tallinn
- Smart City Showcases to share



Innovation ranking

Top
3



European Capital
of Innovation
2017

Top
7



Intelligent
Community
2020, 2013, 2010

Top
10



Suggested destination
for startups and travellers
2018 & 2019

Top
20



Digital City
In Europe
2016

Service evolution steps

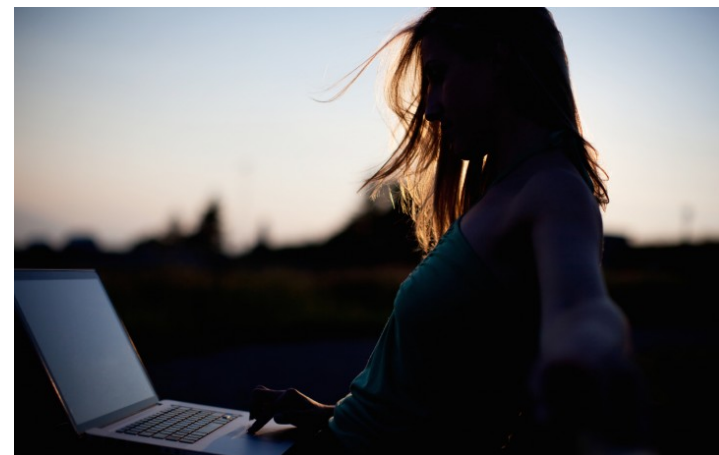


Customer ask the service



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

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

30 days action

- March 19, 2020 – City Council meeting, only representatives of fractions in the hall
- March 30, 2020 – State Parliament Constitutional Committee debate and City Council chairman 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 technological solutions
- Optimising work processes and saving time
- Fully electronic proceedings
- Use of open data in a machine-readable format
- Unification of process and docs with Riigi Teataja
- Usable for people with special needs
- Inclusive proceedings



Tallinn
informationsystem of legislative acts Teele

Digital Democracy - TEELE

TEST

Dokumendid Istungid ja koosolekud Tööülesanded Abi

Linnavolikogu 9. koosseis AK

Istung Osalised Istungil esitatud avaldused KS AK Istungi otseülekanne

Toimumisaeg 22.04.2020 16:00-17:30
Erakorraline Ei
Digitaalne Jah
Staatuse Alustatud

Juhataja Kairit Sims
Protokollija Kairit Sims

Istungi päevakord 1

Päevakorra väljavõte Sulge päevakorrapunktid

Päevakorra kinnitamine

Üldandmed Sündmused 0 Hääletused 0

Staatuse Kinnitatud

1 Tallinna Linnavolikogu ja linnaosakogude töökorraldus eriolukorra ajal

OTSUS: Otsus puudub

Üldandmed Sündmused 0 Hääletused 2

Ettekandja Kaasettekandja

Aale Mägi Aale Rosenstrauch

Tallinna Linnavolikogu ja linnaosakogude töökorraldus eriolukorra ajal
Hääletus: Muudatusettepaneku hääletus 00:56

Mina olen poolt Mina olen vastu Mina olen erapooletu

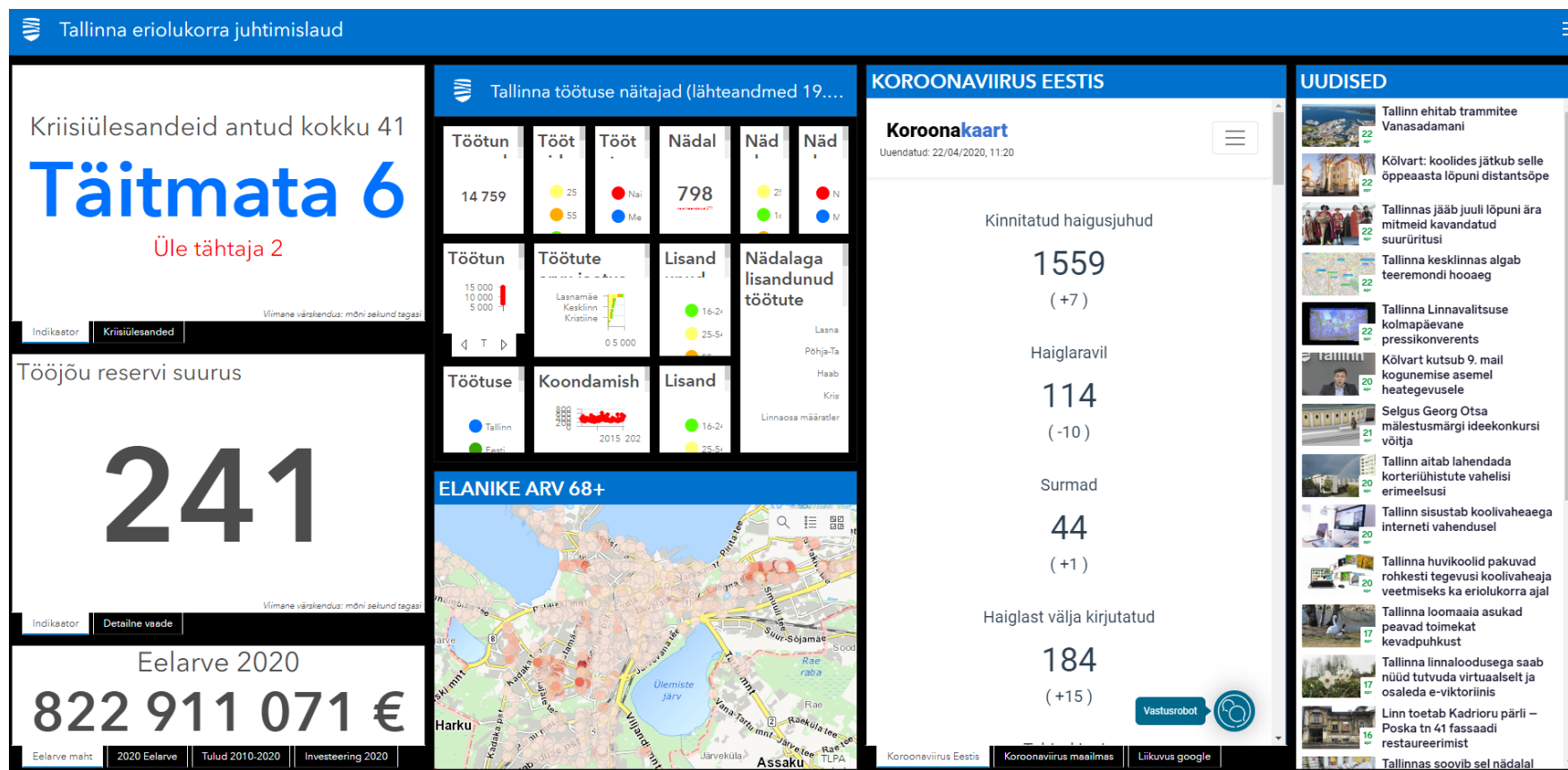
Risks

- 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

Covid-19 dashboard – basic data and task management



Public gatherings checking system

Tallinn
Väärteoasjade register

Filtreeri

Haabersti

Mänguväljak

Otsing

30.03.2020 07:00 - 07:00

Astangu tn 24 mänguväljak
Astangu tn. 24 ees
Mänguväljak
- viimati kontrollitud 15:20

Tulemus

Kontrollima

Astangu mänguväljak
Astangu tn. 68 kõrval
Skatepark
- Toomas Rebane 17:20

Tulemus

Vabasta

Objekti nimetus
Õismäe tee 8
Noorte kogunemine
- kontrollimata

Tulemus

Kontrollima

Objekti nimetus
Õismäe tee 1B

Tulemus

Tallinn
Väärteoasjade register

Filtreeri

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Objekti nimetus
Astangu tn. 24 ees
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Tulemus

Kontrollima

Objekti nimetus
Õismäe tee 128
Skatepark
- Toomas Rebane 17:20

Tulemus

Vabasta

Objekti nimetus
Õismäe tee 8
Noorte kogunemine
- kontrollimata

Tulemus

Kontrollima

Objekti nimetus
Õismäe tee 1B
Noorte kogunemine
- kontrollimata

Tulemus

Kontrollima

Objekti nimetus
Õismäe tee 193- 197 õueala
Mänguväljak
- kontrollimata

Tulemus

Kontrollima

Tallinn
Väärteoasjade register

Filtreeri

30.03.2020 07:00 - 07:00

Objekti nimetus
Astangu tn. 24 ees

Kontrollija
Toomas Rebane

Kellaeg
15:00

Tulemus

Katkesta

Salvesta

Objekti nimetus
Astangu tn. 24 ees
Mänguväljak
- kontrollimata

Tulemus

Kontrollima

Objekti nimetus
Õismäe tee 193- 197 õueala
Mänguväljak
- kontrollimata

Tulemus

Kontrollima

Tallinn
Väärteoasjade register

Filtreeri

30.03.2020 07:00 - 07:00

Objekti nimetus
Astangu tn. 24 ees

Objekti kirjeldus

30.03.2020 07:00 - 07:00

12:15 Toomas Rebane
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

18:00 Triin Uudevälli
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor

Sulge

Lisa

Objekti nimetus
Õismäe tee 193- 197 õueala
Mänguväljak
- kontrollimata

Tulemus

Kontrollima

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

Thank you!

Welcome to Tallinn virtual expo!



Toomas Sepp
City Secretary