# Estonia: eEstonia

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|  | Description |
| 1. **Overview of Program**
 | For citizens of Estonia, e-services have become routine: e-elections, e-taxes, e-police, e-healthcare, e-banking, and e-school. The “e” prefix for services has almost become trite in the sense that it has become the norm. Every inhabitant can obtain a smart ID card that enables them to make use of all of these solutions and sign digitally documents. In fact e-residency has been introduced: “e-Residency offers to every world citizen a government-issued digital identity and the opportunity to run a trusted company online, unleashing the world’s entrepreneurial potential.“X-Road is the backbone of “*e-Estonia*”. It’s the invisible yet crucial environment that allows the nation’s various e-services databases, both in the public and private sector, to link up and operate in harmony.  X- road is the all-important connection between all these databases, the tool that allows them to work together for maximum impact. Free WIFI is very common, almost a human right! Every youngster has a smartphone, and most of the households are connected with the internet and use it daily. |
| 1. **Why**

 **Developed?**  | The original impetus for *e-Estonia* was the need to improve the access and efficiency of public services.A digital focus in lifelong learning is one of the five strategic goals set in Estonian Lifelong Learning Strategy 2020.  A new generation of digital infrastructure (personal digital devices, digital infrastructures in schools, inter-operable information systems, web services, cloud solutions, open linked data) and its utilization methodologies will create opportunities for the rapid adoption of the new approach to learning and an increase in the quality of education. The use of digital learning resources will help make studying more engaging and will expand opportunities for lifelong learning. |
| 1. **Key Features**
* ***Innovative***
* ***Effective***
* ***Promising***
 | There are several E-solutions developed for education. For example, the purpose of e-School is to engage parents more actively in the study process, to make information on subjects more available to children as well as to parents, and to facilitate the work of teachers and the school management. Estonian universities have initiated a *studentweb* - an opportunity to apply for a job or internship.There are several websites available both in education and labour sector. Foundation Innove hosts *Pathfinder* with the aim to support youngsters, adults and practitioners in career planning, providing information about work, professions and education opportunities. Estonian Public Employment Service has *a self-service portal* for job seekers and employers. There are also several services via helplines by phone, central e-mail service or Skype. |
| 1. **Targeted Audience**
 | All Estonian citizens |
| 1. **Difficulties or Barriers**
 | The areas with the highest growth potential in the Estonian economy are the horizontal application of ICT through other sectors, health care technologies and services, and the more effective use of resources. If the general population is better equipped with technological skills and more capable of innovation, it will help increase productivity in the economy. The objective is to apply modern digital technology in learning and teaching in a more efficient way and with better results, to improve the digital skills of the general population, and to guarantee access to the new generation of digital infrastructure. Digital competence development. Digital Competence can be broadly defined as the confident, critical and creative use of ICT to achieve goals related to work, employability, learning, leisure, inclusion and/or participation in society. Even though the entire country is covered with a broadband, and that in 2002, 2009 and 2010 free computer usage courses and workshops were offered to a remarkable percentage of the residents (10% of the adult population),* Teachers’ access to the digital infrastructure and learning materials is limited and inconsistent;
* Approximately one third of the Estonian working age population (including teachers and practitioners) lacks even minimal ICT skills and the existing skills are insufficient.

Interoperability of systems in EstoniaThere is a need to secure the interoperability of different information systems; it would be important to insert data only once, so different systems would communicate and exchange and use data. It is important that the user enters once.Cooperation and interoperability of systems with other countries (EduCloud, database of learners)Considering the mobile society, we need to cooperate across borders such as the joint portal of digital learning materials for Finland and Estonia. If an Estonian decides to continue studies after upper secondary school in Finland, the data on that young learner is not currently captured in our information systems. Open data – data driven educationIt would make sense to collect and analyse data in different systems to support development of methodologies or decisions at policy level. |
| 1. **Key Results or Outcomes**
 | *Client perspective:* There is a need to reorganise all our numerous websites into fewer main portals, so that the client is not lost when looking for information and to save resources on maintenance of quality information. There is a need to have multiple ways to connect to career specialist: face to face is not enough - we need to integrate our services in digital contexts used by our clients. So one of the challenge is to keep up with our own skills in ICT.*Synergies:* There is a need to link existing e-solutions than focus on creating numerous new ones; when linking up databases we create synergy and more complex information. In principle it should be possible to link information about a person’s progression in education and labour market, and there is a great potential for impact evaluation. It has to be noted that protection of personal data is one of the obstacles here. |
| 1. **Key Contact Details/**

**Website or Other Information Source** | Foundation InnoveLõõtsa 4, 11415 TallinnTel. +371 735 0700[www.innove.ee](http://www.innove.ee/) |
| 1. **Other Relevant Info**
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| 1. Presenter Name
 | Margit RammoFoundation InnoveAgency for Lifelong GuidanceInternational Relations Managermargit.rammo@innove.ee Tel. +372 735 0700 |