



Stedenlink Studiereis

Tallinn, Estland
12- 15 oktober 2004



Voorwoord

Estland hoort sinds 1 mei 2004 bij de Europese Unie. Vanaf het moment dat de onderhandelingen voor toetreding van Estland startten, was het duidelijk: Estland zorgt ervoor dat het voldoet de gestelde EU-eisen.

Sinds mei 1989, toen Estland zich onafhankelijk verklaarde van de Sovjet-Unie is het pad naar ontwikkeling ingezet. Estland heeft zich snel weten te ontwikkelen naar een Europees land waar grote aandacht is voor de informatiesamenleving. Een mogelijke verklaring is dat omdat alles staatssystemen nieuw werden ingericht, dit meteen 'goed' moest gebeuren. Tegelijkertijd had de regering aandacht voor de eisen die aan een bevolking worden gesteld door een informatiesamenleving. Het percentage computervaardige mensen behoort tot de hoogste in Europa dankzij de trainingen van de overheid.

Het doel van de reis naar Estland is om te zien hoe een van de nieuwe EU landen eruit ziet. Wat is er van dit land te verwachten? Hoe gaan zij om met nieuwe technologieën zoals WiFi. Daarnaast verwachten we mooie en slimme systemen te zien voor e-government en e-democracy.

Voor u ligt de bundel met achtergrondinformatie bij de driedaagse studiereis van Stedenlink naar Tallinn. De bundel begint praktische informatie: het programma en de deelnemerslijst. Vervolgens vindt u praktische informatie over en algemene informatie over Estland. Ter voorbereiding van de lezingen die we krijgen en de bezoeken die we brengen, is informatie opgenomen. Tot slot vindt u nog evaluatieformulieren om aan het eind van de reis in te vullen.

We verwachten een inspirerende, leerzame studiereis!



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1. Programma, 12 – 15 oktober 2004



Dag 1: Dinsdag 12 oktober 2004

12.30	Meet at Schiphol location World Travel Balie, Vertrek Hall 2 t/o check in balies 12 and 13 and proceed to check in	
14.30	Departure for Stockholm	Flight number: SK 1552
16.30	Arrival in Stockholm	
17.00 – 18.45	Light dinner at airport in Stockholm with kick-off meeting, introductions and program review	Restaurant RAI Due in Terminal 5 where we arrive (restaurant is outside of immigration area in the public area)
19.35	Departure for Tallinn	Flight number: OV126
21.40	Arrival at Tallinn, transfer to hotel by chartered bus	
22.30	Arrival in hotel and free time	

** Hotel Barons

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10140 Tallinn, Estonia

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F.: +372 699 9710

www.baronshotel.ee



Dag 2: Woensdag, 13 oktober 2004

07.00	Breakfast in hotel	
8:30 Location: Estonia Chamber of Commerce and Industry	Departure for day long seminar "The ICT Miracle in Estonia: Leapfrogging over Legacy" by chartered bus	
8.45	Welcome with all (available) speakers and delegation	
9.00 – 9.20	Stedenlink introduction and key ICT and broadband projects in the Netherlands	Speaker: Mr. Wilbert Stolte, Chairman of Stedenlink
9.20- 10.00	The Estonian ICT Landscape; past, present and future Speaker: Mr. Linnar Viik, Former IT adviser to the Prime Minister of Estonia and Lecturer on IT in Estonian IT college.	Mr. Linnar Viik Estonia's Internet guru Linnar Viik helped his country hook up to new technologies after independence from the Soviet Union to become in 13 years the most technology savvy country set to join the European Union. He has recently been selected by "European Voice" as one of the most influential Europeans due to his work in spreading the internet to all ages groups of Estonia.
10.00 – 10.30 10.30 – 10.45 q & a and discussion	Overview of Estonian ICT co-ordination and IT Policy Speaker: Dr. Arvo Ott, Head of Department of State Information Systems	The Department of State Information Systems is a structural unit of the Ministry of Economic Affairs and Communications. www.riso.ee The tasks of the department include the coordination of state IT-policy actions and development plans in the field of state administrative information systems (IS): - state IT budgets - IT legislation - coordination of IT projects, IT audits, standardisation, IT procurement procedures international cooperation in the field of state IS
10.45 – 11.00	coffee break	
11.15 – 11.45 11.45 – 12.00 q & a and discussion	Project: Digital ID cards Speaker: Mr. Jüri Voore, Certification Centre	Digital ID Cards: Since January 2002, the Citizenship and Migration Board has been issuing a new primary domestic identification document - the ID card. In addition to many advanced security features, the card has a machine-readable code and a microchip containing the visual data on the card and two security certificates (long number series), to verify the individual and supply digital signatures. Possible future uses of the card include integration of ID cards and banking cards and various access cards. By July 2004, 543 000 ID-cards were issued.
12.00 – 13.00	Informal lunch at Chamber of Commerce with discussion with available speakers	
13.00 – 14.30	Projects: e-citizen and x-road Speaker: Mr. Ahto Kalja, Estonian Informatics Centre	X-Road is a programme to modernise national databases with the aim to change national databases into a common public, service-rendering resource. This would allow agencies, legal entities and the populace to search data from national databases over the Internet, provided they are entitled to do so. At the same time, the system will ensure sufficient security for the treatment of inquiries made to databases and responses received. The aim of the X-road program is to develop software, hardware and organisational methods for the standardised usage of national databases. eCitizen - a nation-wide project for developing co-operation between Estonian citizens and the public sector through the Internet. Vision: by 2004, all state and local government agencies should be providing services through the Internet, 60 per cent of the population are everyday Internet users. A citizen's portal that attempts to meet individual needs is in operation.
14.30 – 15.00	coffee break	



<p>15.00 – 15.45</p> <p>15.45 – 16.00 q & a and discussion</p>	<p>Look @ the World project</p> <p>Speaker: Alar Ehandi, Chairman</p>	<p>The Government and a number of private companies announced a project in 2001, as a result of which the percentage of Internet users in Estonia should increase from the present numbers to over 90% or exceed Finland's corresponding indicator within three years. The project focuses on further improvement of access to the Internet in Estonia and private companies have announced that they are willing to invest a sum equal to the Government's yearly IT budget.</p> <p>In April 2002 the Look @ World Foundation started an ambitious training project – the goal being that by spring 2004, 100,000 Estonians will have been taught basic computer and Internet skills. At the end of the project on 31 March 2004, 102 697 people i.e. some 10% of the adult population of Estonia had passed the training. Over 70 per cent of the participants have become regular Internet users.</p> <p>Look@the world is also involved in other innovative ICT projects such as "E-School" which seeks to improve communication between teachers, students and parents.</p>
16.00	Wrap up	
16.15	Return to hotel (by foot) to Freshen up before dinner	
16.30 – 18.00	Meeting of Netherlands Aldermen in hotel	
19.15	Departure to restaurant by foot	
<p>19.30 - 22.00</p> <p>Location: Harju 1 Tallinn 10146</p> <p>Website: www.restoranpegasus.ee</p>	<p>Dinner in Restaurant Pegasus</p> <p>Contact: Diana Tokke, Manager</p> <p>Restaurant Pegasus is a modern world kitchen in the old town of Tallinn. It is known as one of the "hot spots of Estonia" both figuratively (a young hip crowd) and literally (a WIFI zone).</p>	
22.00	Return to hotel on foot or free time	



Dag 3: Donderdag 14 oktober 2004

07.00	Breakfast at own leisure	
8:30	Departure for City Government Offices by foot	
9.00 – 13.00	Local government (City of Tallinn)	
Location: Vabaduse väljak 7 Session room IV floor 15199 Tallinn www.tallinn.ee	The City Office carries out the organizational and technical work of the City Government. It is led by a City Secretary nominated by the Mayor. Tallinn City Office employs advisers, has 4 divisions and 5 departments, and administers the work of the Russian Cultural Centre. A number of innovative projects and portals to serve the populace will be presented and discussed as below. Exact Details and timing to follow.	
9.00 – 9.30	Welcome by Peep Aaviksoo, vice mayor	
9.30 – 9.50	Stedenlink introduction and key ICT and broadband projects in the Netherlands	Speaker: Mr. Wilbert Stolte, Chairman of Stedenlink
10.00 – 10.40	E-government	Speaker: Toomas Sepp, City of Tallinn Secretary
10.40- 11.00	Coffee break	
11.00 – 12.00	“How the City of Tallinn uses IT in local city government” including Tallinn Digital Document Management System and GIS Geographical Information Systems	Speaker: Mr. Väino Olev, IT director
12.00- 13.30 and departure for local hot spots including lunch	Mobility and Enabling Estonia: Wireless Internet and Hot Spots Wireless net access, or wi-fi, is quickly becoming the rule, not exception, in the Estonian capital. That is due largely to the hard work of Veljo Haamer, editor of the wifi.ee website. Mr Haamer, a former computer science student and tutor, was the main driver behind the wifi penetration in Estonia seeing it as a cheap and effective way for Estonians to get on-line, also in the rural areas.	Speaker: Mr. Veljo Haamer, editor, wifi.ee
13.30	Departure to Lillekyla Gymnasium by chartered bus	
14.00 – 15.30	Tiger Leap Project – ICT and Education Speakers: Ms. Enel Mägi, Chairwoman of the Tiger Leap Foundation The major project that Estonian government has been supporting starting in 1997 is the project " Tiger Leap " that is aimed at wiring Estonia and ensuring the right to access the Internet for every Estonian with an emphasis on improving education. The project is supported by the Ministry of Education and its first goal was "a computer for every 20 pupils". Thanks to the project, every school in Estonia is now connected to the Internet, and appropriate training has been provided to schoolteachers and instructors. Also, the funding from the Tiger Leap helps design educational software and software packages for educational establishments.	
17.30 – 19.30	Reception and cocktails with local people and hosts at the Netherlands Embassy	
Location: Royal Netherlands Embassy Rahukohtu 4-1 10130 Tallinn Estonia	Contact: Ms. Airi Kana, trade attaché Hosts: Ms. Joanna M. van Vliet, Ambassador Mr. Johan C.B. Dirkx, First Secretary, Deputy Head of Mission Established in December 2000, the Embassy takes care of Dutch interests in Estonia.	
20.00 – 22.00	Dinner in Restaurant Balthasar	
Location: Raekoja plats 11 10146 Tallinn Website: www.restaurant.ee	Balthasar, the first Estonian garlic restaurant, was opened in 1999, in a medieval building of the Town-Hall Apothecary and is situated in the very heart of Tallinn's Old Town, the Town - Hall Square. From the restaurant's windows guests have a magnificent view on the Town-Hall Square. The restaurant has a noble aristocratic atmosphere, which is especially stressed by the grand wooden interior and the successfully completed restoration of the building. As one can predict from the name, garlic has a main role to play in the meals that the restaurant offers but the chef has not completely forgotten those visitors, who do not particularly fancy garlic. The restaurant was named after a notorious writer and chronicler, Balthasar Russow, who wrote his masterpiece "Chronicle of Livonia", while residing in these very rooms.	
22.00	Return to hotel by foot or free time	



Dag 4: Vrijdag, 18 oktober 2002

07.00	Breakfast	
8.00 – 9:30	Check-out of hotel, leave baggage at front with porter	
9.30	Departure to State Chancellery by chartered bus	
10.00 – 11.30	Visit to the State Chancellery of the Republic of Estonia	
Location: Stenbocki maja Rahukohtu 3 15161 Tallinn. P.: +372 693 5714 F.: +372 693 5914 M.:+372 526 7070 E-mail: tex.vertmann@riigikantselei.ee Website: http://www.riigikantselei.ee	Contact: Mr. Sten Hanssen, Information Officer Speaker: Ms. Ulle Laur, Head Department of Information Systems and Document Management The State Chancellery – a government agency within the Government of the Republic responsible for provision of support services to the Government and the Prime Minister. In August 2000, the Government of Estonia, as a world pioneer, changed its Cabinet meetings to paperless sessions using a web-based document system. The objective of the new web-based system is to automate the preparation process and the proceedings of Cabinet meetings, which includes preparing as many materials as possible digitally, which reduces copying costs and delivery time. Ministers peruse draft bills and regulations, make comments and suggestions, and vote entirely online at computer terminals. The system, coupled with the use of digital signatures, eliminates the need to send mountains of papers between ministries for consultation. It gives ministers a possibility to participate in the session from any location. The system, created by Estonian IT companies, saves approximately three million Estonian kroons (192 000 EUR) per year in paper and copying costs.	
11:30	Return to Hotel by chartered bus	
12.00 – 14.00	Lunch with reflection session at Barons Hotel Restaurant	
14.00	Departure to Elion Enterprises by chartered bus (with luggage)	
14.30 - 16.30	Visit to Elion Enterprises	
Location: 4 Hobujaama Str 15033 Tallinn Contact: Mr. Toivo Praakel, Director IT and Data Communications Network phone: +372 639 7213	Elion is the largest telecommunications and IT provider in Estonia. It is owned by <u>AS Eesti Telekom</u> , listed at the stock exchanges of Tallinn and London Elion provides comprehensive household and business communication services – from telephone calls to integrated business solutions, from the sale of handsets and computers to the provision of broadband, the installation and maintenance of large IT systems. In Estonia, Elion is the market leader in fixed network calls, in Internet subscriptions and data communication solutions, and it has made a powerful entry into the IT market. Elion owns Estonia's most popular Internet search engine and subject catalogue <u>NETI</u> .	
16.30	Departure for airport	
18.10	Departure for Copenhagen	Flight number: OV 0145
18.45	Arrival in Copenhagen	
19.40	Departure for Amsterdam	Flight number: SK 549
21.00	Arrival in Amsterdam	



2. Deelnemers

A l m e r e

Douwe Halbesma, wethouder EZ en vice-voorzitter Stedenlink
Frank Halsema, projectadviseur EZ

A m s t e r d a m

Maurice Paulissen, directie Informatisering
Dirk van der Woude, Citynet

A r n h e m

Robert Gast, wethouder
Rob Bots, concern manager P&O en ICT

D e n H a a g

Wilbert Stolte, wethouder en voorzitter Stedenlink
David Moolenburgh, bestuursadviseur
Frank Dane, concern adviseur

D e v e n t e r

Gosse Hiemstra, wethouder en penningmeester Stedenlink
Arno Groenendijk, programma manager

E i n d h o v e n

Wim Claassen, wethouder
Erik Lubbers, beleidsambtenaar
Robert Elbrink, beleidsambtenaar

E n s c h e d e

Joop Hassink, wethouder
Eric Helder, wethouder
Hans Koenders, beleidsmedewerker

H e l m o n d

Cees Bethlehem, wethouder
Ad de Kroon, beleidsmedewerker ICT

L e e u w a r d e n

Fokke Martini, directeur ICT Center Friesland
Heleen Kerkhof, senior adviseur

T i l b u r g

Sandra Koster, beleidsmedewerker EZ

Z o e t e r m e e r

Hans Milatz, ict-beleidsmedewerker
Marinus de Vries, programma manager

O r g a n i s a t i e

Brenda Fischer Campbell, Silicon valley Europe
Carole Helene Matthijsse, Silicon Valley Europe stagiaire
Heleen Ririassa, Nederland Kennisland
Hans Westerhof, Nederland Kennisland
Marieke Rietbergen, Nederland Kennisland



3. Estland in het kort



Volledige naam	Estland
Oppervlakte	45.227 km ² (1,3 keer Nederland)
Bevolkingsgrootte	1,41 miljoen (2003)
Samenstelling bevolking	64% Esten; 29% Russen; 2,5% Oekraïners; 1,5% Wit-Russen; 3,0% overig
Hoofdstad	Tallinn
Taal	Ests
Religie	Overwegend Luthers
Staatsvorm	Parlementaire republiek
Parlement	Riigikogu, unicameraal parlement met 101 leden (Res Publica: 28 zetels, Reform Party: 19, People's Union (Rahvaliid): 13, Centre Party: 28, Pro Patria Union: 7, Moderates: 6.
Termijn	4 jaar. Laatste verkiezingen: 2 maart 2003
President/staatshoofd	Arnold Rüütel, Sinds september 2001, door parlement verkozen voor periode van 5 jaar
Premier	Juhan Parts (Res Publica), Sinds april 2003, leidt coalitie van Res Publica, Reform Party en People's Union (Rahvaliid).
BNP	US\$ 6,4 miljard (2002, EIU)
BNP per capita	US\$ 4,71 (2002)
Inflatie	3,7% (2002, schatting)
Beroepsbevolking per industrie	Industrie 26%, groothandel en detailhandel 15%, transport, opslag en communicatie 9%, landbouw 7%, bouw 7%, overige activiteiten 36%
Belangrijkste handelspartners	Finland (24,8%), Zweden (15,3%), Duitsland (9,9%), Letland (7,4%) (2002)
EU-lid	ja
Nederlandse uitvoer	€ 148,5 miljoen (2002), €118,3 miljoen (2001)
Belangrijke producten	Machines en vervoermaterieel; groente producten; voedingmiddelen, alcohol en tabak, chemische producten
Nederlandse invoer	€164,1 miljoen (2002), € 102,3 miljoen (2001)
Belangrijke producten	Levende dieren en dier producten; machines en benodigdheden; hout en hout producten
Investerings vanuit Nederland	€ 143,0 miljoen (2001)
Investerings in Nederland	Onbekend

Bron: website Nederlandse ambassade in Estland



4. Handig om te weten

Bij ongevallen

Bij ongevallen en ernstige ziekte is het alarmnummer in Estland ook 112. Apotheken zijn normaliter geopend tussen 10.00 en 19.00. Enkelen zijn gedurende de nacht ook open.

Geld

De Estse Kroon (EEK) is gekoppeld aan de euro: 1 euro = 15,65 EEK.

Banken

Banken zijn op werkdagen geopend tussen 9.00 en 18.00. Soms zijn banken ook op zaterdagochtend open. Alle banken hebben de mogelijkheid om geld te wisselen.

Credit cards

De meeste grotere hotels, winkels, warenhuizen en restaurants accepteren Visa, Mastercard, Eurocard, Diner's Club en American Express. Advies is echter om wel altijd wat Estse kronen op zak te hebben.

Telefoneren

- Naar Estland: Internationale code voor Estland is +372 en dan het telefoonnummer van het land + abonnementsnummer.
- Vanuit Estland: eerst 00 en dan de landcode (+31 voor Nederland) en het abonnementsnummer.

Bij de meeste postkantoren, nieuwsstands en bij de VVV zijn telefoonkaarten te koop van 30, 50 en 100 EEK.

Er is een mobiel netwerk aanwezig. Check bij de eigen provider of er een eigen netwerk is.

Elektriciteit

De netspanning is 220 Volt. Je kunt een Nederlandse stekker gebruiken.

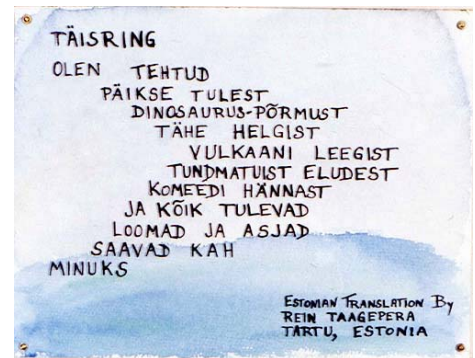
Wireless

Er moeten zo'n 160 hotspots in het centrum van Tallinn zijn. De wireless kaart is dus te gebruiken!



5. Estse woorden

Yes = Jah
No = Ei
Thank you = Tänan
Thank you very much = Tänan väga
You're welcome = Palun
Please = Palun
Excuse me = Palun vabandust, Vabandage mind
Hello = Tere
Goodbye = Head aega
Good morning = Tere hommikust
Good afternoon = Tere päevast
Good evening = Tere õhtust
Good night = Head ööd



I do not understand = Ma ei saa aru.
How do you say this in [English]? = Kuidas seda öeldakse inglise keelt?
Do you speak ... = Kas te räägite...

I = Mina, Ma
We = Meie, Me
They = Nemad, Nad

What is your name? = Mis on teie nimi?
Nice to meet you. = Väga rõõmustav.
How are you? = Kuidas käsi käib?
Good = Hästi
Bad = Halvasti
So so = Elu Käib, Pole viga

Where is the bathroom? Where is the toilet? = Kus on väljakäik?
Where is ...? = Kus on ...?
How much is the fare? = Kui palju on sõiduraha?
Ticket = pilet
One ticket to ..., please. = Palun, pilet ...
Where are you going? = Kuhu te lähete?
Where do you live? = Kus te elate?
Train = rong
Bus = buss
Subway, Underground = metroom
Airport = lennukijaam, lennujaam

Hotel = hotell
Room = tuba
Reservation = reservatsioon
Passport = välispass

What time is it? = Mis kell on?
Today = täna
Yesterday = eile
Tomorrow = homme
Post office = Postkontor
Museum = Muuseum
Bank = Bank, Pank
Police station = Politseijaoskond
Hospital = Hospidal
Pharmacy, Chemists = Apteek, Farmaatsia
Store, Shop = Kauplus
Restaurant = Restoran
Restrooms = Tualett, Väljakäik
Street = Tänav

Source: <http://www.travlang.com/>



6. Achtergrondinformatie Estland

G e s c h i e d e n i s

Net als de Finnen en de Hongaren behoren de Esten tot de Finoegriscche taalgroep. Tot de 13e eeuw waren de Esten onafhankelijk, daarna werden zij, evenals andere bevolkingen van Hanzelanden bestuurd door verschillende overheersers. In Hanzeverband nam de scheepvaart vanuit de Lage Landen op Reval (het huidige Tallinn) en andere Oostzeehavens halverwege de 17e eeuw fors toe en kwam te boek te staan als de 'moedernegotie'.

Vanaf 1710 maakte Estland deel uit van het Russische Rijk. Tegelijk met de val van tsaristisch Rusland in 1917 ontstond voor de Esten een kans op autonomie. Onafhankelijkheid werd uiteindelijk op 24 februari 1918 uitgeroepen (deze dag geldt nog altijd als nationale feestdag). Tijdens WO-I werd Estland door de Duitsers bezet. In het voorjaar van 1919 werd de onafhankelijkheid hersteld. Bij het uitbreken van WO-II probeerden de Baltische Staten aanvankelijk neutraal te blijven. Nazi Duitsland en de Sovjet-Unie sloten echter in augustus 1939 een non-agressie verdrag, het zgn. Molotov-Ribbentrop pact, dat Estland in de invloedssfeer van de Sovjet-Unie plaatste. Nog geen jaar na ondertekening van dit pact trok het Rode Leger Estland binnen. Na schijnverkiezingen trad een parlement aan dat toetreding tot de Sovjet-Unie vroeg. In korte tijd voerden de Sovjets massadeportaties van Esten naar Siberië door, evenals de onteigening van eigendommen en de introductie van Sovjet-bestuur. Een jaar later bezetten Duitse troepen Estland. De Duitse bezetting duurde tot september 1944, waarna het Sovjet-leger het land weer bezette. Een lange periode van 'sovjetisering' brak aan.

Gedurende de jaren '70 en '80 werden onderwerpen als russificatie en milieuvervuiling onderwerp van heftig debat. Het 'Glasnost' en 'Perestroika' beleid van Michael Gorbatsjov stond dergelijke discussies toe. In november 1989 verklaarde de Estse Opperste Sovjet de beslissing toe te treden tot de Sovjet-Unie nietig, daar deze onder dwang tot stand was gekomen. Op 20 augustus 1990 bezetten Sovjet troepen de televisietoren van Tallinn hetgeen niet kon verhinderen dat een resolutie werd aangenomen die de volledige en onmiddellijke onafhankelijkheid uitriep. In de loop van 1991 herstelde Estland diplomatieke betrekkingen met de meeste landen. De grondwet werd in een referendum, waarbij alleen zij die voor 1940 de Estse nationaliteit hadden en hun nakomelingen mochten stemmen, met overweldigende meerderheid (91%) aangenomen.



S t a a t s i n r i c h t i n g



Estland is een parlementaire republiek waarbij de wetgevende macht in handen is van het unicamerale parlement (Riigikogu). Tussen 1920 en 1940 vonden vijf parlementsverkiezingen plaats op basis van drie verschillende Grondwetten. De huidige (vierde) Grondwet bepaalt dat de 101 parlementsleden middels rechtstreekse verkiezingen worden verkozen voor een periode van vier jaar. Er geldt een kiesdrempel van 5%.



De laatste verkiezingen vonden plaats op 2 maart 2003. De populistische links-van-het-midden Centre Party kreeg hierbij de meeste stemmen, 25,4%, wat resulteerde in 28 zetels, evenveel als nieuwkomer Res Publica (24,6%). Res Publica vormde een centrum-rechtse coalitie met Reform Party en People's Union (Rahvaliid). De nieuwe regering onder leiding van de nieuwe premier Juhan Parts (Res Publica) werd op 9 april 2003 door de president benoemd.

De president, die door het parlement wordt verkozen voor een periode van vijf jaar, is tevens staatshoofd. De Constitutie kent de President beperkte bevoegdheden toe, zijn (informele) invloed op de politiek, en dan met name de buitenlandse politiek, is evenwel aanzienlijk.

In september 2001 is Arnold Rüütel, voormalig leider van de communistische partij, verkozen tot president. Hij heeft zijn populariteit te danken aan zijn inzet voor onafhankelijkheid van de Sovjet-Unie.

Sociale situatie

Onder het communistische regime werd de gezondheidszorg volledig door de staat gefinancierd en kenmerkte zich door volledige afhankelijkheid van ziekenhuizen en specialisten. Dit maakte gezondheidszorg kostbaar. Na de onafhankelijkheid begin jaren '90 kon dit kostbare systeem niet gehandhaafd worden en een moeilijke tijd diende zich aan. De hervormingen in de gezondheidszorg hebben er voor gezorgd dat er meer niet-gespecialiseerde artsen worden ingezet en poliklinisch behandelen wordt gestimuleerd. Verder wordt de gezondheidszorg tegenwoordig medegefinancierd uit werkgeversbijdragen. In 2001 was 93,5% van de bevolking verzekerd voor medische zorg. De Reform Party streeft naar privatisering van de gezondheidszorg. Sinds midden jaren '90 laten de gezondheidsindicatoren een verbetering zien.



Voor kinderen van 7 t/m 18 jaar is het verplicht onderwijs te volgen. Meer dan 95% van de basisschoolleerlingen gaat door met vervolgonderwijs. Openbaar onderwijs wordt voor het grootste deel gefinancierd door de staat en lokale overheden. De nieuwe onderwijswet verplicht dat in 2007 minimaal 60% van de lessen in het Ests moet worden gegeven.

De hervormingen van het pensioenstelsel in Estland lopen achter ten opzichte van de rest van de regio. De hoogte van de pensioenen is een van de grootste thema's in de Estse politiek. Linkse oppositiepartijen eisen verhoging van de pensioenen. In 2003 zijn de pensioenen door de regering-Parts verhoogd. Volgens de regering komen de Estse pensioenen met deze maatregelen in 2007 op het door de EU aanbevolen niveau van 40% van het gemiddelde loon.

Speciale aandacht wordt in Estland besteed aan de ouderen. Uitgangspunt voor het beleid is de oudere voorbereiden op het functioneren op latere leeftijd: centraal staan sociale integratie en een zelfstandig bestaan. Belangrijke aandachtspunten hierbij zijn een verbetering van de levensomstandigheden (recht op een vast inkomen, woning, medische en welzijnszorg, veilige omgeving, deelname aan het culturele leven, enz) en het garanderen van de naleving van de mensenrechten. Binnen het Ministerie van Sociale Zaken houdt het Elderly Policy Committee zich bezig met controle van de implementatie van het beleid.

Hoewel in de grondwet is vastgelegd dat allen voor de wet gelijk zijn en discriminatie is verboden, blijkt in de praktijk vaak ongelijkheid van beloning voor



mannen en vrouwen bij uitoefening van dezelfde functie. Het Ministerie van Sociale Zaken heeft dit probleem als belangrijk aandachtspunt op de agenda.

Economische situatie

Sinds het herstel van de onafhankelijkheid is het Estse economische beleid er op gericht geweest de planeconomie zo snel mogelijk om te vormen naar een marktgericht economisch stelsel. Het liberale beleid van de regering, gericht op vrijhandel, sluiting van niet-rendabele staatsbedrijven, privatisering van rendabele staatsbedrijven en het bevorderen van buitenlandse investeringen is succesvol gebleken. De afgelopen jaren is de groei van het BNP in Estland in een stroomversnelling geraakt. Gedurende de jaren negentig groeide de Estse dienstensector snel: de sector neemt ruim 70% van het BBP voor haar rekening. Bijna tweederde van de beroepsbevolking is werkzaam in de dienstensector.



Door het gevoerde economische beleid heeft de Estse overheid de inflatie in de loop der jaren beteugeld. In 1992, het eerste jaar van de heroriëntering van de economie, was de geldontwaarding nog ruim 1000%, maar in de daarop volgende jaren nam de inflatie sterk af tot een gemiddelde waarde van ongeveer 4%. De overheid is er tevens in geslaagd de nationale begroting onder controle te houden, ondanks de politieke en maatschappelijke druk om het principe van evenwichtige inkomsten en uitgaven los te laten. In de staatsbegroting ligt het zwaartepunt op defensie, binnenlandse veiligheid, onderwijs, landbouw en Europese integratie.

Het eerste kwartaal van 2002 bedroeg het gemiddelde Estse bruto maandinkomen €365. In de landbouw wordt nog niet de helft daarvan verdiend. Werkloosheid neemt langzaam af, maar is nog altijd niet onder de 10%. Het is steeds moeilijker gekwalificeerd personeel te vinden. Vooral in het noordoosten van het land rond de stad Narva, waar zich veel van de vroegere Sovjetindustrie bevindt, is een groot deel van de overwegend lager opgeleide bevolking werkloos.

Estland heeft zich sinds 1991 ontwikkeld tot een handelsland. Binnen enkele jaren is de geografische spreiding van de handel aanzienlijk veranderd. In 1991 ging meer dan 90% van de uitvoer nog naar de voormalige Sovjet-Unie en kwam ruim 80% van de invoer daar vandaan. In de laatste jaren is de handel met Rusland sterk afgenomen. De belangrijkste handelspartners van Estland zijn nu EU-landen, met verreweg het grootste aandeel voor Finland. De handel met Letland en Litouwen is relatief gering. De gunstige geografische ligging van Estland heeft een positieve bijdrage geleverd aan de belangrijke transitofunctie die dit Baltische land in de regio vervult.



Religie in Estland

'Everyone has freedom of conscience, belief and thought. Belonging to a church or faith-based organisation is voluntary. There is no state church. All are free to engage in acts of worship, in public or in private, as long as this does not impair public order, health or morals.'

Constitution of the Republic of Estonia, § 40

Estland kent geen staatsreligie. De meeste Esten behoren dan ook niet tot enig geloofsgemeenschap. De Lutherse kerk heeft het grootste aantal leden (zo'n 175.000 leden). Daarna volgt de Russisch orthodoxe kerk met ongeveer 18.000 leden en de baptisten gemeenschap volgt met ongeveer 6100 leden.



Zakelijke gedragscode

In het algemeen zijn de inwoners van de Baltische landen vriendelijke, doch enigszins gereserveerde mensen die openstaan voor contacten met buitenlanders. Om deze contacten soepel te laten verlopen, kan het nuttig zijn om het volgende in gedachten te houden. Na ruim vijftig jaar Russische overheersing zijn de Esten, Letten en Litouwers zeer nationalistisch geworden. Vermijd liever politieke discussies over dit gevoelige onderwerp. De Balten beschouwen zichzelf als 'westerling' en niet als Oost-Europeaan.

Vooraf bij grotere bedrijven en bij overheidsinstanties is het vaak onduidelijk wie belast is of wordt met de afhandeling van een eenmaal afgesloten transactie. Een algemene lijn van delegatie van bevoegdheden en/of verantwoordelijkheden valt niet of nauwelijks te ontdekken. In tegenstelling tot de platte organisatiestructuur bij Nederlandse bedrijven, zijn Baltische bedrijven hiërarchisch gestructureerd en kunnen vaak alleen leidinggevenden besluiten nemen. Het stellen van specifieke en concrete vragen levert in de Baltische landen gewoonlijk een beter resultaat op dan open vragen met vage bewoordingen en wordt zeker niet als ongeleefd ervaren. Een duidelijke en doelgerichte werkwijze wordt over het algemeen op prijs gesteld en gezien als een zakelijke aanpak. Aan het gebruik van titels wordt veel waarde gehecht.

De handelstaal is over het algemeen Engels, dat door een groot gedeelte van de zakengemeenschap wordt gesproken. Ook op de ministeries is Engels vaak de gebruikelijke voertaal bij ontmoetingen met buitenlanders. Er zijn echter nog veel leidinggevenden, voornamelijk van de oudere generatie, die alleen de eigen taal machtig zijn, waardoor zonder tolk geen communicatie mogelijk is. Het jongere management spreekt vloeiend Engels, meestal door studie in het buitenland.

Visitekaartjes zijn essentieel en moeten bij voorkeur in het Engels zijn gedrukt. Kleine relatiegeschenken en andere cadeautjes (vooral wanneer zij duidelijk uit het buitenland komen) worden op prijs gesteld, evenals uitnodigingen voor lunches en diners.

Esten zijn trots op hun land en die trots tonen ze ook. Vooral in Estland en Letland is de relatie met immigranten uit Rusland niet optimaal. Eerlijkheid staat hoog in het vaandel, evenals orde en netheid. Er bestaat veel respect voor mensen met een hoge opleiding. In Estland is ook het Fins in grote delen van de zakengemeenschap gangbaar.



7. Achtergrondartikelen bezoeken

Algemeen

- From Copenhagen via Tallinn to Lisbon, Achtergrond bij speech van Deense minister.
- Information Society Estonia, Estse Ambassade
- e-Government Factsheet - Estonia - Actors

Woensdag

- Estonian government publishes electronic ID card blueprint, eGovernment news
- X-Road
- Look @ the world project

Donderdag

- E-tallinn, www.tallinn.ee
- Estonia embraces web without wires, bbc
- Estonia's Tiger Leap, findarticles

Vrijdag

- State Chancellery
- Elion, Telecom company



Algemeen

From Copenhagen via Tallinn to Lisbon

One and a half years after the enlargement decision was reached in Copenhagen, 10 new countries are about to join the EU. Looking upon the ailing European economy, the question is whether there is something to celebrate. Will the ten new member countries only postpone the EU's chances for recovery and future competitiveness? Or will enlargement actually accelerate the EU's reform process? In other words, to use the title of this report: Is enlargement a shortcut or detour to the EU's original goals of competitiveness, agreed upon in Lisbon?

The report answers this question by first assessing the current economic problems of EU15. Secondly, we take a look upon the newcomers in general, followed by a closer analysis of the Estonian reform efforts. The report is the result of a co-operation between the Confederation of Danish Industries and the Prime Minister's Office in Estonia.

Welcome to Ten New Team Mates

Fifty years of planned economy cannot be extinguished in little more than a decade. Not surprisingly, the Central and Eastern European countries (CEECs) still have a lot of catching up to do - both in terms of wealth, modern infrastructure and not least in their ability to implement the 80.000 pages of EU legislation. That being said, progress has been enormous. Today, the CEECs have what is missing in EU15: strong growth rates. They are still lagging behind, but they are definitely driving faster!

Seen from this perspective, enlargement should be looked upon as an asset. This is also due to the fact that enlargement will increase the EU's Single Market with 75 mio. new EU-inhabitants. With rising living standards this will surely boost demand and competition in the entire Single Market.

Enlargement is not a Detour...

The argument that enlargement is actually an asset is only confirmed by taking a closer look at Europe's present problems with competitiveness. Despite the high-flown promises of the Lisbon Council, the EU is still loosing pace and hence runs the risk of not being able to finance its expensive welfare systems. The blame for this development should largely be directed towards the EU member states. Surely, initiatives at EU-level - for instance completing the Internal Market - are also behind schedule, but the true "work horses" of the Lisbon Strategy are the member states. Only if member states carry out substantial national reforms, the EU can regain its position in the fast lane. This was the core conclusion of the Lisbon European Council in 2000. However, since this Summit national reforms have turned into a real life version of "Waiting for Godot"!

The very fact that national reforms are key to European competitiveness makes it even more unlikely that enlargement will become a detour to the goals of Lisbon. If the EU fails to deliver Lisbon, the original EU15 should not engage itself in an unworthy "blame game" and try to use Central and Eastern Europe as a potential scapegoat. On the contrary, they should look for the true reasons for lack of success closer to home!

If one approaches the enlargement-competitiveness problematique from this angle enlargement could indeed even turn into a shortcut. The newcomers are equipped with a major competitive advantage in the very area where EU15 is struggling behind - commitment and ability to carry out national reforms. In short, the CEECs are "masters of national reforms". Of course, parts of the reform effort in the new member states are closely linked to the legacy of planned economy. However, a substantial part aims at tackling exactly the same challenges as the ones in the old member states (e.g. boosting innovation, investing in information and communication technologies (ICT),



entrepreneurship). Seen from this perspective, Central and Eastern Europe therefore provide the old EU with a whole pool of reform experiences right on its own doorstep. All that it requires is that the EU leaves old stereotypes behind. Instead of only looking upon the CEECs as poor cousins in need of help, old member states should realise that they can actually also obtain help and inspiration from their new team mates.

The Five E-lessons from Estonia

The conclusion that EU15 can indeed gain from the Central and East European experiences is driven home by studying the reform efforts of Estonia. First of all, the analysis underlines that Estonia is trying to tackle the same kinds of problems caused by globalisation as the old member states. Although originally launched as a reform strategy for EU15 the Lisbon Strategy today functions as a common strategic target for EU25. Indeed, unlike most member states, Estonia has developed its own encompassing Strategy - "Success Estonia 2014" - which tries to put the Lisbon rhetoric into practice. Moreover - and even more importantly - the analysis points to five lessons, which could inspire the national reform processes in some of the member states - old and new. The first lesson is linked to ICT. The lesson is that even a relatively poor country such as Estonia can actually live up to the Lisbon goals of promoting ICT-development by investing early in ICT-infrastructure and by launching public-private partnerships in large scale. As a matter of fact, Estonia is one of the leading ICT-nations in the world.

The second lesson is linked to research and innovation. Here Estonia has underlined the importance of developing a strategy for boosting promising research areas, such as bio- and nanotechnology and ICT-development. This has for instance enabled Estonia to launch a unique Genome Project. Additionally, the Estonian government has successfully encouraged more Estonians to enter university and is currently working on increasing quality of educations.

Thirdly, Estonia drives home the message that it is possible to design a competitive and investment friendly tax system. Today, Estonia has a stunning zero percent corporate tax on profits kept in the company. In addition, the country has developed a light flat-rate income tax which provides clear incentives for an extra work effort. As a result, entrepreneurs have witnessed a considerable improvement of their conditions.

Fourthly, Estonia has already overtaken most member states by several lengths with regard to e-government and digitalisation of public administration. The Estonian cabinet is "paperless" and digital signatures have been distributed in large scales among the population. Moreover, the digital signatures also function as ID-cards.

Finally, Estonia has managed to tackle the growing demography problem head-on by embarking upon substantial pension reform. The lesson is to transfer responsibility of the pensions more to the individual, while at the same time increasing retirement age.

In short, the E in Estonia stands for - Electronics, Education, Entrepreneurship, E-government and Elderly-friendly reforms!

A Winning Strategy for Team Europe

All in all, the core conclusion of the report is that enlargement can actually act as a catalyst in the Lisbon process. In order for this to materialise in practice, the EU25 team has to agree upon a clear winning strategy, which actually enables it to deliver Lisbon and share each others' best practices. The new winning strategy should take as its starting point that Europe has lost precious time since 2000. Reforms have not been delivered, and competitors have roared ahead. The slogan of the new strategy should therefore



be the three C's - competitiveness, competitiveness and competitiveness! Europe can simply not afford new detours which put additional burdens on European business. The "heart" of the strategy should be a clear division of labour. As indicated earlier, the national level is the by far most important one, but common EU-initiatives can certainly help the EU in becoming competitive. This can - although to a lesser degree - also be said of regional initiatives:

- Launch the three C's as the key priority of the new Commission and Parliament
- Streamline all European strategies (Cardiff, Luxembourg, Barcelona etc.) aiming at economic reform and discipline into one process, thereby allowing for one annual, and more efficient review
- Appoint a strong Vice President of the Commission in charge of the Lisbon Strategy
- Introduce a competitiveness impact test on all EU legislation
- Revitalise the Single Market
- Redirect the EU's financial perspective towards research & innovation and competitiveness
- Spend money on "Good Governance" in the new member countries
- Remove barriers to trade & investment
- Improve growth conditions in the region by strengthening physical infrastructure and creating centres of excellence in research and development National Initiatives
- Create and promote a proactive national Lisbon Strategy focusing particularly on the core areas of competitiveness
- Learn from each others' best practices - also from Central and Eastern Europe

Bron: Achtergrond bij speech door de Deense minister van Buitenlandse Zaken, Dr. Per Stig Møller, at the conference "Bigger and Better - how to make Enlargement a Shortcut to Growth in Europe" in Copenhagen, 21st of April, 2004



Information Society Estonia

bron: http://www.estemb.es/lang_4/rub_947/rub2_958/rubviide_206 (Ambassade Estland), (2004-07-14)

Estonia has in a short time caught up with advanced countries in terms of information and communication technology (ICT) infrastructure and in the use of ICT in society. Attitudes favouring ICT, innovative thinking and progressive ICT entrepreneurship, have developed a strong technological infrastructure in Estonia. These factors combined with strong economic growth as well as macroeconomic stability form a favourable basis for further development.

Key facts

- 52 per cent of the population are Internet users (*TNS EMOR*, June 2004).
- 38 per cent of the population have a computer at home, 71 per cent of home computers are connected to the Internet (e-Track Survey, *TNS EMOR*, Autumn 2003).
- All Estonian schools are connected to the Internet.
- There are over 700 Public Internet Access Points in Estonia, 51 per 100 000 people (one of the highest numbers in Europe).
- The number of Estonian websites surpassed one million already in 2001.
- Income tax declarations can be made electronically via Internet.
- Expenditures made by the government can be followed on the Internet in real-time.
- Cabinet meetings have been changed to paperless sessions using a web-based document system.
- 62 per cent of Estonian Internet users conduct their everyday banking via Internet (e-Track Survey, *TNS EMOR*, Autumn 2003).
- 84 per cent of the population are mobile phone subscribers (Eesti Telekom AS, June 2004).
- Estonia is completely covered by digital mobile phone networks.

Telecommunications

Considerable investments into technology and communication networks involving foreign, mostly Nordic, investors have been made to modernise the ICT infrastructure in Estonia. As a result, Estonian telecommunications sector is one of the most developed in Central and Eastern Europe.

	12/2000	12/2001	12/2002	12/2003
Telephone main (fixed) lines per 100 inhabitants	35.9	34.9	34.2	32.8
Share of digital lines (%)	71.2	71.8	76.9	79.3
Number of mobile phone subscribers per 100 inhabitants	40.8	54	65	74

Sources: [Elion Enterprises Ltd](#), [Baltic News Service](#), [Estonian Informatics Centre](#)

In recent years, the number of fixed phone lines has decreased as many consumers switched from fixed phones to mobile phones. Meanwhile, new possibilities offered via fixed subscriber's line have come into service. As of spring 2003, there were more than 48,000 ADSL (Asynchronous Digital Subscriber Line) Internet connections i.e. 3.5 lines per 100 people. According to **Point Topic**, Estonia ranks 12th in the world according to ratio of ADSL



lines per regular phone line. In addition to ADSL, wireless connections like WDSL and RDSL are offered in rural districts. Mobile phone users can have GPRS Internet access almost anywhere in the country.

The main task of the Estonian telecommunications policy is to ensure competition and openness.

The telecommunications sector has been completely liberalised since January 2001, when the special monopoly rights of the Estonian Telephone Company ended.

The main bodies in charge of regulatory issues in the field of telecommunications are as follows: **The Ministry of Economic Affairs and Communications**; **National Communications Board**; **National Competition Board**.

Internet

TNS Emor Internet usage surveys show that 52% of 6-74 year old Estonians are using the Internet, which means that the community using the Internet has reached 621 000 people. Compared to the previous year, an additional 4% of the Estonian population of the aforementioned age group i.e. 45 000 people have become Internet users.

The most active Internet users are 12-24 year old people, almost 90% of whom are Internet users. This age group has learnt to use the Internet at an even younger age. Two thirds of 6-9 year olds are already using the Internet. This eclipses the number of users who are of active working age – 58% of people aged 25-49 are Internet users.

The web serves different purposes in different age groups. While the favourite activity of 6-14 year olds is playing games, the favourite of the 15-24 year olds is communicating with friends via e-mail. Young people also like surfing the Internet. The Internet usage of older age groups is more functional – Internet banking and searching for specific information is important, also communicating via e-mail. (June 2004, TNS EMOR)

38 per cent of the population have computers at home and 71 per cent of home computers are connected to the Internet. Most home Internet users have high-speed Internet connections. The growth in home Internet connections has also made the home the location where the Internet is used the most. (e-Track Survey, TNS EMOR **TNS EMOR** , June 2004).

62 per cent of Estonian Internet users conduct their everyday banking via Internet. Internet banking has become a common channel through which people perform transfers, pay for services, pay taxes, communicate with the Tax Board, etc. Access to various information and bank services through mobile phones using *Wireless Application Protocol* (WAP) are popular, e.g. the financial institution *Hansapank* alone has 23 000 WAP-clients (September 2003).

The high level of Internet use in Estonia is largely correlated to the early adoption of the Internet in the research and higher education sector and the existence of a developed telecommunications network.

All Estonian schools are connected to the Internet, as a result of the state-run "Tiger Leap" programme, implemented from 1997-1999. Even the three-student schoolhouse on the geographically isolated Ruhnu Island, with about 40 inhabitants, has an Internet connection. Thanks to the "Tiger Leap" programme, school children are above-average users of the Internet. A short-term goal is to have at least 1 computer per 20 pupils in every school.

People all over the country can access the Internet from over 700 Public Internet Access Points (PIAP). The PIAP has special traffic sign, with the @ symbol, showing its location.

People all over the country can access the Internet from over 700 Public Internet Access Points (PIAP), 51 PIAPs per 100 000 people (autumn 2003). The PIAP has a special traffic sign, with the @ symbol, showing its location. Most of PIAPs are located in libraries and other municipal buildings across the country. One can easily locate the nearest PIAP by accessing this website www.regio.delfi.ee/ipunktid. There are around 330 areas (city squares, hotels, pubs, airports etc.) that currently provide high-speed wireless Internet access.

More information: www.wifi.ee.

E-Government and E-Democracy

In August 2000, the Government of Estonia, as a world pioneer, changed its Cabinet meetings to paperless sessions using a web-based document system.

The objective of the new web-based system is to automate the preparation process and the proceedings of Cabinet meetings, which includes preparing as many materials as possible digitally, which reduces copying costs and delivery time.



Ministers peruse draft bills and regulations, make comments and suggestions, and vote entirely online at computer terminals. The system, coupled with the use of digital signatures, eliminates the need to send mountains of papers between ministries for consultation. It gives ministers a possibility to participate in the session from any location. The system, created by Estonian IT companies, saves approximately three million Estonian kroons (192 000 EUR) per year in paper and copying costs.

Already before the Government started e-sessions, an Internet portal called the Estonian State Web Centre was created in 1998. It contains links to all governmental institutions' websites and everybody has access to almost all the official documents. Together with the development of Internet services, the domain *riik.ee* has become an inseparable part of the Estonian e-government and the symbol of Estonia in the Internet.

Current election laws include an e-voting option beginning at the 2005 elections, provided that all crucial technical issues (e.g. safeguarding against fraud) are solved by that time.

In the summer of 2001, the Government created a web page *Täna Otsustan Mina ("I Decide Today")*. Ministries upload all their draft bills and amendments there, allowing people to review, comment on and make proposals on the legislative process as well as propose amendments to existing legislation. Ideas that gain substantial support will be reviewed by competent bodies.

Since January 2002, the Citizenship and Migration Board (www.pass.ee) has been issuing a new primary domestic identification document - the ID card. In addition to many advanced security features, the card has a machine-readable code and a microchip containing the visual data on the card and two security certificates (long number series), to verify the individual and supply digital signatures. Possible future uses of the card include integration of ID cards and banking cards and various access cards. As of July 2004, 543,000 ID-cards were issued.

Education, Research and Development (R&D)

Five universities (University of Tartu, Tallinn Technical University, Estonian Business School, University Nord, and Tallinn Pedagogical University), a number of polytechnic educational institutions and many training companies provide basic and specialised education in IT and IT management.

The IT College was created in 2000 as a co-operation project between the two largest Estonian public universities, the Tallinn Technical University and the University of Tartu, and the Estonian ICT industry. The IT College is a private institution, it works very closely with both universities as well as with the IT and telecom industries.

The E-Governance Academy) was created in 2002 as a non-profit organisation for the development and analysis of e-governance and e-democracy, whose aim is to transfer knowledge to top policy-makers and government Information and Communication Technologies (ICTs) specialists in developing nations. EGA implements its mission through the provision of training services, organising research, facilitating networking and enabling exchange of experience in broad areas of e-governance. Located in Tallinn, Estonia, the Academy provides a platform for analysing and systematizing both international and domestic experience into forms of knowledge that can be transferred to those interested both in Estonia and abroad.

The main advisory body to the Government in R&D is the Estonian Research and Development Council (RDC). Priority has been given to information technology, gene technology, environmental technology and material science. In developing new technologies, one of the most successful fields is also cryptography.

The Estonian Academy of Sciences is an organisation unifying scientific pursuits. The Estonian Science Foundation, the Innovation Foundation and the Science Competence Council are involved in the financing of R&D. The vast majority of R&D is carried out in universities and public research institutes.

Estonian Information Policy

With its policies and innovative initiatives the Estonian Government is helping companies make the information technology sector one of the fastest growing in the country. Research undertaken by the World Economic Forum on the use of Information technology in 102 countries (The Global Information Technology Report 2003-2004 – The Network Readiness of Nations, also indicates a strong Estonian standing in government readiness to employ ICT (Estonia holds 15th place) and in use of ICT by the Government (Estonia holds 13th place). Estonia ranks 3rd in the political and regulatory environment sub-index.

The development of the information society is dependent on the co-operation of the public and private sectors



along with NGOs. The main developer of Estonian information policy is the **Ministry of Economic Affairs and Communication** and the **Estonian Informatics Centre**, which is under the ministry's management.

In creating Information Policy, the stated goals and priorities of the Principles of Estonian Information Policy, concrete political decisions made by the Government (Cabinet) and the *Riigikogu* (Parliament) and EU information society development documents (eEurope 2005) are used.

The Principles of Estonian Information Policy approved by the Parliament in May 1998 serve as a basis for making public policy decisions concerning the development of the information society and also include an action plan.

The Information Policy Action Plan in its turn is the basis for all government agencies to make specific proposals to the Government: proposals with schedules, sources of finances, and responsibilities for the implementation of information policy programs every year.

Information society development priorities for 2004-2006:

- **Development of e-services for citizens, business sector and public administration**, especially the enhancing of online services following the list of e-government services defined in the **eEurope Action Plan**. An emphasis will also be placed on creating e-environments in the education and health care sectors (eEducation and eHealth Care).
- Creating and analysing IT solutions that can help the development of **eDemocracy**. Creating an operational electronic voting system.
- **Increasing the effectiveness of the public sector**. Completion of the development of the system and infrastructure of state registers, including the development of systems that ensure for the maintenance of databases and the introduction of a digital archive. An emphasis will be placed on the electronic communications and the electronic exchanging of information by state and local governments. Improving the management of state institutions and ministries by creating a new finance and statistical information system.
- Increasing the computer literacy of the population, **eEducation**. An emphasis will be placed on educating a wide base of the population to ensure their success in the information society and to giving all members of society the opportunity to use IT solutions in their every day life. Increasing the use of computers in schools to surpass the EU average. Support web based education programmes.
- **eSecurity**. Improve and develop the Information Technology Security Policy.
- **Sustain the international reputation of Estonia** as a well developing information and communications technology nation. Improve weaker IT sectors to a minimum level of the EU average. Engaging actively in the EU's eEurope 2005 programme with the goal of integrating our activities with those of the EU's development programmes and projects (eContent, eLearning, eTEN, IDA, Northern eDimension etc.).
- **eInvolvement**. Increasing the opportunities for society to use IT and digital solutions. Making sure that all have access to the Internet by increasing the number of public Internet sites. Giving all members of society base computer knowledge and increasing the use of Internet in Estonia by creating better access to the Internet infrastructure (lower connection costs, the rapid development of networks and the creation of competition between service and network providers).

Examples of ICT target programmes and joint projects financed by previous State budget:

X-Road is a programme to modernise national databases with the aim to change national databases into a common public, service-rendering resource. This would allow agencies, legal entities and the populace to search



data from national databases over the Internet, provided they are entitled to do so. At the same time, the system will ensure sufficient security for the treatment of inquiries made to databases and responses received. The aim of the X-road program is to develop software, hardware and organisational methods for the standardised usage of national databases.

The Government and a number of private companies announced a project in 2001 (**Look @ the World project**, www.vaatamaailma.ee), as a result of which the percentage of Internet users in Estonia should increase from the present numbers to over 90% or exceed Finland's corresponding indicator within three years. The project focuses on further improvement of access to the Internet in Estonia. Private companies have announced that they are willing to invest a sum equal to the Government's yearly IT budget.

eCitizen - a nation-wide project for developing co-operation between Estonian citizens and the public sector through the Internet. Vision: by 2004, all state and local government agencies should be providing services through the Internet, 60 per cent of the population are everyday Internet users. A citizen's portal that attempts to meet individual needs is in operation.

Some legislation for regulating the ICT field:

Public Information Act (2001)

Guarantees citizens' constitutional right to information; regulates what information on the administrative apparatus and its activities is to be offered to the public; asserts that all information must be accessible also through the Internet.

Digital Signatures Act (2000)

Stipulates the possibility to use digital signatures in public sector organisations as of June 1, 2001. The digital signature infrastructure is developed through the cooperation of public sector and private sector organisations, such as banks and ICT vendors.

Telecommunications Act (2000)

The purpose of this act is to create favourable conditions for the development of telecommunications and to guarantee the protection of the users of telecommunications services by promoting free competition.

Other relevant acts related to the information society include Archives Act, Databases Act, Personal Data Protection Act, Population Register Act. English translations of these acts are available at www.legaltext.ee.



E-Government Factsheet - Estonia - Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

[Department of State Information Systems](#)

The Department of State Information Systems (RISO - subordinated to the Ministry of Transport and Communications) is responsible for the coordination of state IT-policy actions and development plans in the field of state administrative information systems.



Coordination

[Department of State Information Systems](#)

Implementation

1. [The Estonian Informatics Centre](#) for national common systems

The Estonian Informatics Centre is the supporting agency for the coordination and development of information technology in the Estonian administration.

2. Government Departments and agencies for departmental projects

Support

1. [Department of State Information Systems](#)

2. [The Estonian Informatics Centre](#)

Audit/Assurance

[State Audit Office](#)

The role of the State Audit Office (SAO) is to promote reforms and to support public bodies in their efforts to create more and more value for the tax-payer by their activities and services. To do so, the SAO assesses the performance (economy, efficiency and effectiveness) and regularity of the activities of public administrations, and provides recommendations to help the Parliament and the Government to improve the operation of the State.

Data Protection

[Data Protection Inspectorate](#)

Other

[E-Governance Academy](#)

The E-governance Academy is a regional learning centre set up by the Republic of Estonia, the United Nations Development Program (UNDP) and the Information Program of the Open Society Institute (OSI). The centre aims to promote the use of ICT in the work of governments and in democratic practices. The centre provides training in e-governance and e-democracy, serves as a platform of exchange of experience and conducts related research. The primary target audience includes civil servants, policy makers and representatives of civil society of the countries of Central Europe, the Caucasus, Central Asia, and the Balkans.



Woensdag 13 oktober 2004

ID-Cards

Estonian government publishes electronic ID card blueprint

eGovernment News - 17 March 2003 - Estonia - Identification & Authentication

The Estonian Government published on 12/03/2003 a white paper on its electronic ID card initiative. Entitled "the Estonian ID Card and Digital Signature Concept: Principles and Solutions", the paper gives an overview of the principles behind the project and explains the choices and decisions made while carrying out the ID card project. It also presents an overview of how the associated services and applications are implemented.



Estonia started issuing national electronic ID cards in January 2002. In one year, more than 130,000 cards have been issued by the Citizenship and Migration Board, and the total figure is expected to grow to more than 350,000 by the end of 2003 (about 25% of the whole population). The card fulfils the requirements of Estonia's Digital Signature Act and is mandatory for all Estonian citizens and permanent resident foreigners over 15 years of age. It is meant to be the primary document for identifying citizens and residents and its functions are to be used in any form of business, governmental or private communications. The card, besides being a physical identification document, has advanced electronic functions that facilitate secure authentication and legally binding digital signature, in connection with nationwide online services.

Each ID card contains various pieces of data: name of cardholder, picture, handwritten signature, personal code (national ID code) of card holder, birth date, birth place, sex, citizenship, card number, card issuing date, card validity end, residence permit details and other information (if applicable). All this data except picture and handwritten signature is also stored on the card in electronic, machine-readable format, compliant with standards of the International Civil Aviation Organisation (ICAO). In addition, the card contains two certificates and their associated private keys protected with PIN codes. The certificates contain only the holder's name and personal code (national ID code). In addition, the authentication certificate contains the holder's unique e-mail address. Estonia is, together with Finland, Italy and Austria, one of the first European countries to issue fully functional electronic ID cards to its citizens.

Further information:

[News release by the Certification Center of the Estonian ID Card](#)
(*Sertifitseerimiskeskus*)

The Estonian electronic ID card White Paper can be downloaded [here](#).

More information on the Estonian electronic ID card programme can be found on the websites of the [Estonian Citizenship and Migration Board](#), the [Estonian Certification Center Ltd](#), as well as on the following sites: www.pass.ee (information and application for citizens), and www.id.ee (technical information)

Bron:

<http://europa.eu.int/ISPO/ida/jsps/index.jsp?fuseAction=showDocument&parent=whatsnew&documentID=927>

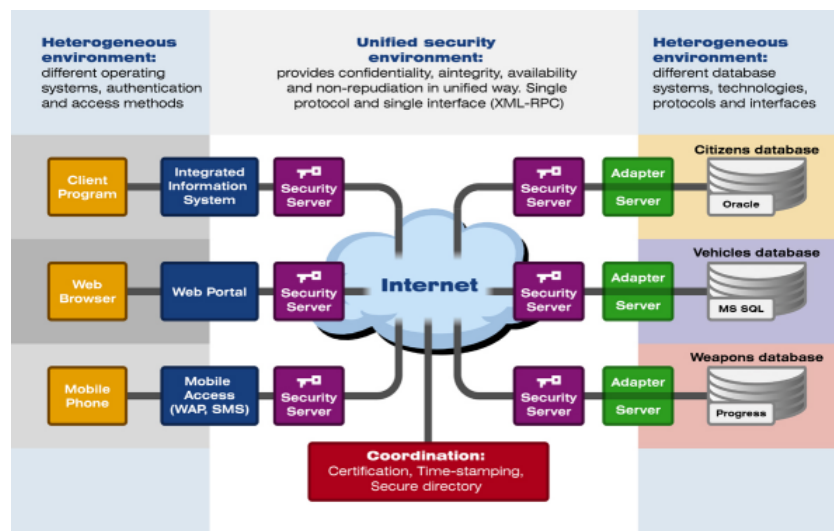


X-Road

X-Road is a governmental initiative that deals with the problems of exchanging information between different organizations. X-Road is developed and deployed under supervision of the Department of State Information Systems (RISO).

X-Road is the modernization program of national databases with the aim to change national databases into a common public, service-rendering resource, which would enable agencies, legal and natural persons to search data from national databases over the Internet, provided they are entitled to do so. At the same time, the system will ensure sufficient security for the treatment of inquiries made to databases and responses received.

The aim of the X-road program is to develop software, hardware and organisational methods for standardised usage of national databases.



Vision for 2003:

The state has access to databases as an integral whole 7 days a week and 24 hours a day, which ensures that

- The citizen can obtain and provide information within his or her limits of authority;
- The official can use all national databases in the decision-making process within his or her limits of authority;
- The entrepreneur can, within his or her limits of authority, use information included in national databases for carrying out business;
- The state has become more transparent, integral and intelligible for the citizen;
- The integrated use of databases helps to improve significantly the administrative capability and decrease the need for resources spent on providing the service.

The X Road offers a unified way of exchanging information in a heterogeneous environment between large number of individuals and organizations. The unified way covers all aspects of the communication: from security (availability, confidentiality, integrity, user authentication and access rights management) and presentation (formal description of messages) to a unified user interface that hides the variations of different information resources from end users.



Look @ the World project

The Government and a number of private companies announced a project in 2001 (**Look @ the World project**), as a result of which the percentage of Internet users in Estonia should increase from the present numbers to over 90% or exceed Finland's corresponding indicator within three years. The project focuses on further improvement of access to the Internet in Estonia and private companies have announced that they are willing to invest a sum equal to the Government's yearly IT budget.

In April 2002 the Look @ World Foundation started an ambitious training project – the goal being that by spring 2004, 100,000 Estonians will have been taught basic computer and Internet skills. At the end of the project on 31 March 2004, 102 697 people i.e. some 10 % of the adult population of Estonia had passed the training. Over 70 per cent of the participants have become regular Internet users.

Bron: http://www.vm.ee/estonia/kat_175/pea_175/2972.html



Donderdag 14 oktober '04

E-Tallinn



Legal Acts Register (Tallinna Õigusaktide Register)

Register was accomplished in 2000. This is an information system for making the registration data of the legal acts of Tallinn and the body texts public without any access restrictions. This is the system where all regulations and decisions of the City Council, and directives, regulations and excerpts of the minutes accepted by the City Government are consolidated. This is the registry where all legal body texts are drafted. The search engine enables to find the legal acts on the bases of various characteristics and also out of the legal texts.

City Council Meetings (Tallinna Linnavolikogu õigusaktide eelnõude menetlemise infosüsteem)

Tallinn City Council Legal Acts Management System (AKTAL) was accomplished in 2001. This is an information system for processing the legal acts of the Tallinn City Council and making them available for the public. The system proceeds as follows: when the City Government has prepared a document, the information system for processing the legal acts transmits the required documents to the AKTAL-system automatically.

This system enables to follow the processing of the City Council legal acts from their outset, when the documents are accepted for processing until the end, when the legal acts are either accepted or rejected at the City Council session. The agenda and the materials of the sessions are made available to the public, it is possible to watch audio teleconferencing, to display the materials on screen. The AKTAL-system is interfaced with the City Council digital voting system, and also with the User Administration System.

City Government Meetings (Tallinna Linnavalitsuse istungid)

Tallinn City Government Session Information System LIIS was accomplished in 2001. This is an information system for preparing the Tallinn City Government sessions, for making discussion topics public, and also for conducting the meeting. When the draft of a law of the City Government is compiled, the draft and its supplementary materials are transmitted from the Legal Acts Management System into another system – LIIS. Here the agenda of the session is set up. After the approval of the agenda, the materials of the meeting shall be accessible to the public. The materials and minutes of the earlier meetings are also available and the search system functions as well.

After the City Government session the work flow is further directed to Legal Acts Register of Tallinn or back to the Tallinn City Government Legal Acts Management System. When the session of the City Government takes place, all materials can be displayed on the wall of the session room, which makes it possible for all those present to participate actively in the discussion of the agenda.

At the session the members of the City Government use laptops of the web-based LIIS in Local Area Network through radio computer network. The paper-based drafts of the laws are in one copy only, and after approval these documents shall be signed by the Mayor and City Secretary. The system LIIS is interfaced with the User Administration System, which enables central administration of the users' rights.

Document Register (Tallinna Ametiasutuste Dokumendiregister)

General Documents Registry of the Tallinn was accomplished in 2002. This is an information system for making the data of the official document files to be available to the public. The data on the documents which are to be found in the registries of the municipal structural units have been consolidated here, and pursuant to appropriate regulations the data shall be accessible at the Tallinn City



web site. The Registry consists of two layers – first one is for public access (the data, which pursuant to the Public Information Act, are to be made public and no user identification is required), and the second layer is for official use, to be accessed by civil servants only (documents for the home use are also accumulated here). On the General Registry web site one can submit digital enquiries to any of the municipal structural units.

Population Register (Kodanikuportaal)

Population Registry is a database, which contains the basic personal data on all citizens of Estonia and aliens who have a residence permit. This is one of the basic registries, it is created to supply the national and local authorities with reliable information. Besides, the data of this registry are used in statistics, research work, etc.

All Tallinn city district administrations, Tallinn Vital Statistics Department and Tallinn City Office are authorised to process the Population Registry, they have the right to enter and amend – within their competence – the data in the registry. At present there are 60 officials in Tallinn who have the right to amend the data in the registry, and besides, there are 400 officials who use the relevant on-line data in their routine work. A citizen may apply for entering or amending his or her data in any appropriate municipal structural unit. Proceedings in Tallinn may be performed electronically, using one's digital signature.



Wireless Estonia



Wi-fi hotspots are clearly marked by orange and black signs

Estonia embraces web without wires

By Clark Boyd, Technology correspondent in Estonia

Bron: <http://news.bbc.co.uk/2/hi/technology/3673619.stm>

There is a new revolution brewing along Tallinn's ancient stone streets and inside its charming Gothic buildings.

But it is not political, it is technological. Wireless net access, or wi-fi, is quickly becoming the rule, not exception, in the Estonian capital. That is due largely to the hard work of Veljo Haamer, editor of the wifi.ee website.

Mr Haamer, a former computer science student and tutor, got turned on to wireless internet access a few years ago, after reading about projects in America. He visited friends in the United States, learned more about wi-fi, and then decided to start his own project in Estonia. Working with local net providers, Mr Haamer started pushing wi-fi as a cheap, effective way for Estonians to get online.

Electronic evangelism

"Wi-fi is such a wonderful technology," says Mr Haamer, as he types away on his laptop in one of Tallinn's swanky new cafes. "My job is simply to explain to people how easy it is to use." The first wi-fi hotspots launched in the spring of 2001. Today, there are more than 280 throughout the country. You can find access points in many of Estonia's cafes and pubs and two-thirds of them are free to use. Those that charge usually offer slightly faster connection speeds.



And more importantly, he says, the hotspots are clearly marked with orange and black signs and stickers. Haamer says that in the US, many people did not know wireless access was available, because the hotspots were unmarked. He was determined that would not happen in Estonia.

Even local petrol stations offer access, ensuring that Estonians car owners can check their e-mail on the road. Mr Haamer convinced the major oil companies here, Neste and Statoil, to put in free hotspots. Wi-fi web access may add a bit to the price of the petrol being sold but the companies think of it as an add-on



service. The project has proven so successful, says Mr Haamer, that Statoil is thinking of expanding it to Latvia and Lithuania. "I heard also that maybe Texaco will start this in Great Britain," he says with a bit of pride. "That means Estonia is like a starter for this idea."

Mr Haamer says he spends about half his time "wardriving", buzzing along Estonia's roads, trying to find out where wireless access is limited or non-existent. He believes that about one-third of the country is still without wireless access and it is a problem that he wants to fix.

"We have so many people outside of towns who do not have internet connections," he says, "and wi-fi is a cheap possibility to give them the internet."

Rural retreat

The surge in wireless access hardly seems strange in a country that some have dubbed "E-stonia" for its hi-tech prowess. After all, in Estonia the vast majority of the population does its banking online. Drivers in Tallinn can pay for parking by simply sending a text message from their mobile phones.

Even the Estonian government has gone hi-tech. Cabinet ministers meet weekly in a room fitted with more than a dozen high-end computers, complete with flat screen monitors and broadband connections.

Linnar Viik, an adviser to the Estonian government and a lecturer at Estonia's technology college, has pushed hard over the years for the adoption of such technologies. "It's not the technology that's so important," says Mr Viik.

"More important than putting a new piece of technology on a shelf and hitting the button is how people start to use it, and whether they embrace the change which is causing new processes, or new services [to be] available to people."

Many Estonians, especially the younger ones, are embracing wireless internet access wholeheartedly. That is especially true now that the economy is starting to improve, and more can afford laptops.

Cafes that offer free internet access are filled with young professionals checking email, surfing the web, and designing PowerPoint presentations.

This, Mr Haamer points out, is exactly what wi-fi is all about. "You don't need to invest in an office anymore," he says Haamer. "You have an idea, a computer with a wireless card, and a space to work. You can use your time more efficiently."

If Mr Haamer has his way, you will not be able to take a walk in the park here without finding a wireless access point as his next project is to get free wi-fi in some of Tallinn's green spaces. "It's a social and political project," Mr Haamer says. "People need to see how comfortable it is to use the internet."

Clark Boyd is technology correspondent for The World, a BBC World Service and WGBH-Boston co-production



Tiger Leap Project

Estonia's Tiger Leap

Speaking of information and communication technology (ICT) in developing countries, many hope that these countries might leap-frog the stages of development. Estonia is taking tiger-leaps instead.



The Estonian "Tiger Leap" is a national target programme launched by the Ministry of Education of Estonia, with the objective to modernize the educational system in the country by introducing information and communication technology. It acknowledges the right of every citizen to network access, and rests on the belief that the path to the future lies on the information superhighway. Initiated by Estonia's President Lennart Meri and sponsored in part by the United Nations Development Programme (UNDP), Tiger Leap is based on the cooperation between schools, universities, private enterprises and public institutions.

Since its launch in February 1996, the Tiger Leap project has been trying to decrease the differences in education between the capital city and other parts of Estonia, and to give the children living on small islands equal chances to obtain more knowledge. It builds up structures for distance learning and continuous learning for teachers and students. Estonian teachers are provided with elementary computer skills and guided to use educational software for teaching languages or sciences.

In accordance with the Tiger Leap Foundation's aim to assist the counties in developing the information technology infrastructure, almost all schools were supplied with computers in 1997 and one fourth of the total number of teachers was trained. In December 1999, there has been, on average, one computer for every 28 students in Estonia, bringing its slogan "one computer for every 20 pupils" into reach. More than half of the total number of teachers has graduated from the Tiger Leap's beginner course; 180 Estonian schools have on-line Internet connections; 218 schools are using dial-up Internet services; and 360 schools use e-mail services.

Through its Tiger Tour Roadshow project, the Foundation tries to introduce the larger population to the new technologies in an effort to overcome the reservations people often have in connection with ICT. In total, more than 50,000 people have acquired new skills and knowledge over the two years of the Tiger Tour. "The Tiger Leap programme is not simply about surfing the Internet", says UNDP's Lantz-de Bernardis. "It's about access to information. It's about democracy."

Bron:

http://www.findarticles.com/p/articles/mi_m1309/is_2_37/ai_66579839

<http://www.tiigrihype.ee/eng/index.php>



Vrijdag 15 oktober

State chancellery

"Check out the world's most high-tech cabinet room. This e-cabinet doesn't just look cool. It is cool – and it promotes efficiency and saves money, too."
Newsweek, March 11, 2002

In August 2000, the Government of Estonia, as a world pioneer, changed its Cabinet meetings to paperless sessions using a web-based document system.

The objective of the new web-based system is to automate the preparation process and the proceedings of Cabinet meetings, which includes preparing as many materials as possible digitally, which reduces copying costs and delivery time.

Ministers peruse draft bills and regulations, make comments and suggestions, and vote entirely online at computer terminals. The system, coupled with the use of digital signatures, eliminates the need to send mountains of papers between ministries for consultation. It



gives ministers a possibility to participate in the session from any location. The system, created by Estonian IT companies, saves approximately three million Estonian kroons (192 000 EUR) per year in paper and copying costs. Elion

Elion: Telecom Company

Elion is the largest telecommunications and IT provider in Estonia. It would like to retain its leading position on the market by providing the best customer services as well as innovative household and business communication solutions. Elion shifts its focus from products to customers and aims to become the best service provider driven by customer needs. It forges partner value through customer needs. It forges partner value through customer relations.



Elion is the largest telecommunications and IT provider in Estonia. It is owned by AS Eesti Telekom, listed at the stock exchanges of Tallinn and London (TSE:ETL/LSE:EETD). Elion provides comprehensive household and business communication services – from telephone calls to integrated business solutions, from the sale of handsets and computers to the provision of broadband, the installation and maintenance of large IT systems.

In Estonia Elion is the market leader in fixed network calls, in Internet subscriptions and data communication solutions, and it has made a powerful entry into the IT market.

Elion owns Estonia's most popular Internet search engine and subject catalogue NETI.

Bron: <http://www.elion.ee/>



8. General evaluation of Study Trip, Tallinn

Stedenlink- Netwerk Kennissteden

October 12-15, 2004

Overall evaluation

Your name:

Please rate the following points and provide additional comments where appropriate

Scale:

10 = Superb

9 = Excellent

8 = Very good

7 = Good

6 = Fair

5 = Poor or below average

n.a. = Not applicable to me

	Rating	Comments
Intensity and Length of the program number of visits amount of free time		
Diversity of the program		
Group recreational activities /entertainment		
Facilitation during the visits		
Reflection session		
Pre-trip communications and briefings		
Printed Documentation		
Website		
To which degree did the tour meet your expectations?		
Overall quality and relevance of the programme to your objectives		
Overall rating of the Business Study Mission		



Additional comments: (what definitely has to stay, and what can possibly be missed from a future programme)

.....

.....

.....

.....

.....

Please return this form to Silicon Valley Europe BV:

**Bergweg 171
3707 AC Zeist
Fax.: 030 670 3466**



9. Evaluation of International Study Trip

Stedenlink- Netwerk Kennissteden

October 12-15, 2004

Scale:

10 = Superb

9 = Excellent

8 = Very good

7 = Good

6 = Fair

5 = Poor or below average

n.a.= Not applicable to me

Wednesday October 13, 2004

Seminar "The ICT Miracle in Estonia: Leapfrogging over Legacy" - Overall		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		

Speaker: Mr. Linnar Viik, Lecturer on IT in Estonian IT College Topic: The Estonian ICT Landscape; past, present and future		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		

Speaker: Dr. Arvo Ott, Head of Department of State Information Systems Topic: Overview of Estonian ICT co-ordination and IT policy		
	Grade (1-10)	Comments
Overall Evaluation		



Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		

Speaker: Mr. Juri Voore		
Topic: Digital ID Cards		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		

Speaker: Mr. Ahto Kalja, Head of Development Department, Estonian Informatics Centre		
Topic: Projects eCitizen and X-Road		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		



Speaker: Mr. Alar Ehandi, Chairman Look@World Foundation		
Topic: Look @ The World Project		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		

Thursday October 14, 2004

Local Government (City of Tallinn) - Overall		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		
Speaker: Mr. Peep Aaviksoo, vice mayor		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		



Speaker: Mr. Toomas Sepp, Tallinn City Secretary		
Topic: E-government		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		

Speaker: Mr. Väino Olev, CIO		
Topic: How the city of Tallinn uses IT in local city government		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		

Speaker: Mr. Veljo Haamer, editor WiFi.ee		
Topic: Mobility and Enabling Estonia – Wireless Internet and Hot Spots		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		



Speaker: Ms. Enel Mägi, Chairwoman Tiger Leap Foundation		
Topic: Tiger Leap Project – ICT and Education		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		

Speaker: Mr. Jüri Kuuskemaa, Old-Town guide		
Topic: Walking Tour of the medieval town of Tallinn		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives and Programme		
Contribution to Personal Learning		

Friday October 15, 2004

State Chancellery of the Republic of Estonia		
Speaker: Ms. Ulle Laur, Head Department of Information Systems and Document Management		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives And Programme		
Contribution to Personal Learning		



Elion Telecom Enterprises		
Speaker: Mr. Toivo Praakel, Director IT and Data Communications Network		
	Grade (1-10)	Comments
Overall Evaluation		
Contribution to Mission Objectives And Programme		
Contribution to Personal Learning		

Please return this form to Silicon Valley Europe BV by mail or by fax:

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10. Notities







