



Concept Note

Introduction

The year 2020 put government online services and communication capabilities to the ultimate test, having to meet the heightened expectations and increased demand. But the pandemic has also been the biggest “advocate” and accelerator for digital transformation. Governments and local authorities now have stronger political will to develop online services and raise citizens’ awareness. Important questions have risen: ethical dilemmas, legal issues related to data collection and storage, privacy and trust – in other words, the **emergence of digital responsibility**.

Topics

A **new normal** is that many people are working from home, Cabinets and government agencies often hold their meetings online, share documents over the Internet and it poses many questions for government decision-makers:

1. Are the digital strategies outdated? How to keep up with the rapid change? Has decision-making changed at the government level? What is the shift in the Digital Governance Models?
2. What are the good examples of combining public and private sector forces?
3. What have been the lessons learnt from the rapid process of forced digitalisation?

When such digital transformation happens within one year, it also changes the plans and strategies governments have.

So, what is the **next normal**?

1. Is the ‘digital first’ mindset here to stay? Is there a need to re-design online services and how are new services provided?
2. As trust seems to be a major challenge, particularly when citizens are suspicious of their governments, how to gain trust for using, storing and re-using personal data online? Will the digital responsibility principles help to guide governments and corporate players towards more sustainable and inclusive digital societies?
3. What are the technology trends that influence government’s digital transformation plans and strategies?

The Conference Introduction Day “e-Government Development in Practice” on 18 May is an inspirational introductory session where e-government experts from Estonia and abroad share their practical experience as well as provide tips on how to avoid common digital transformation pitfalls and move forward in a strategic and sustainable manner.

A more detailed agenda, information on keynote speakers, experts involved in panel discussions and background materials will be published on the conference website egovconference.ee.

Expo hall

The conference will also include a virtual EXPO where companies and organisations have presentation spaces and where they can have interactive discussions with conference attendees to generate leads.

Speakers

Conference speakers include **President of Estonia Kersti Kaljulaid, futurist and author Trond Arne Undheim, Former President of Estonia Mr Toomas Hendrik Ilves, CIO of Estonian Government Mr Siim Sikkut**, and ministers and high-level government officials from around the world. We expect more than 1000 participants from 120 countries to attend.

Practical details

Conference dates: **18-20 May 2021**

Conference website and registration at egovconference.ee.

Additional information at conference@ega.ee

About the organiser

The e-Governance Conference is an annual event organised by the [e-Governance Academy](http://egovconference.ee) since 2015. It is supported by the Estonian Ministry of Foreign Affairs and co-financed from the funds of development cooperation and humanitarian aid.

The [e-Governance Academy](http://egovconference.ee) is a think tank and consultancy organisation founded for the creation and transfer of knowledge and best practice in the area of public sector digital transformation. eGA inspires, trains and advises public sector and civil society leaders and other stakeholders in using information and communications technologies to increase the competitiveness, transparency and openness of societies through digital transformation and e-governance.

