

# e-Governance Conference 2021

## "A Digital Decade in One Year"

**18-20 May 2021**  
**Concept Note**

### Introduction

COVID-19 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" for digital transformation. Governments and local authorities now have stronger political will to develop online services and raise citizens' awareness. The pandemic also helped to raise important questions related to the intervention of information technologies into our daily lives, ethical dilemmas, legal issues related to data collection and storage, privacy and trust.

e-Governance Conference 2021 will reflect on the past year – examples on steps and solutions that countries, regions, municipalities and organisations implemented to provide citizens with the necessary services. What were the lessons learnt? What is the new normality? What are the citizens' expectations? What shapes the future?

e-Governance Conference 2021 is planned to be a hybrid conference with digital content, live discussions and on-the-spot networking possibilities.

### Topic

The **new normality** is that many people are working from home, Cabinets and government agencies often have their meetings online and share documents over the Internet. This raises many questions that need to be addressed:

1. What is the underlying legal framework? Are the digital strategies outdated? How to keep up with the rapid change? Has decision-making changed at the government level?
2. Is the data exchange secure? How are people identified online? What are the different practices around the world?
3. How to establish necessary telecommunication capabilities? Has the financing model for digital infrastructure projects changed?
4. What are the good examples on combining public and private sector forces?
5. Have we compromised on data protection principles, when protecting health care systems and citizens' health?

The COVID-19 pandemic has undoubtedly changed the way we work and live and will continue to do so in the foreseeable future. Citizens' expectations for governments to provide e-services almost 24/7 will change many aspects of digital transformation:

1. Is there a need to re-design online services and how are new services provided? Is the 'digital first' trend here to stay?
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? Is digital sovereignty possible and what is it good for?
3. How to include cloud adoption in government's digital transformation plans and strategies?

4. Will the role of cyber security increase in the long term? How?
5. How do new trends such as social listening and others affect citizen engagement with governments?

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

## Expo hall

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

## Practical details

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

Conference website and registration at [egovconference.ee](http://egovconference.ee)

Additional information at [conference@ega.ee](mailto:conference@ega.ee)

## About the organiser

The e-Governance Conference is an annual event organised by the e-Governance Academy since 2015. It is supported by the Estonian Ministry of Foreign Affairs and is co-financed from the funds of development cooperation and humanitarian aid.

The e-Governance Academy 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 leaders, officials and stakeholders in using information and communications technologies to increase government efficiency and transparency and to improve democratic processes.

For a decade, the e-Governance Academy has organised conferences related to electronic tools for governance. Larger events of the past years include:

**2020** – e-Governance Conference, Online 2020 „Giant Leaps Start With Small Steps“

**2019** – e-Governance Conference, Tallinn 2019 “Same Goals, Different Roadmaps”

**2018** – Tallinn e-Governance Conference 2018 “Governance for Digital Citizens”

**2017** – e-Partnership conference “Trust in e-Governance in the EU’s Eastern Partnership Countries”

**2017** – Tallinn e-Governance Conference 2017 – “e-Governance in the African, Caribbean and Pacific (ACP) countries”

**2016** – Tallinn e-Governance Conference 2016 – “Impact of e-Governance on Economic Growth and Transparency”

**2015** – Tallinn e-Governance Conference 2015 – “How to Organise e-Governance?”

**2014** – Co-organiser (together with the Estonian Ministry of Foreign Affairs) of the Freedom Online Coalition’s annual conference in 2014

**2011** – 5th International Conference on Theory and Practice of Electronic Governance (ICEGOV2011)