

## The Next Step: Seamless Government

**May 10-12, 2022**

A hybrid event: Online at [egovconference.ee](http://egovconference.ee) and live at the Kultuurikatel in Tallinn, Estonia

Many governing bodies have begun digital transformation processes, but the combination of new technologies and the growing expectations of citizens require that e-governance be brought to a new level. What are the steps to move from e-government to artificial intelligence and machine learning based, highly-automated, proactive, and citizen-friendly government – or “seamless government” as it is sometimes known? How can we benefit from new technologies to provide agile, personalized, and secure public services? Are fully automated services the future of public administration? What are the challenges and obstacles? These are the questions that the e-Governance Conference 2022 will answer.

Over three days the conference will cover the requirements for seamless government, the benefits it brings, and the challenges that confront its development. We invite you to join distinguished e-governance experts and international business leaders to shape the discussions around how to take advantage of new technologies and meet the new standards in e-governance.

### Conference Topics

Topics will be covered from two points of view: government and citizen.

The government’s view:

- How can the seamless government approach be implemented? What are the enablers?
- How are big data, artificial intelligence and other new trends used in seamless government?
- What are the risks and challenges of seamless government by legal and cybersecurity means?
- What does it take to be an effective digital transformation leader who makes a change in government and beyond?

The citizen’s view:

- What is an active e-citizen journey? How can digital engagement add value to policymakers in creating e-services and making decisions?

- How do you create a world-class e-service that is right for your citizens: from online verification to an amazing user experience?
- Is it possible to provide internet voting as a service?

A full list of conference topics, a detailed agenda, information on keynote speakers and panelists, and background materials is available on the conference website, [egovconference.ee](https://egovconference.ee).

## Venue

The e-Governance Conference 2022 is a hybrid conference with digital content, live discussions, and on-the-spot networking possibilities. Moreover, the conference will feature a variety of practical workshops on how to engage citizens in technology implementation, cooperation with donor organizations, etc.

We aim to inform, inspire, share ideas, and foster high-value connections with e-governance decision-makers, strategists, executors, and funders. Last year, 1,100 people digitally attended the conference. This year, we expect a similar number of attendees. At the on-site event in Tallinn, we expect roughly 300 participants.

## Expo Areas

The conference will include two expo areas, the first on site at Kultuurikatel. There will be a second in the online environment, where companies and organizations have presentation spaces, interactive discussions will take place with conference attendees, the freshest tech solutions for governments will be introduced, and leads are generated.

## About the Organizer

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

The e-Governance Academy, [www.ega.ee](https://www.ega.ee), is a consultancy organization founded for the creation and transfer of knowledge and best practices 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.