



LATVIJAS VALSTS  
RADIO UN TELEVĪZIJAS CENTRS

# SINGLE TRUSTED IDENTIFICATION ECOSYSTEM

**diversification of borders**

**Edmunds Belskis**

**Chairman of the Board**

**LATVIA STATE RADIO AND TELEVISION CENTRE**



Building trust in the  
online environment  
is key to economic and  
social development\*.

\*EIDAS

An aerial night view of a city with lights and a road. The text is overlaid on the image.

to remove existing barriers to the  
cross-border use of electronic  
identification means



single

trusted

ecosystem



single



primary document = eID card **trusted**



ecosystem

# Latvia



HIGHEST TV TOWER IN EU



# Latvia

eGovernment benchmark 2019

OVER ALL SCORE

EU average



# Latvia

eGovernment benchmark 2019

## USER CENTRICITY



# Latvia

eGovernment benchmark 2019

USER CENTRICITY

TRANSPARENCY



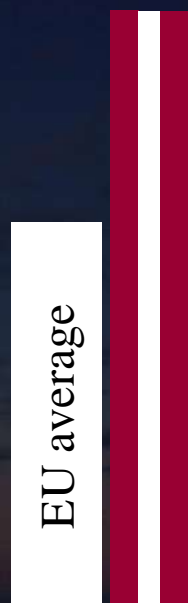
# Latvia

eGovernment benchmark 2019

## USER CENTRICITY



## TRANSPARENCY



## CITIZEN CROSS BORDER MOBILITY



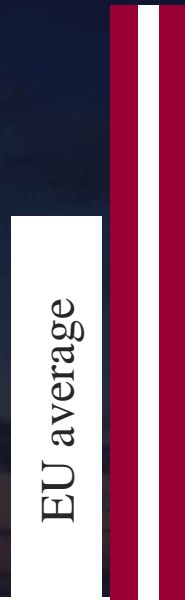
# Latvia

eGovernment benchmark 2019

USER CENTRICITY



TRANSPARENCY

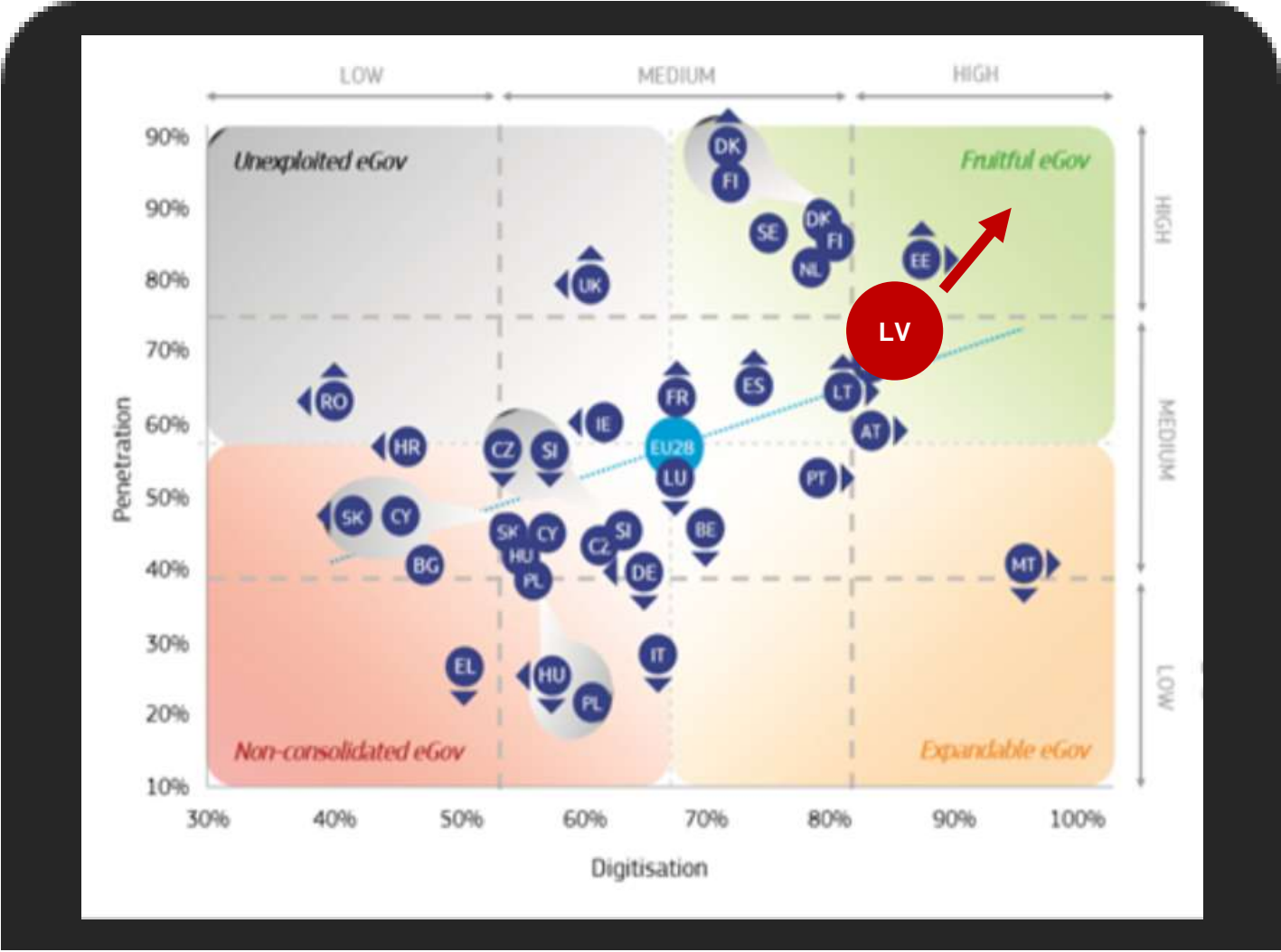


CITIZEN CROSS  
BORDER  
MOBILITY



BUSINESS CROSS  
BORDER  
MOBILITY







**1<sup>st</sup> eSignature made**

**2006**



**1<sup>st</sup>** virtual signature  
**in EU**  
**2011**







eID card  
2012





**new technological platform**

**according to EIDAS  
2018**



applying for **1<sup>st</sup>**  
qualified **mobile**  
eSignature  
2019



An aerial night view of a city, likely New York City, showing a dense grid of lights and a prominent river (the Hudson River) winding through the scene. The image is dark with a blue tint, and the city lights are visible as a pattern of small white and yellow dots.

How does it look?



# Perfect set for the citizens and business



**700+** e-services

**remote** company registration

official **e-Adress**

remote **eTax** office



official **e-Adress**

remote **eTax** office e.t.c.

machine translation

**virtual** assistant

ICT **centralization**



An aerial night view of a city, likely New York City, showing a dense urban landscape with numerous lights from buildings and streets. A large body of water, possibly the Hudson River, is visible in the background. The image is overlaid with a dark blue gradient.

**government** **role**





if roads, bridges, schools, hospitals

# technological platforms, e-services and tools for business and citizens



# HOW?

## Customization

Customized model based on organizational design and specific customer preferences

## Proactivity

The best contact with the government is **no contact**

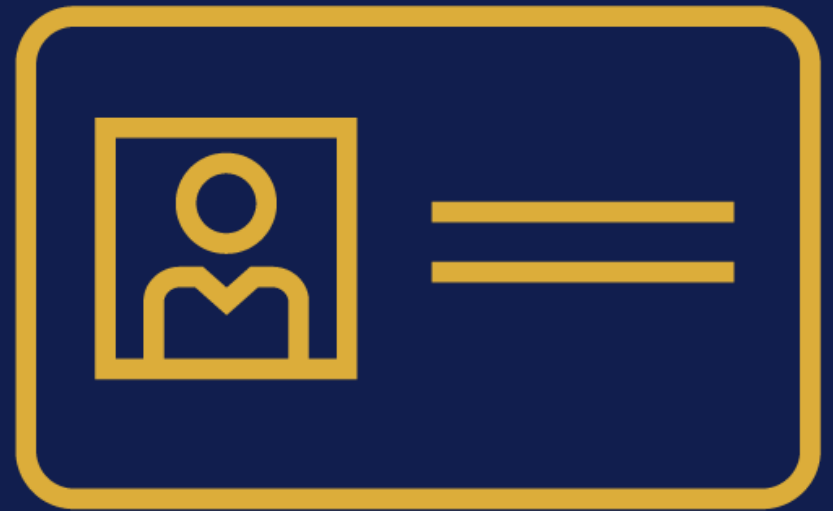
## Customer engagement

Digital governance goes beyond citizen-centred public services, back-office improvements and one-stop-shop web portals





# Residence permit digital entrance to EU28





challenge =  
**I** diversification



trust

harmonized legislation



trust

single

harmonized legislation

unified technical  
standards





trust

single

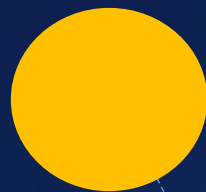
ecosystem

harmonized legislation

unified technical  
standards

common tools

Producing goods in UA for export to **LV**



Producing goods in UA for export to LV

Applying for permissions remotely

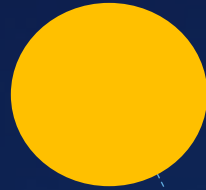




Producing goods in UA for export to LV

Applying for permissions remotely

Receiving permissions remotely



Producing goods in UA for export to LV



Applying for permissions remotely



Receiving permissions remotely



Exporting goods



Trading



challenge =  
**I** diversification



II opportunity =  
diversification



Thankyou!

Edmunds Belskis  
Chairman of the Board

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