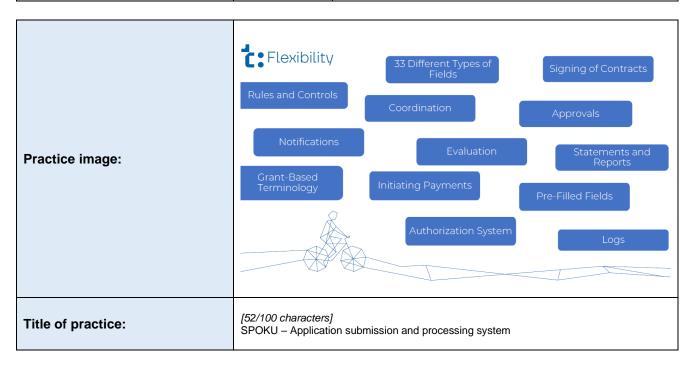




## Good Practice #2 - SPOKU

Location of the organisation in charge:	Country	Estonia
	Region	Tartu County
	City	Tartu
Main institution in charge:	Tartu City Government	

Good practice general information			
Geographical scope of the practice:	Local		
Location of the practice	Country	Estonia	
	Region	Tartu County	
	City	Tartu	



Good practice detailed information		
Short summary of the practice:	[114/160 characters] A system for submitting and processing applications in the different responsibilities of municipalities in Estonia	





	[4074/4000 4500 sharradara]
	[1274/1000-1500 characters]  At the times of submitting applications and confirming participation in hobby activities, people stood in long queues behind the municipality department's (i.e. the Department of Culture's) door. Around 5000 people visited in person and 500 paper-based applications arrived each month, which meant a lot of manual scanning and registration.
Detailed information on the practice:	The municipality wanted az online service with the following system requirements:  - Entering through strong authentication  - Interfacing with national registers  - Data exchange with city government systems  - Easily submitted and corrected applications  - Electronic confirmation of participation in hobby activities  - Electronic submission of reports  - Automatic notifications
	The result – SPOKU – is a public e-service which allows citizens and enterprises to submit different applications to Tartu City (for grants, land tax exemption, felling permits, etc.). The system works as a self-service environment where the users can easily follow the information about the application process – it aims to simplify everything for the sake of both the citizens and the municipality officials.
	SPOKU does not adapt all services the local municipality offers: today there are approximately 40 direct public services included (out of 430) in it.
	[222/200-300 characters]
Resources needed:	Development of the system in 2007-2008 – 19 000 €  There have been several additional developments within the years.  The yearly maintenance of SPOKU is about 11 000 € + ongoing developments, linking with other systems, etc.
Timescale (start/end date):	2006/2007-ongoing
Evidence of success (results achieved):	[180/300-500 characters]  The system is used by 37 municipalities of Estonia, this is one of the few information systems which has been developed at the level of local government but was implemented widely.
	[253/300 characters]
Challenges encountered:	Ordering a new product can succeed but sometimes searching for an existing but customizable product first rather than developing a new one is a smart idea.
	Even small developments take a long time as the volume of work grows too quickly for the business.
	[556/500-1000 characters]
Potential for learning or transfer:	From the initial simple information system of applying for financial support from the Department of Culture, a flexible and versatile platform has been developed. Today, SPOKU is used by 37 local governments nationally (there are 79 local governments in Estonia overall).
	Most of the communication with the municipality does not require complex processes. The clear self-service model – where simple applications or public services are gathered into one e-platform and become easily manageable – is possible to transfer to municipalities in other countries.
Further information:	Link to where further information on the good practice can be found https://spoku.ee/omadused/
Keywords:	Select from existing keywords (something similar to online platform, public e-administration, public service, service development, application management, self-service platform)