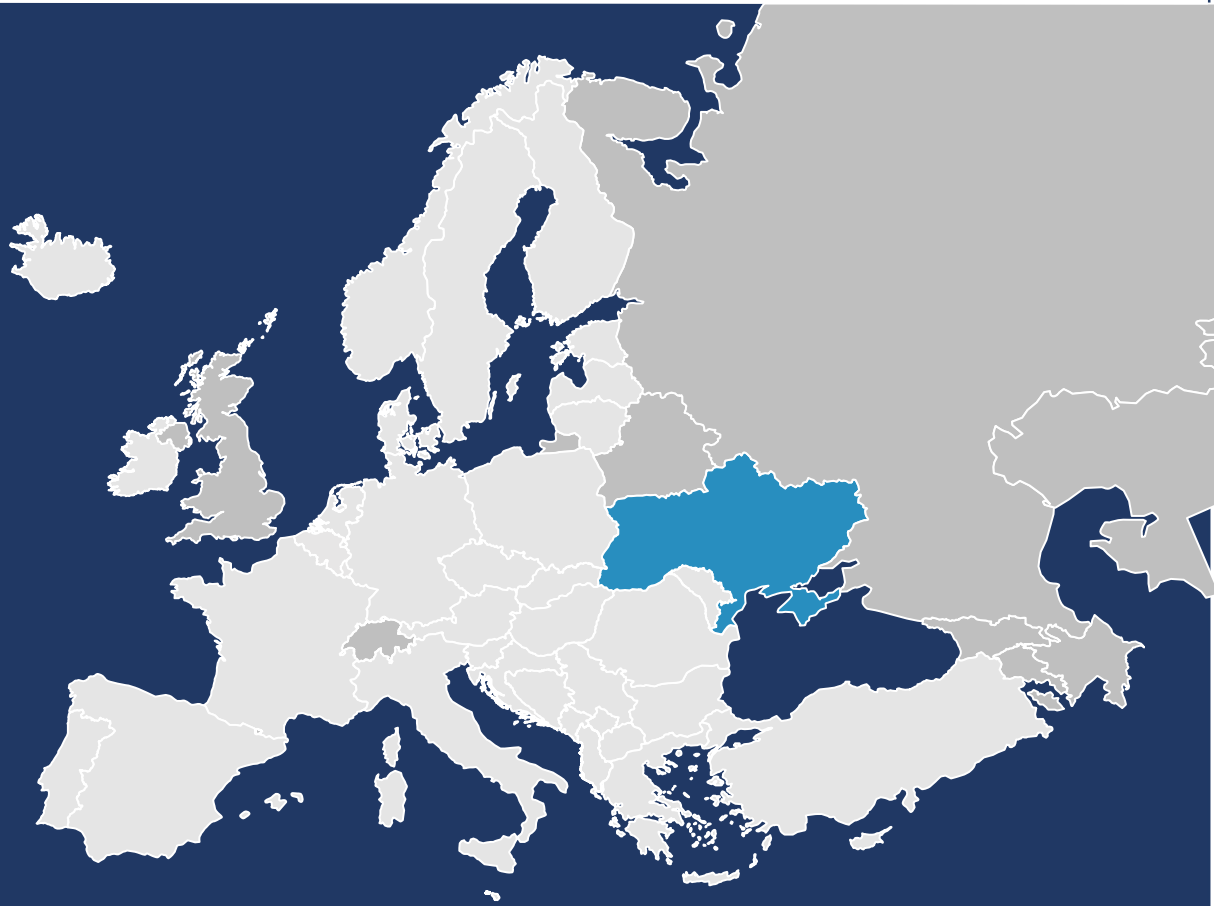# UKRAINE

2024 Digital Public Administration Factsheet

Supporting document

Main developments in digital public administrations and interoperability
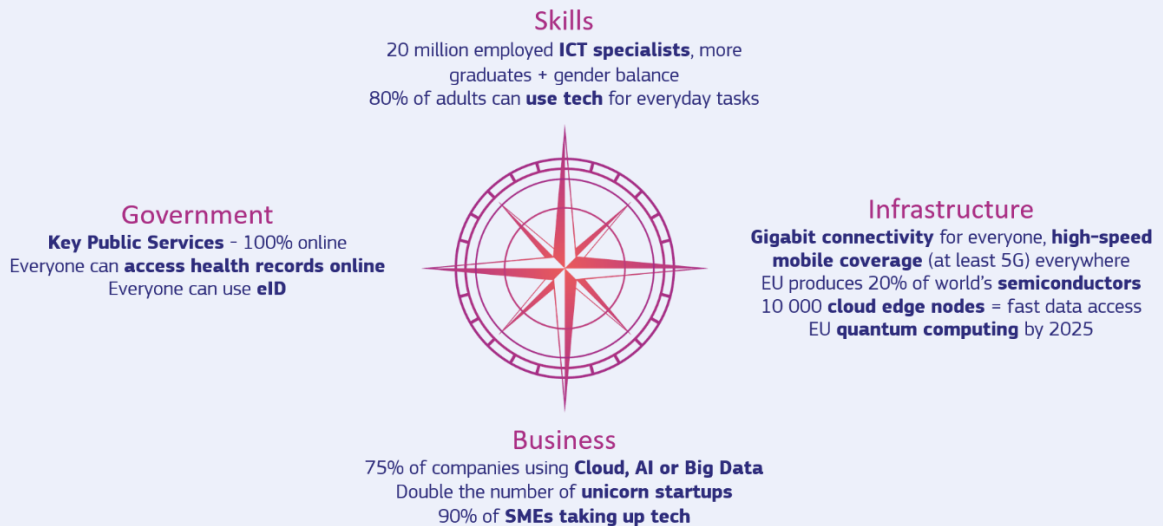
JUNE 2024

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Political Communication	*Legislation*	*Infrastructure*

2030 DIGITAL DECADE

The **Digital Decade policy Programme 2030** sets out digital ambitions for the next decade in the form of clear, concrete targets. The main goals can be summarised in 4 points:

1) a digitally skilled population and highly skilled digital professionals;
2) secure and sustainable digital infrastructures;
3) digital transformation of businesses;
4) digitalisation of public services.

Skills
20 million employed **ICT specialists**, more graduates + gender balance
80% of adults can **use tech** for everyday tasks

Government
Key Public Services – 100% online
Everyone can **access health records online**
Everyone can use **eID**

Infrastructure
Gigabit connectivity for everyone, **high-speed mobile coverage** (at least 5G) everywhere
EU produces 20% of world's **semiconductors**
10 000 **cloud edge nodes** = fast data access
EU **quantum computing** by 2025

Business
75% of companies using **Cloud, AI or Big Data**
Double the number of **unicorn startups**
90% of **SMEs taking up tech**

The production of the **Digital Public Administration factsheets and their supportive documents** support the objectives and targets of the Digital Decade Programme. By referencing national initiatives on the digital transformation of public administrations and public services, as well as interoperability, they complement existing data and indicators included in the Digital Decade reports and related resources. They also highlight and promote key initiatives put in place or planned by EU countries to reach the Digital Decade's targets.

1. Interoperability State-of-Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations divided in three pillars. The EIF Monitoring Mechanism (MM) was built on these pillars to evaluate the level of implementation of the framework within the Member States. The mechanism is based on a set of 91 Key Performance Indicators (KPIs) clustered within the three scoreboards (Principles, Layers, Conceptual model and Cross-border interoperability), outlined below.

Starting from the 2022 edition, an additional scoreboard, Scoreboard 4, focusing on cross-border interoperability, has been incorporated. This scoreboard assesses the adherence to 35 Recommendations outlined in the EIF framework. Specifically, it encompasses Interoperability Principles 2, and 4 through 11 from Scoreboard 1, all recommendations pertaining to Interoperability Layers from Scoreboard 2, as well as Conceptual Model recommendations 36 to 43 and 46 to 47 from Scoreboard 3.

Source: European Interoperability Framework Monitoring Mechanism 2023

Each scoreboard breaks down the results into thematic areas (i.e. principles). The thematic areas are evaluated on a scale from one to four, where one means a lower level of implementation and four means a higher level of implementation. The graphs below show the result of the EIF MM data collection exercise for Ukraine in 2023, comparing it with the EU average as well as the performance of the country in 2022.
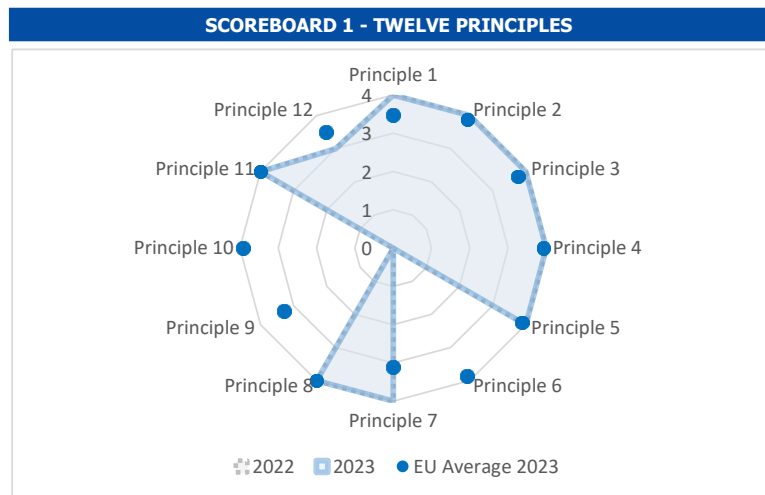
Source: European Interoperability Framework Monitoring Mechanism 2023

Ukraine's results in Scoreboard 1 show an overall good implementation of the EIF principles, despite the lack of data for Principle 6 (User-centricity), Principle 9 (Multilingualism) and Principle 10 (Administrative simplification). Ukraine scores above the European average for Principle 7 (Inclusion and accessibility) with a maximal score of four and meets the European average for every other principle except for Principle 12, which is slightly lower. The mid-upper performance

of Ukraine for Principle 12 (Assessment of Effectiveness and Efficiency) indicates that Ukrainian public administrations could improve their performance on the evaluation of the effectiveness and efficiency of different interoperability solutions and technological options considering user needs, proportionality and balance between costs and benefits (Recommendation 19). Ukraine's 2023 results in Scoreboard 1 are consistent with 2022. Therefore, the same improvement goals are mentioned above.
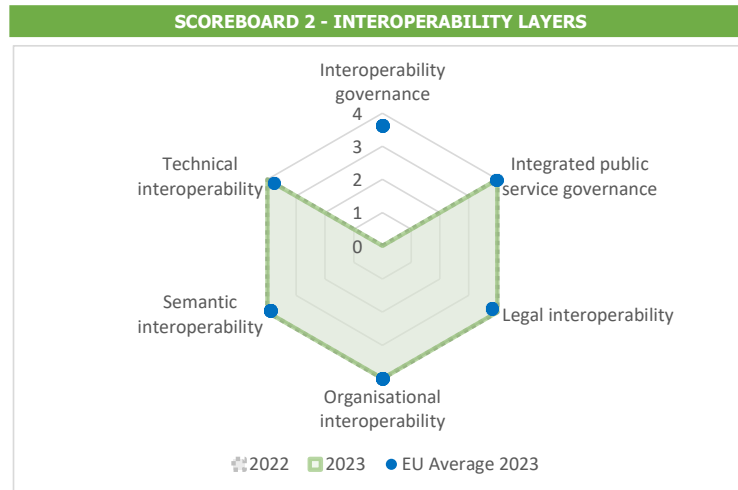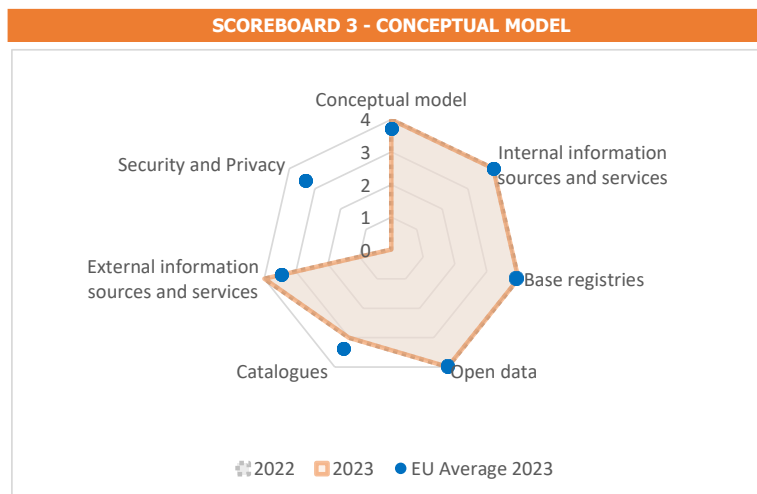

Source: European Interoperability Framework Monitoring Mechanism 2023

The Ukrainian results for the implementation of interoperability layers assessed for Scoreboard 2 show a good performance despite a lack of data for interoperability governance. Ukraine scores a maximal score of four for almost every interoperability layers. Despite the score of four obtained for the implementation of Integrated public service governance, Ukrainian public administrations could improve the implementation of the Recommendation 25, which independently gets a lower score of three, by ensuring interoperability and coordination over time when operating and delivering integrated public services by putting in place the necessary governance structure. Ukraine's 2023 results in Scoreboard 1 are consistent with 2022. Therefore, the same improvement goals are mentioned above.

Source: European Interoperability Framework Monitoring Mechanism 2023

Ukraine's scores assessing the Conceptual Model in Scoreboard 3 show a good performance in the implementation of most of recommendations. In line with the European average, Ukraine gets a maximal score of four for open data, base registries, external and internal information sources and services, as well as the conceptual model itself, and an upper middle score of three for catalogues. In order to reach a higher performance in catalogues, a potential area of improvement could be to enhance the implementation of Recommendation 44, on the provision of catalogues of public services, public data, and interoperability solutions and the use of common models for describing them. Lastly, Ukraine could maximise its score by improving the proportion of the data available in machine readable format (KPI 101 - Recommendation 42). However, it must be

mentioned that the overall score of open data is not impacted by the upper middle score of three of this KPI.
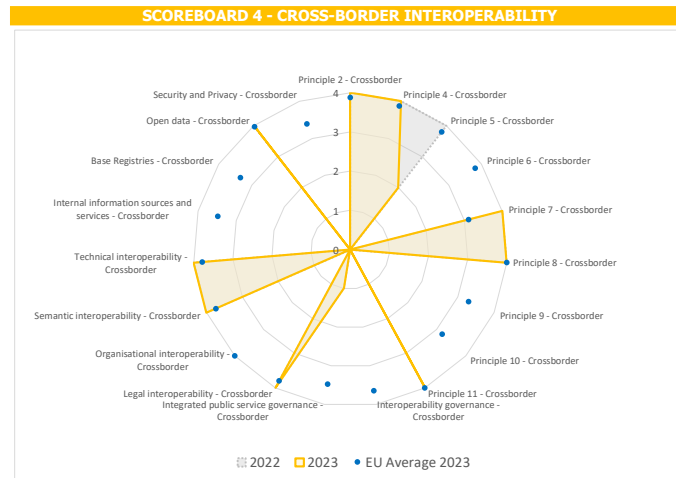
Source: European Interoperability Framework Monitoring Mechanism 2023

The results of Ukraine concerning Cross-border Interoperability in Scoreboard 4 show a relative upper-middle performance of the country considering the lack of data in several indicators. Ukraine has a maximum score of four for nine indicators. In addition, the implementation of the recommendations for Principle 5 (Technological neutrality and data portability – Crossborder) has enabled the country to achieve a score of four in 2023. However, to further improve its score on Scoreboard 4, Ukraine's efforts could focus on the establishment of interoperability agreements in all layers, complemented by operational agreements and change management procedures (i.e. Recommendation 26 - Integrated public service governance).

Curious about the state-of-play on digital public administrations in this country?

Please find here some relevant indicators and resources on this topic:
- Eurostat Information Society Indicators
- Digital Economy and Society Index (DESI)
- eGovernment Benchmark
- Repository of good practices on the EIF implementation

2. Digital transformation of public administrations

Main digital strategies, action plans and legislations

📢 Ukrainian Economic Development National Strategy until 2030

On 21 March 2021, the government of Ukraine adopted the Ukrainian Economic Development National Strategy until 2030. The strategy covers 20 priorities, among which there are Quality of Life, Transport and Infrastructure and Mining Industry. Priority 18 is Digital Economy, which is equivalent to the national eGovernment strategy. Priority 18 has 4 strategic objectives:

- Acceleration of economic activity;
- Transformation of business sectors into highly productive, intelligent and competitive ones;
- Transformation of life spheres into effective, modern and comfortable ones, and
- Creating opportunities for human capital, innovative, creative and digital industries, as well as businesses development.

The strategy also contains actions to achieve these objectives, assessment indicators, and expected results. The Digital Economy priority of the National Strategy covers the following sectors: access to the Internet, computerisation of households and social infrastructure objects, interoperability of State information resources, cloud services, cybersecurity, digital identification, open data, cashless payments, digital skills and public eServices.

- The strategic objective 1 can be achieved via the following actions: increasing the level of coverage of mobile and broadband Internet, computerisation of households and social infrastructure objects, implementation of the cloud first approach, data digitalisation and registries interoperability, improvement of the national electronic identification system, focusing on the cybersecurity, etc;
- The strategic objective 2 can be achieved via the following actions: digital transformation of factories, transfer to cashless payments and eCommerce;
- The strategic objective 3 can be achieved via the following actions: digital transformation of the national education system, further development of eHealth system and increasing the number of available eServices; and
- The strategic objective 4 can be achieved via the following actions: digital skills, harmonisation of digital legislation, cross-border data exchange, further development of eParticipation tools, digital inclusion and an increased transparency of State and local budgets.

📢 State Programme to Boost the Economy to Overcome the Negative Consequences of COVID-19 Quarantine Restrictions for years 2020–2022

On 27 May 2020, the Cabinet of Ministers of Ukraine adopted the State Programme to Boost the Economy to Overcome the Negative Consequences of COVID-19 Quarantine Restrictions for years 2020-2022.

The document contains an action plan for digital recovery post COVID-19. The Programme envisages the actions to boost the economy and to create jobs opportunities in the Industry 4.0 sector. They will be able to provide a significant impetus to post-pandemic economic development and to drive sustainable long-term growth. The Programme also provides a list of the economic activities that would get the greatest benefit from digitalisation, i.e. IT and programming services, science and education, healthcare, telecommunications and transport.

Among all the actions included in the plan, the following will benefit greatly from digital transformation:

- Development of the national digital platform to consult small and medium businesses;
- Development of the single digital platform to order digitalisation services for businesses (i.e. development of websites, reengineering of business processes, consulting services and digital marketing);
- Development of the platform for innovative and digital instruments for businesses and peer to peer case learning;

- Development of the national digital strategy, with the exact role of the State in the digitalisation processes;
- Development of the strategy to create jobs opportunities in innovative industries;
- Development of the single digital strategy for digital economy;
- Development of public eServices in different sectors, such as smart cities;
- Professional learning for unemployed citizens, including digital skills.

Additional information materials supporting the Programme can be found here.

Some Issues on the Digital Transformation

In February 2021, the Cabinet of Ministers of Ukraine drafted the new Decree no. 365-r on Some Issues on the Digital Transformation. The Decree defines the priority sectors that have to be digitised until 2023. The Decree is regularly amended. The most recent amendment dates 24 April 2023.

Decree No. 56 on Some Issues of Digital Development

On 30 January 2019, the government approved a decree on Some Issues of Digital Development, which defined the digital-by-default principle. It emphasised key principles such as the mobile-first principle, the need for eParticipation, digital inclusion and engagement. The implementation of the digital-by-default policy models the joint approach to be taken when accessing online services and provides guidance on free-of-charge integration, management of electronic information resources, security issues management and data protection. Thus, State entities save time, reduce spending on service delivery, increase transparency and improve the quality of services provided to citizens and businesses. The Decree was amended on 27 June 2023.

Ukraine Recovery Plan

Following Russia's military invasion, the President of Ukraine announced the creation of the National Council for the Recovery of Ukraine from the Consequences of War. In July 2022, the Council presented draft recovery plans for post war recovery in different sectors. The recovery plan of Ukraine consists of 24 directions. These Programmes largely correspond to the basic needs of the country in both the war and post-war periods. These directions include, for example, strengthening the defence and security of Ukraine, striving for EU integration, rebuilding safe and clean environment, logistics and integration with the EU and other organisations (full list available here).

The development of a Digital Government is one of the priority directions of Ukraine's Recovery Plan. The working group on digitalisation of the National Council for the Recovery of Ukraine from the Consequences of War presented the draft action plan of the digitalisation of the country, considering the context of war. The document on digitalisation recovery plan can be found here. The aim of the document is to modernise and digitalise the country by prioritising different objectives according to the country's needs. The document is divided into three stages:

- War economy and institutions: all for victory stage (short-term activities);
- Recovery stage, and
- Modernisation stage.

Short-term activities include, for example, development of institutional background for long-term digitalisation, digitalisation of public services, optimisation of public registries and establishing interactions between them, restoring the destroyed electronic communications networks and others. The recovery stage covers such activities as, for example, improvement of government legislation regarding the use of electronic trust services and digital identification, provision of citizens with the access to high-speed Internet, promotion digital economy, and development of the national cybersecurity ecosystem. The third stage of activities include continuous development and support of state public services, dissemination of modern Internet access technologies, establishment of public-private partnership in the digitalisation sector, development of civil society institutions and openness of public information and others.

Digital Agenda for Ukraine (2018–2020)

In 2018, with the publication of the new Digital Agenda for Ukraine, the government and the State agency for eGovernance of Ukraine laid the groundwork for the future. eGovernance is one of the main policy directions of its current government. The Digital Agenda for Ukraine was adopted on 17 January 2018. It was the main strategic document providing the direction for the Ukrainian government and the country's economic development. The plan outlined the principles

of Ukraine's development in the digital space and the basis for the development of the digital economy. The Digital Agenda for Ukraine consists of seven main pillars:
- Telecommunications and ICT infrastructure;
- Digital skills;
- eMarket;
- Digital governance;
- Innovation and R&D;
- Trust and cybersecurity; and
- Benefits from ICT for society and economy.

More information on the Digital Agenda for Ukraine is available in Ukrainian here.

The Digital Agenda for Ukraine ended in 2020. At the end of 2022, the MDT of Ukraine started working on the development of the new Ukraine's Digital Strategy for years 2023–2028 (the document is under development and is not available yet). To develop this document, the MDT uses the best international practices and consults with already developed documents (i.e. digital agendas) of such countries as, for example, Estonia, the Netherlands, Germany, Austria. It's planned that the Ukraine's Digital Strategy will have 6 key objectives:
- Digital Government (e.g. the development of public eServices, including filly automatic ones; the development of digital infrastructure; public registries and interoperability; eID; open standards and open source; data driven governance);
- Digital Resilience and Cybersecurity (e.g. the development of the cyber ecosystem in Ukraine and protection of national information systems and infrastructure);
- Connectivity (i.e. high-speed Internet access, data centres and cloud solutions);
- Digital education, digital skills and human capital;
- Digital well-being of citizens (e.g. the digital economy, gov-tech and digital community, AI, digital transformation of businesses); and
- Innovations and strengthening Ukraine's digital place worldwide (e.g. digital EU integration, research and development, possible export of digital solutions).

Concept of Digital Economy and Society Development

On 17 January 2018, the government adopted the Concept of Digital Economy and Society Development and its action plan. The document's objective was the implementation of the Digital Agenda of Ukraine. The aim was to help the economy and promote investment, improve competition, provide citizens with digital solutions, create new opportunities for human capital, and develop new digital businesses. It is aligned with such initiatives such as the Digital Agenda for Europe and the Digital Single Market. The Decree was last amended on 9 September 2020.

Roadmap on the Integration of Ukraine into the EU Digital Single Market

In December 2020, the MDT presented the Roadmap on the Integration of Ukraine into the EU Digital Single Market for the years 2021–2023. The updated roadmap was developed based on the recommendations of the European Commission and significant changes in EU law and provides for the introduction of the latest digital norms and standards of the EU. In particular, it foresees the implementation of 75 acts of EU law (25 basic and 50 implementing acts).

29 State authorities are responsible for the implementation of the 141 activities stated in the roadmap by 2023. The implementation of the roadmap will ensure the following:
- Implementation of the EU electronic communications code;
- Introduction of the system of electronic trust services in compliance with EU regulations;
- Introduction of 5G Internet coverage;
- Development and use of broadband internet access;
- Development of e-commerce;
- Introduction of a single emergency number 112;
- Introduction of cybersecurity protection systems for networks and information systems in compliance with EU recommendations; and
- Ukraine's involvement in the EU Digital Economy and Society Index (DESI).

The online monitoring system for the implementation of the Action Plan outlined in Ukraine's Roadmap into the EU Digital Single Market digitises the Roadmap's commitments, enabling real-time tracking of responsible authorities and progress made.

There is also an additional Article to the European Union Association Agreement with Ukraine on Digital Development. In November 2021, during the Sixth meeting of the Association Committee in Trade Configuration (ACTC) in Brussels, Ukraine and the EU approved a bilateral decision to amend the 'digital' Appendix XVII-3 (Rules applicable to telecommunications services) of the Association Agreement between Ukraine and the EU. Preparations for this began in 2019.

With this Decision, Ukraine has committed to implement the latest EU legislation in the field of digitalisation, at the same time as the EU Member States, in order to obtain a full internal market regime ('digital visa-free') and integration into the EU Digital Single Market.

In preparation for the meeting, Ukraine updated its Roadmap for its integration into the EU Digital Single Market. The parties also agreed on further developing a fruitful cooperation, in particular through the establishment of the DESI (Digital Economy and Society Index) ecosystem in Ukraine. This will allow Ukraine to identify the dynamics and progress of digital development compared to the EU's digital economies, thus facilitating integration into the EU's Digital Single Market as an equal partner.

On 2 February 2023, the MDT of Ukraine was informed that the EU had published its analytical report on Ukraine's alignment with the EU acquis. Ukraine's digital sector got the highest assessment point: well-advanced. Great progress has been made towards the provision of public services for citizens and businesses and harmonisation in the sector of electronic trusted services and e-commerce. The roadmap for the upcoming years is currently under development.

Cabinet of Minister Decree On Approval of the List of Indicators of the Digital Economy and Society Index (DESI)

On 6 September 2023, the Cabinet of Ministers of Ukraine approved Resolution No. 774, on the Approval of the List of Indicators of the Digital Economy and Society Index (DESI), establishing a list of DESI indicators for Ukraine, along with the procedures for collecting and exchanging index data based on EU methodology. DESI, which is published by the European Commission (EC), measures EU Member States' progress in achieving the goals of the EU's Digital Decade Programme, which member states aim to achieve by 2030. The key elements of DESI align with EU digital objectives, such as creating a secure and resilient digital infrastructure, enhancing digital skills, and digitalising businesses and public services. The MDT will develop guidelines for compiling indicators based on the EU methodology within six months of the resolution being issued.

Agreement on Ukraine's Accession to the European Union's Connecting Europe Facility (CEF) Programme

On 6 June 2023, Ukraine and the EU signed an Agreement on Ukraine's accession to the European Union's Connecting Europe Facility (CEF) Programme. This agreement presents an opportunity for Ukrainian companies to jointly receive funding with EU partners for projects in the transport, energy, and digital sectors. The overall budget of the Programme for participating countries until 2027 is 21 billion euros (of which 2 billion euros are allocated for digital projects). The funding conditions stipulate that the Programme covers up to 50%, while the rest is covered by the applicant. Ukrainians will now be able to participate in projects for the development of secure infrastructure, including gigabit networks and 5G.

Digitalisation of internal processes

Action Plan for the Implementation of the eGovernment Development Concept for the Years 2018–2020

On 22 August 2018, the government adopted the Action Plan for the Implementation of the eGovernment Development Concept for the Years 2018–2020. The document explained the concrete activities to be undertaken by State entities to ensure the development of eGovernance by the end of 2020.

The action plan focuses on three key initiatives:
- The modernisation of eServices and development of electronic interaction between State entities, citizens and businesses;
- The modernisation of the public administration via information technology; and
- The management of eGovernment development.

The implementation allows for the improvement of public sector efficiency, the eService delivery system, and investment promotion and business. The Action Plan was last amended on 9 September 2020.

Law No. 2807-IX on the National Informatisation Programme

On 1 December 2022, the Parliament of Ukraine adopted Draft Law No. 2807-IX on the National Informatisation Programme. The aim of this law is to introduce and implement digital technologies in public administration faster.

Three objectives are emphasised in the context of the adoption of this draft law. First, improving communication on decision making and results between national and local governments and citizens; second, increasing the level of cyber protection, especially in the context of war; and third, reducing digital inequality by increasing the level of public access to technology. Thanks to the National Informatisation Programme, State and local governments will be able to communicate with each other, make decisions and achieve results faster. Ukrainians, in turn, will get the necessary public services much faster.

In addition, the law aims to increase the level of cyber protection, which is especially important in times of war. Reliable cyber defence and counteraction to information threats from Russia means protection of the digital economy and personal data of Ukrainians. The law will also help overcome digital inequalities in society by increasing the level of public access to technology and various opportunities, in particular in the economic, social, cultural and educational spheres. The law entered into force on 1 March 2023.

Electronic Interoperability System for Public Agencies

The Electronic Interoperability System for Public Agencies (EISPA version 2) was designed to automate the processes of creating, sending, transferring, processing, using and storing electronic documents, and/or copies of paper-based documents electronically using the electronic digital signature and to track the execution of Cabinet of Ministers' orders, resolutions and other documents. The system's objectives are: to create a single information space to register, analyse and process the organisational documents of State authorities in the electronic format with the use of the electronic digital signature; to improve the quality and efficiency of management decisions; and to decrease the State budget spent to manage the transfer to electronic document. The owner of the system is the MDT. Every day, central government agencies send more than 7 000 documents electronically.

Decree No. 55 on Some Issues of Administrative Activity Recording

On 1 January 2018, the Government adopted Decree No 55. on Some Issues of Administrative Activity Recording. It provided instructions on how to record administrative activities in an electronic format, and also on how to organise work with electronic documents in management processes as well as in electronic inter-agency exchange. The document identified procedures for the interaction among State entities in an electronic format. The Decree is regularly amended. The most recent amendment dates 18 November 2022.

National Strategy for Digital Development and Digital Transformations in the State Finance Management System for the Period until 2025

On 17 November 2021, the Cabinet of Ministers of Ukraine adopted the National Strategy for Digital Development and Digital Transformations in the State Finance Management System for the Period until 2025 and approved the Action Plan to Implement this Strategy. This document will create an opportunity for further qualitative digital transformation of the State finance management system, for the automation of business processes, as well as for the automation of processes in the field of State internal control, including monitoring and assessment of fiscal risks. The document states the ned to implement the single State finance management information system (SSFMIS); implementation of unique IT standards while developing the mentioned systems; development of public digital services in the finance sector; automatic data processing; as well as increasing the transparency and protection of data stored in the SSFMIS.

Public Finance Transparency

As part of the Public Financial Management reform and the budget transparency initiatives, The Ministry of Finance of Ukraine publishes regular and detailed reports on State debt and State-guaranteed debt, domestic bonds and Eurobond procedures.

The Ministry also provides analytics and key performance indicators of State-owned banks, the implementation status of the 'Principles of Strategic Reform of the State Banking Sector' and NPL portfolio resolution efforts.

eArchive Pilot Project

On 9 August 2023, the MDT announced the launch of eArchive, a pilot project aimed at digitalising governmental archives. The project was developed in collaboration with, among others, the State Archive Service (SAS), the Ministry of Justice (MOJ), and the European Union (EU) funded Pravo-Justice project. This project, if successful, will fundamentally change the work of State archives and citizen access to relevant services. Case in point, archive information will be digitised and entered into the document management system. State data will no longer be at risk of physical damage. This is especially important in times of war because, in many cases, Russians have targeted document storage facilities to destroy vital records. Digitising information prevents this risk. No visits to State archives are required. To get access, individuals will only need to access the website. In the first stage of the pilot project, some electronic documents of the MOJ were digitised. In the future, the project will be scaled to all State authorities and later to other organisations.

Digitalisation supporting the EU Green Deal

EcoSystem Digital Platform and EcoThreat Module

The Ministry of Environmental Protection and Natural Resources of Ukraine (MoEPNR) developed and launched the EcoSystem digital single platform. This platform provides users with the opportunity to obtain administrative services in the ecology sector and receive electronic reports on who is using the country's limited natural resources and for what purpose. The system also enables the MoEPNR to publish information in open data format and serves as a tool that citizens can use to monitor and track the use of natural resources and the state of the environment. As of February 2024, there are 21 active eServices on the EcoSystem platform (e.g., Certificate of proof of the Green Listed Wastes, Special permit for logging (i.e., logging ticket), Waste Declaration and others) and 1 are being developed.

Also, in May 2022, the MoEPNR launched the EcoThreat module within the EcoSystem platform to urgently respond to wartime needs. EcoThreat is available on both the EcoThreat website and mobile app (iOS and Android). The aim of EcoThreat is to serve as a central hub for collecting information about the environmental impact of Russia's invasion of Ukraine. The information collected will allow government authorities to learn about the location of environmental threats and disasters so that they can be addressed or mitigated. The MoEPNR will also use the module to assess and calculate the financial damage that Russia has wreaked upon Ukraine's environment. Via the platform, Ukrainian citizens can notify authorities about war-related environmental threats and disasters and upload video or photographic evidence. All notifications and uploads are verified by MoEPNR officials and subsequently reflected on the dashboard and map. As of February 2024, Ukrainians have utilised this service to report over 2 600 instances detailing the environmental repercussions of military actions and other damage to nature. The total estimated damages exceed USD 57 million.

3. Interoperability and data

Interoperability Framework

National Interaction system TREMBITA

In 2018, the National Interaction system TREMBITA was finalised and officially launched in year 2020 in full operational mode. It was based on the Estonian interaction system X-Road and aimed at the exchange of data between State information resources, so as to ensure the highest quality level of eService delivery system. As of February 2024, 220 central and municipal government authorities have joined Trembita. Additionally, the system has connected 111 electronic information resources and facilitated over 340 electronic interactions between registers. The owner of the system is the MDT. This interaction system guarantees State authorities and service centres access to the information contained in national registries and thereby will enable fast and high-quality provision of public services. Since TREMBITA's launch, it has already processed 4 billion transactions between public registers.

Decree No. 357 on Some Issues on Interoperability of State Information Resources

On 10 May 2018, the government adopted Decree No. 357 on Some Issues on Interoperability of State Information Resources. This decree established procedures for electronic interaction among State electronic information resources. Implementation provisions ensured the efficient use of State information by State entities during service delivery. It established the Registry of Registries (RoR) at legislative level. The RoR should contain information on all State information resources including the owners, master data, data of creation, current status, technical documentation on the specific registry, services for data exchange, etc. The Decree is regularly amended. The most recent amendment dates 1 September 2023.

Decree No. 606 on Some Question of Digital Interaction of State Information Resources

On 8 September 2018, the Cabinet of Ministers of Ukraine adopted Decree no. 606 on Some Question of Digital Interaction of State Information Resources. This Decree established the national interoperability system TREMBITA as single and obligatory tool for interaction of public information systems and registries. Also, the decree provides the list of State electronic resources for mandatory interaction. The TREMBITA system is one of the key elements of the infrastructure for the provision of electronic services to citizens and businesses, which provides convenient, unified access to the data of state registers. TREBMTIA is based on the Estonian data exchange platform X-ROAD, which is the foundation of the Estonian digital society. The Decree is regularly amended. The most recent amendment dates 22 December 2023.

Decree No. 38 On Some Amendments to Decree 606 on Interoperability of Public Electronic Information Resources

In January 2023, the Cabinet of Minister of Ukraine adopted the Decree 38 that regulates the new procedure of interaction between public registries within the TREMBITA national interoperability system. This Decree is based on Decree 606 (please refer above), but includes amendments. Subject to this decree, the TREMBITA system will record every case when someone views the personal data of Ukrainians. And in the future, Ukrainians will be able to receive notifications in the public Diia application if someone has made a request to access their personal data. Currently, the team of the MDT, with the support of international partners, is working on the technical implementation of the relevant legislative norms.

Decree No. 972 on the Pilot Project for the Development of a Single-Entry Point to Process Appeals from Citizens and Requests for Public Information

On 27 November 2019, the Cabinet of Ministers of Ukraine adopted Decree No. 972 on the Pilot Project for the Development of a Single Entry Point to Process Appeals From Citizens and Requests for Public Information. The key objective of this pilot project was to implement a single electronic system to receive, register, process, transfer, review, analyse and monitor the appeals from

citizens and requests for public information. The Government Contact Centre will be responsible for these activities. The Decree was last amended on 16 February 2022.

Data access, management and reuse

Law on Access to Public Information

This law was adopted by the Ukrainian Parliament in 2011, with latest amendments made in October 2023. The law determined the citizens' right of access to public information held by the State and other owners, as listed in the law.

The law contained important and progressive statements on the obligatory disclosure of information by central and local State authorities. It ensured the implementation of the international principle of access to public information: all the information stored by State authorities should be open unless when forbidden by law. The law adheres to the basic principles and practices established by the European Court of Human Rights, the UNECE Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters, the Recommendation of the Council of Europe No. R(81)19 on the access to the public information stored by the State authorities, and the Council of Europe Convention on Access to Official Documents.

Decree No. 60 on Data Format Requirements for the Electronic Documents Flow in State Entities

On 7 September 2018, the State Agency for eGovernance of Ukraine (the legal predecessor of the Ministry of Digital Transformation of Ukraine) issued Decree No. 60 on Data Format Requirements for the Electronic Documents Flow in State Entities. This document determined data formats (according to ISO/IEC 21320-1:2015) used in electronic documents and in the electronic document flow operated by State entities. It provided metadata for electronic documents and instructions on verification procedures.

Open data

Action Plan on the Implementation of the Open Government Partnership Initiative for the Years 2023-2025

The Cabinet of Ministers of Ukraine has adopted a new version of the action plan on 17 November 2023. It is called the new Action Plan on the Implementation of the Open Government Partnership Initiative in 2023-2025. On 24 February 2021, the Cabinet of Ministers of Ukraine adopted a previous version of the Action Plan on the Implementation of the Open Government Partnership Initiative for the Years 2021–2022. The detailed plan is aimed to help the country increase its transparency.

The previous version of the plan, covering the period 2018–2020, had been adopted on 18 December 2018. The document provided detailed implementing activities such as: (i) adopting the best international standards of open information so as to ensure the transparency of infrastructure activities (CoST); (ii) enhancing the transparency of the public finances budget through the development of the Open Budget Portal; (iii) providing information on the projects that are funded by international organisations (IFI); (iv) enhancing transparency and efficiency of State control in the sphere of public procurement; (v) implementing verification mechanisms on information about end beneficiaries, etc.

Action Plan on the Implementation of the International Open Data Charter Principles

The government approved another initiative, the Action Plan on the Implementation of the International Open Data Charter Principles. Ukraine, which joined the International Open Data Charter in 2016, committed to implementing the Charter principles, especially the principle of open government data. It ensures the efficient development of open data in Ukraine, citizens access to information rights, transparency and openness of State entities, and the fostering of new innovations. The Plan was last updated on 5 February 2020.

National Open Data Portal

Launched on 7 September 2018, the Open Data Portal was designed to provide access to open data to businesses and citizens for such purposes as innovation, business projects, accountability, public oversight and research. For the latest version, a new platform using the Comprehensive Knowledge Archive Network (CKAN) was developed. The CKAN replaced the previous DKAN platform for the Unified Open Data Portal. As of March 2023, 28 742 datasets are available (it should be noted that because of martial law, some datasets are closed for security reasons). Starting from 15 October 2018, the European Open Data Portal began harvesting open data sets from the Ukrainian open data portal. The owner of the portal is the MDT.

On 14 December 2023, the European Data Portal (EDP) published its ninth annual European Open Data Maturity Index (EODMI). The study, which has been conducted annually since 2015, assesses European countries' progress in the field of open data. Of 35 countries included in this year's EODMI report, Ukraine was ranked 3rd place overall, displaying a 96% assessed level of open data maturity compared to the European average of 83%. For the second year in a row, Ukraine has maintained its position among the top three countries in open data maturity. In 2022, Ukraine was ranked at 2nd place, and in this year's assessment, the country experienced only a slight decrease of 1 percentage point despite the ongoing Russian military aggression. Having received 2 443 out of a possible 2 540 points, Ukraine is an open data 'trend-setter' – a title it shares with other countries, including Estonia, Ukraine, Poland, and France. These countries demonstrate a solid level of maturity against all scored dimensions (e.g., policy, impact, portal, and quality). More information may be found here and here.

Diia.Open Data

As a virtual 'Centre for Improving Open Data Competency', Diia.Open Data is an online platform designed in 2021 to help open data users in Ukraine improve their open data literacy and to provide users with up-to-date information and a range of learning opportunities, such as training Programmes for four categories of users. Portal users will be able to determine their knowledge level and use the proposed development plan, which includes, in particular, online and offline learning to improve literacy. The Diia.Open Data platform includes the following: training Programmes for users adapted to their knowledge and skill levels; open data services grouped by need and sector to solve common issues; open data case studies that analyse the anti-corruption and social impact of open data for solving social needs in Ukraine; communication tools for the open data community and for gathering proposals from the public on designing national open data policy; as well as news and up-to-date information about open data in Ukraine. Nearly 1.6 million unique users have accessed the platform to date.

Base registries

The following table lists the Ukrainian base registries:

National	
Business and Tax	State Business Registry (the Ministry of Justice of Ukraine is the owner of the Registry). The key legal document regulating this Registry is Law of Ukraine on State Registration of Legal Entities, Individual Entrepreneurs, and Public Organisations. For legal entities, the registry includes the following information: full name and any shortened version; an ID code; type of legal entity; entity seat; founders; business activities; financial details; any subdivisions; cessation, as well as any new entities continuing its work. For individual entrepreneurs, the registry includes: natural person's name; taxpayer ID number; address; business activities; registration date; any updates to the registration; and cessation of business. This registry is linked to other registries, either directly through API or via the national TREMBITA interoperability system, with separate agreements required for each data exchange. The technical documentation is available here (in Ukrainian).

Transportation / vehicles	State Registry of Vehicles (the Ministry of Interior if the owner of the Registry). There is no publicly available link for this registry. The key legal document governing it is the Ministry of Interior's Order on Guidelines for Maintaining the Unified State Register of Vehicles. This register contains information about vehicles used on public street-road networks, subject to State or departmental registration. It includes details about their owners (co-owners), authorised users, assigned license plates, and registration documents. This registry is interconnected with other registries, either directly via API or through the national TREMBITA interoperability system, with separate agreements required for each data exchange.
Land	State Land Cadastre (the State Service for Geodesy, Cartography, and Cadastre is the owner of the Registry). The key legal document regulating this Registry is Law of Ukraine on Land Cadastre. The land cadastre contains various details about land plots: • Cadastral number: This is a unique number assigned to each land plot and doesn't change; • Location: information about where the land plot is situated, sometimes with data from the State Address Register; • Description of boundaries: borders of the land plot; • Area: size of the land plot; • Perimeter line measurements: length around the land plot; • Coordinates of turning points: specific points that define the borders of the land plot; • Qualitative condition of the land: information about the quality of the land and its soil; • Restrictions on land use: any limitations on what the land can be used for; • Monetary assessment: value of the land for regulatory purposes; and • Land management documentation: documents related to how the land is managed and assessed. This registry is interconnected with other registries, either directly via API or through the national TREMBITA interoperability system, with separate agreements required for each data exchange.
Population	State Demographic Registry (the State Migration Service of Ukraine is the owner of the Registry). There is no publicly available link for this registry. The key legal document regulating this Registry is the Law of Ukraine Unified State Demographic Register and Citizenship Documentation in Ukraine. The registry provides a comprehensive set of information, including individual name, gender, date and place of birth or death, as well as details about their parents or guardians. It also records citizenship status or the absence thereof and provides information on issued documents such as passports and certificates, along with the basis for their issuance. Additionally, the registry includes digitised samples of the individual's signature and fingerprints, the latter typically recorded during the issuance of such documents as foreign passports or diplomatic passports. Furthermore, it contains supplementary details such as residential information, records of children's births, marital status including marriage and dissolution, changes in name, social security number (tax number), and even employment details such as place of work and position. This registry is interconnected with other registries, either directly via API or through the national TREMBITA interoperability system, with separate agreements required for each data exchange.

Other	• State Registry of Buildings (the Ministry of Communities, Territories and Infrastructure Development is the owner of the Registry. The Registry is undergoing development). • State Address Registry (the Ministry of Communities, Territories and Infrastructure Development is the owner of the Registry. The Registry is undergoing development). • State Registry of Immovable Property Rights (the Ministry of Justice of Ukraine is the owner of the Registry). The key legal document regulating the Registry is the Law of Ukraine On State Registration of Immovable Property Rights and Encumbrances. The Registry contains information about immovable property rights (e.g., real estate, land plots, building under construction and their owners). This registry is linked to other registries, either directly through API or via the national TREMBITA interoperability system, with separate agreements required for each data exchange. The technical documentation is available here (in Ukrainian).
Sub-national	
Base Registries	

Law on Public Electronic Registries

Subject to the Law of Ukraine on Public Electronic Registries, 7 registries are base registries within the public registries system in Ukraine.

Diia.Engine

On 19 September 2023, the MDT presented a new and improved version of the Platform of Registries, called Diia.Engine. The Diia.Engine platform is an innovative low-code solution that allows ministries and government agencies to create and manage registries conveniently. It enables organised and secure data storage in registries and automates and digitises government services, accelerating the launch of online services and overall digitisation. Currently, 50 registries are being developed on the Diia.Engine platform. One of the notable registries developed with Diia.Engine is the Registry of Damaged and Destroyed Property (RDDP). Diia.Engine is described as a systemic solution that changes the approach to creating and managing registries. It enables government agencies to develop registries of various complexity levels using simple low-code tools and automates government services and databases without requiring large teams or budgets. The creation of Diia.Engine was authorised by the CMU on 18 April 2023, in resolution No. 356 Creation and Functioning of State Electronic Platforms for Maintaining Public Electronic Registers.

Mapping Report on State Electronic Information Resources. Status and Perspectives

The State Agency for eGovernance of Ukraine launched a Mapping Report on State Electronic Information Resources. Status and Perspectives, which provides the state of play of base registries in Ukraine. According to the report, there were more than 135 State information resources (registries) owned by more than 40 State authorities in Ukraine. Per the calculations based on the 23 analysed registries, the State spent an average UAH 21 million (approximately EUR 713,000) per year on the maintenance of each registry. The report stressed problems on the interconnection of base registries and the lack of proper identifiers (low level of distribution of digital ID numbers among citizens and lack of the identifiers in existing State registries). The report included a list of recommendations for improvements, i.e. readying State registries for their integration into the national interoperability system, distribution of unique registration numbers (UNRs), development and adoption of the law regulating development, functionality and maintenance of State registries, prevention of State registries data fragmentation and duplication, efficiency improvement of IT infrastructure management for State bodies.

Research on Anti-Corruption Impact of Public Registries

In July 2021, the MDT prepared a report on the anti-corruption analysis of ten selected registries (both in Ukrainian and English). The analysis is being conducted using

a methodology which has been approved by the MDT. The purpose of this task is to analyse the legislative and financial aspects of ten public registries as well as the quality, accessibility and openness of their data. As part of this task, the experts have also analysed potential corruption-related activities that could take place within the registries (e.g., hostile takeovers) and they have provided recommendations on how to improve the current state of play of the analysed registries. According to the report, the most frequent corruption-related activities within the registries include: unauthorised registration, illegal registration (i.e., hostile takeovers), registration with forged documents or papers that don't exist, 'ghost' payments (i.e., payments to deceased or non-existent persons), and data selling. The general recommendations on how to avoid these activities include: introducing automatic monitoring of risky registration actions to prevent illegal registration, adding a double verification process to check for the legality of the registrar's actions, improving technical and functional properties of registry software and its interactions with users (technical support); improving and centralising the management system of State registries (i.e. developing a single legislation framework, introducing a national system of accounting for intellectual property rights to State registry software and for licenses) and others. More detailed recommendations for each of the analysed registries can be found in the report.

Law of Ukraine No. 1368-IX on the Unified State Demographic Registry and Documents proving Ukrainian Citizenship or Identity

In March 2021, the Ukrainian Parliament adopted amendments to Law No. 1368-IX on the Unified State Demographic Registry and Documents proving Ukrainian Citizenship or Identity, which legally regulates digital ID cards in the Diia mobile app. Starting from 23 August 2021, digital national and international ID cards which are available on the Diia mobile app will have the same legal power as paper-based documents and can be legally used to identify people. Digital ID cards will be legally used to identify people or their citizenship. The life situations that might need identification of people via ID cards include:
- Obtaining public services from State authorities and Administrative Services Centres;
- Receiving parcels in post offices;
- Confirming the age at supermarkets;
- Obtaining bank services, i.e., confirmation of personal identity, opening bank accounts, cash transactions; and
- Travelling within Ukraine and checking-in in hotels.

Ukraine has become the first country with a digital ID that is totally valid and can be used everywhere within the country. Moreover, all digital documents in Diia now have the same legal force as their plastic or paper counterparts.

Decree No.1453 On the Use of Electronic Driver Licenses and Electronic Documents on Vehicle Registration

On 29 December 2021, the Cabinet of Ministers of Ukraine adopted Decree no. 1453 on the Use of Electronic Driver Licenses and Electronic Documents on Vehicle Registration. The decree defined the ordering, using and tracking of electronic driver licenses and electronic documents related to the registration of vehicles. In order to obtain these electronic documents, citizens have to download their electronic driver licenses and/or electronic documents on vehicle registration via the Diia mobile application and conduct an electronic identification process. The exchange of data between the mobile application and the single information system of the Ministry of Internal Affairs of Ukraine takes place in real time using means of technical and cryptographic protection of information according to the Law of Ukraine on the Protection of Information in the Information Telecommunications Systems.

Law on Public Electronic Registries

Adopted in November 2021, Law No. 1907-IX on Public Electronic Registries resolves problems of duplicate information about citizens and imposes the electronic exchange of data between the registries. One of the articles in the draft law prohibits public authorities from requesting data from citizens if they already exist in the registries. After its implementation, citizens will not need to provide copies of their passports, ID numbers or other information in order to obtain a public service. By law, all data interaction between the registries shall take place exclusively via the TREMBITA interoperability system. The draft law also mandates the creation of the national eArchive for long-term data preservation. This law allows saving public money by optimising the number of electronic registries. Optimising the number of public registries and introducing data interaction between the existing ones will reduce their maintenance budget by up to 15%. The law regulates the self-efficiency of public registries and promotes the use of government data by

businesses. The law suggests the financial model to financially support the system of public registries.

From now on, businesses can purchase anonymised (i.e., open) data from public registries to develop the projects based on government data. The document establishes single technical rules for all State entities on how to create, maintain or delete registry files, which will increase the transparency in the sector and prevent illegal takeovers in public registries. The document allows citizens to have prompt access to up-to-date, government-held information about themselves (e.g., basic personal data, information on land ownership, real estate/property, and aggregate income data). In case of any changes in personal information, the citizens will receive a notification about such changes, which will also facilitate the prevention of illegal takeovers in the registries. The Law was last amended on 20 September 2022.

Data platforms and portals

The following table lists the Ukraine data platforms and portals infrastructures:

eData	The official eData public finance portal is the service which publishes the information on the use of public funds and implements the idea of a transparent budget. The purpose of the project is to create an open resource, which will ensure the full transparency of public finances and allow citizens to have access to information. The eData portal is an umbrella made up of three modules: Spending and Open Budget and the IFS Projects Portal. The system owner is the Ministry of Finance of Ukraine. • The first eData module is the Spending Portal. The Spending Portal is a national portal providing information about spending from the public budget and hence implements the idea of a transparent budget. The project's objective is to create an open resource available to citizens that ensures complete transparency of public finances and the public's right for access to information. • The second module of the open data portal is the Open Budget Portal. The Open Budget Portal is an initiative of the Ministry of Finance of Ukraine that tracks spending from the State budget on central and local levels. As of now, data from 1 950 local budgets have been published on the portal. Currently, the portal is fully operational. • The third eData module is the IFIs Projects Portal. IFIs Projects portal is the official State portal for the registration of social and economic development projects in Ukraine, which are implemented with the assistance of international financial institutions. The portal provides information on projects and is a tool for statistical analysis. Moreover, it provides tools for analysing aggregated data on the financial composition of projects, project implementation areas, and responsible executives.
Single State Electronic Database on Education	This database collects, registers, processes, stores and protects data related to education. According to the Law on Education, the database contains four registries: the registry of educational institutions, the registry of educational documents, the registry of independent external assessment certificates, and the registry of student ID cards. Hence, users can check the validity of their diplomas and academic credentials and the validity of their ID cards. Additionally, users can find information about their educational establishment and its licence. One more feature of the system is the opportunity for users to find information on admissions, including the ratings of those that submitted the documents to universities and were recommended for enrolment etc. In March 2023, 723 higher educational establishments and 1 388 vocational and technical institutions were registered in the system.

The public eConstruction portal and the Registry of Construction Activity	The public eConstruction portal is one part of the Single Electronic System in the Construction Sector. The portal is an information platform which provides information and updates about developments within the construction sector as well as accurate statistics of the sector's rendered services, which are updated in live mode. Also, the portal contains a chatbot offering online consultations on the system's functionality. The Registry of Construction Activities (which is a core of the Single Electronic System in the Construction Sector) can also be viewed from the Portal. The Registry of Construction Activities provides an identifier for a given construction project. The identifier enables the tracking of all processes connected to a given building or complex from pre-construction activities to final commissioning. The automation of processes and strict data validation mechanisms, including interactions with other registries, should significantly reduce corruption risks and increase procedural transparency. The registry generates, stores, processes, protects, and audits information about construction projects; it provides project documentation, technical specifications for utility connections and other networks, inventory, environmental certifications and construction participants (e.g. licensees, authorised persons, expert organisations, State construction oversight agencies); finally, it enables interactions among them, such as agreements, permit and declaration documents, licences and qualification certificates. Consequently, investors and developers know exactly which documents are required for their construction activities. In addition, the ePortal contains analytics and dashboards that provide information about the public services in the construction sector provided during specific period of time.
Portal of the State Statistics Service of Ukraine	On 5 July 2023, the MDT announced that beta-testing was underway for a new web portal belonging to the State Statistics Service (SSS). This beta-testing is part of a broader modernisation effort that aims to improve statistical data collection, processing, and improving access to representation. On 31 October 2023, the Ministry of Digital Transformation (MDT) and the State Statistics Service (SSS) launched a public beta version of the stat.gov.ua statistics portal and an online survey about employment in Ukraine. These developments contribute to the implementation of the SSS digital transformation strategy which sees the Service aligning its tools and methodologies with modern technological principles, while harmonising them with international standards in accordance with Ukraine's road map for European integration.

Cross-border infrastructures

The following table lists the European cross-border infrastructures of which Ukraine is part of:

TESTA	The Trans European Services for Telematics between Administrations (TESTA) network is used for a number of cross-border use cases in Ukraine.
EU Digital Wallet	Ukraine is part of the EUDI Wallet Consortium.

Single Window for Customs

The electronic system Single Window was launched for cross-border operations as part of the State Fiscal Service Reform. This electronic system allows:

- Customs and other government authorities to exchange information on goods moved across the State border of Ukraine; and
- Businesses to lodge documents only once at a single data point to obtain all necessary permits from various government authorities.

The results are contained in a single database. In practical terms, the Single Window in customs aims to expedite and simplify information flows between trade operators and a number of government authorities while bringing meaningful gains to all parties involved in cross-border operations. The Ministry of Finance of Ukraine regularly monitors the Single Window functionality and improvements, so that it can be more accessible and useful for businesses.

4. Digital transformation of public services

Action Plan for the Implementation of the eServices Development Concept for the Years 2019–2020

On 30 January 2019, the government adopted the Action Plan for the Implementation of the eServices Development Concept for the Years 2019–2020. The document details actions to improve the quality of administrative service delivery for citizens and businesses. The action plan is compliant with European requirements.

Among the main priorities of the action plan there are:

- Improving public-sector efficiency based on principles of effectiveness, efficiency, transparency, accessibility and accountability;
- Ensuring mobility and competitiveness of citizens and businesses in a modern economic environment;
- Eliminating possible corruption risks during administrative services provision; improving investment promotion, business environment and competitiveness of the country; and
- Driving the development of an information society.

This document has not yet been updated for 2022–2024 but it is still legally valid.

Presidential Order No. 647/2019 on Some Activities to Ensure Access to High-Quality eServices

On 4 September 2019, the President of Ukraine issued Order No. 647/2019 on Some Activities to Ensure Access to High-Quality eServices. The order introduced the principle of State as a service. The principle aims to develop a new digital infrastructure and enhance the accessibility of public eServices for citizens and businesses. The Cabinet of Ministers of Ukraine developed and implemented single requirements for the State service delivery system. These requirements included indicators on efficiency, maximum waiting time and user satisfaction. The order mandated State authorities to gradually digitise their services and publish quarterly reports on these activities. In addition, the order stated the necessity to develop a State customer support system for the most frequently used State services (e.g. pension and social insurance, issuing of ID cards, registration of private enterprises and legal entities, vehicle registration, issuing of driver licences).

Presidential Order No. 558/2019 on Some Activities to Enhance the Access to State eServices for Citizens and Businesses

On 29 July 2019, the President of Ukraine issued Order No. 558/2019 on Some Activities to Enhance the Access to State eServices for Citizens and Businesses. The order addresses both operational and data protection issues of State registries. Additionally, it improves the accessibility of eServices for citizens and businesses while eliminating corruption risks resulting from the delivery of such services. The order states the necessity to conduct an audit of public information resources, including the analysis of legislation framework, technical capacities and the level of registry protection. Following the results of the audit, the responsible State bodies have to implement the single unique identifier of physical persons (unique registration number), to verify data in the State Demographic Registry and to ensure the electronic interaction between the registries with the final aim of minimising the number of personal inquiries to State bodies. Also, the order compels to develop a Diia State eServices Portal that will provide eServices to physical persons and legal entities based on the one-stop-shop principle.

Law of Ukraine No. 1689-IX On Public Services Provision

In July 2021, the Ukrainian Parliament adopted the Law of Ukraine No. 1689-IX on Public Services Provision that regulate the paperless provision of public services. The law was amended on the 31 March 2023. According to this law, government agencies in Ukraine shall not require paper documents or certificates from citizens, if the information is already stored in public registries. To fully implement the law, the MDT will work in 4 directions:

- Digital legislation regulating the provision of all digital public services;
- Digital documents. All the digital documents available in the Diia mobile application have the same legal power as their paper counterparts;
- Developing a secure document management flow system; and
- Digitising public services for all life events.

Single State eServices Portal Diia

With the creation of the MDT, Ukraine has begun a process targeted at standardising and unifying all eServices within a single, efficient, user-facing digital platform called Diia (State and Me) with its related User's eCabinet. The Diia State eServices portal with its User's eCabinet was introduced in April 2020. This is an entirely new approach to the eService delivery system. This platform contains both an eServices portal (one-stop-shop platform) and an information system (middleware, or process engine). The platform provides citizens and businesses with comprehensive information on available State eServices and gives them the opportunity to obtain high-quality eServices based on a unique service design. As of February 2024, there are 107 eServices available on the Diia portal. The main concept behind the creation of the User's eCabinet is to provide a single point of entry allowing citizens to access and retrieve information about themselves. The User's eCabinet does not store any personal data.

Instead, it displays current information about the citizen from State registries and provide convenient access to other eCabinets and services without the need for additional authorisation. The User's eCabinet is a component within the State eServices platform. The eCabinet also tracks changes and automatically notifies citizens if and when their personal information has been altered or deleted. In situations where unauthorised changes have been made to personal information, the user is able to react in a timely manner and rectify the situation by petitioning the relevant government entity responsible for the data, or by appealing to a court against the unauthorised activity. Inside the portal's eCabinet, registered users can find information about their vehicle ownership, land ownership, immovable property ownership and private entrepreneurship status, information about their debts (if any), voter information, employment records as well as users tax information.

State Mobile Application Diia

The Diia mobile application was introduced two months before the portal, in February 2020. The first user-friendly eServices contained in the Diia mobile application are 15 (fourteen) digital documents. The digital documents available on the Diia app include the following: driver's license, vehicle registration certificate, car insurance certificate, student identification card, national ID card, international ID card, unique tax number card, Internally Displaced Person certificate, birth certificate, internal COVID-19 certificate, international COVID-19 certificate, pension certificate, permanent and temporary residence permit for foreigners, and a wartime eDocument and Combatant's digital ID. With digital ID cards, citizens can identify themselves, open bank accounts, verify bank and post operations, and conduct other business. Ukraine's COVID-19 certificates are recognised by all EU countries. The most popular digital documents include the unique tax number card (over 19.3 million documents), the wartime eDocument (18.5 million documents), and international ID cards (almost 14 million documents).

Moreover, the Diia mobile application offers wide range of eServices. As of February 2024, there are 30 digital services available through the Diia application. These eServices include the following: notification of citizens' debts, notification of traffic fines and the ability to pay for them, replacing a driver's license, requesting COVID-19 certificates, submitting a petition, changing a citizen's address, select tax eServices and others. Since the war began, the MDT has developed several high-priority social eServices within the Diia application. These include the eSupport Programme to provide a one-time payment of 6 500 hryvnias (approximately USD 162) to employees and entrepreneurs in war-affected areas, notifications of damaged property or destroyed property as the result of Russia's invasion, a simplified registration of unemployment status, cancellation of unemployment status, and others.

The Diia application offers citizens access to other useful features, including a map highlighting points of invincibility (warming stations in war-affected communities with electricity and basic supplies), information on military bonds, public polls, and more. As of February 2024, over 20 million Ukrainians in total use both the Diia mobile application and portal. The eDocument contains citizens' passport information as well as their tax identification number. The war forced Ukrainians to immediately evacuate to safer regions of the country. As a result, not everyone managed to take the necessary paper documents with them. The eDocument can be used instead to identify a person.

On March 13, 2024, the MDT made Diia's code available to everyone as open source. This allows developers from any country to access it to create their own applications. By making the code open-source, the transparency of Diia's processes can be verified, the underlying logic can be evaluated, and suggestions for improvements can be made. This decision will not only increase Ukraine's presence in the international GovTech community but also strengthen the MDT's role as a leading partner in innovative GovTech. The code is available on GitHub, Microsoft's' global open-source software repository and programming collaboration tool.

The Diia application also provides some important GovTech solutions of war time. The MDT launched several new services on the Diia mobile application to assist citizens affected by the war. One such service allows citizens to report damaged and destroyed property, with over 661,384 reports filed to date. Another significant addition, the e-Recovery service, was launched on May 10, 2023, enabling Ukrainians with war-damaged property to apply for compensation. The maximum compensation per property is 500,000 hryvnias (approx. $12,225). After a citizen applies through Diia, local authorities inspect the damage and determine the compensation amount, which is then sent to the citizen's e-Recovery bank account. So far, 92,155 applications have been submitted, with 57,541 resulting in payments totaling 6.2 billion hryvnias (approx. $151.58 million). Additionally, MDT helped develop and launch another e-Recovery service on August 1, 2023, for citizens whose homes were entirely destroyed. This service provides housing certificates, allowing them to purchase new homes. To date, 14,473 applications have been submitted, with 7,291 citizens receiving housing certificates totaling 12.1 billion hryvnias (approx. $295.84 million). Of these, 2,917 certificates have been used to purchase new apartments or houses, totaling 5.7 billion hryvnias (approx. $139.36 million).

Diia.Barrier-free Section on the Diia eServices Portal

In December 2022, the MDT presented the new Diia.Barrier-free section on the Diia State services portal. It has been designed to simplify citizens' interactions with the State for everyone who needs help at important moments in life. The main goal of the Diia.Barrier-free section is to add a more human touch to communications with the State. Some materials in it are devoted to issues that do not usually have a place on State portals. For example, the personal experience of people who changed their profession after the age of 60, or difficulties with employment due to a lack of work experience. In general, the content of the new section is divided into three formats: guides (answers to questions), instructions (help with specific questions), and personal experiences (personal stories).

Importantly, the section is barrier-free, as it is designed to be accessible to people with visual impairments.

Decree No. 1137 on a Single eServices State Portal and on the State Portal of Administrative Services

On 4 December 2019, the Cabinet of Ministers of Ukraine adopted the Decree approving the provision on the Diia State eServices Portal (*Портал Дія*). The decree defined the objective, major tasks and functional opportunities of the Diia eServices portal as well as the content to be published on the portal. The portal provides information about electronic, administrative and other public services. eServices are delivered using data from the national electronic information resources. Digital images of documents are created via the portal (i.e. Diia mobile application) and the user's eCabinet on the portal provides information about the user from the national electronic information resources. The Diia State eServices Portal has the technical capacity to provide identification via the national identification system, qualified electronic signatures and stamps. Moreover, the Diia State eServices Portal is integrated with the national interoperability system, which provides the portal with the data needed for the delivery of eServices. This Decree is regularly updated. The latest amendments date 16 February 2024.

Public Services Guide

On 27 August 2020, the MDT launched the Public Services Guide on the Diia eServices Portal. The guide is a registry of Administrative Services and one of the Diia portal's modules.

It is a single database of administrative services designed to provide full and accurate information about public services. Previously, there was no clear understanding of the actual number of public services available or how to obtain them. Moreover, a single service could go by different names, and State authorities could demand different documents from citizens in order to provide the same service. This would create opportunities for petty corruption and waste citizens' time and resources. Each service in the registry is assigned a unique code that is used when users receive services through the Diia portal and in ASCs. When necessary, the registry also allows

administrators to insert or edit the service description, and the registry contains a search function based on classifiers (i.e. categories, State entities, documents, results, life events, grounds for refusal). Currently, the guide contains information on over 2 200 public services (including electronic and paper-based services). The data on these services is divided into 17 categories of business activities and is arranged among 36 life events (e.g. starting a business, changing your place of residence, having a baby, or buying a vehicle; you can find all the information about where to obtain these services, their price, terms, etc. in the guide). The guide provides citizens and businesses with easily searchable and credible information about the services as well as how to obtain them.

Electronic Petitions Portal

The Electronic Petition Portal allows the citizens of Ukraine to submit petitions to the Cabinet of Ministers of Ukraine, to the President of Ukraine, and to the Ukrainian Parliament.

eInvoicing

No particular initiatives in this field have been reported to date.

eHealth and social security

eHealth Action Plan and Action Plan to Implement the Concept of Electronic Healthcare System Development

The eHealth Action Plan was approved on 1 October 2019. It aims at contributing to the development of eHealth throughout Ukraine. In this regard, the plan foresees 14 steps, including the approval of the concept of an electronic healthcare system, the auditing of the existing information systems and registers in the healthcare sector, and the development of a plan for the introduction of standards for the storage and transfer of medical information.

On 28 December 2020, the Cabinet of Ministers of Ukraine adopted the Concept of Electronic Healthcare System Development. Subject to this concept, the single electronic health system is intended to help patients receive quality medical services and doctors to provide them. In addition, it aims to better control over the effectiveness of public funds spending allocated for healthcare. It is also supposed to prevent abuse. Among key digital developments, the concept ensures the development of patients' digital accounts, electronic treatment plans, electronic medical examinations, sensitive medica data modules, electronic medical records, and others.

On 29 September 2021, the Cabinet of Ministers of Ukraine adopted the Action Plan to Implement the Concept of Electronic Healthcare System Development. The plan officially forms the conditions for the development of an electronic healthcare system in Ukraine and creates an ecosystem in which all participants in the medical sector will work efficiently and safely. The action plan is supposed to be implemented until 2025. It will result in the following:

- Improved quality and availability of medical services, including digital ones;
- Increased patients' rights;
- Ensuring continuous medical care and safety;
- Increased efficiency of digital medical management and use of resources; and
- A higher level of awareness of the population regarding issues of a healthy lifestyle, disease prevention and receiving medical assistance.

Strategy of Digital Transformation of the Social Sector in Ukraine

On 28 October 2020, the government of Ukraine adopted the Strategy of Digital Transformation of the Social Sector in Ukraine which was developed jointly by the MDT and the Ministry of Social Policy of Ukraine. The purpose of this Strategy is to implement European standards in the functioning of social protection institutions, the provision of social services, financial stability of the social sector, increase its transparency and optimise its administrative expenditures. The Strategy's key tasks include:

- Increasing the efficiency of social protection for citizens;
- Improving the system to manage the financial resources of the social sector;
- Automating management and control systems in the social sector; and
- Using innovative IT technologies to manage the social sector.

The Strategy also foresees:

- Developing the Single Social Sector Information System;
- Developing the Single Social Registry;

- Integrating the Single Social Registry with the State eServices Portal "Diia" to provide eServices in the social sector; and
- Developing the 'social treasury' that will allow for automated social benefits payments directly to citizens' bank accounts.

The official presentation of the Strategy is available via this link (in Ukrainian).

Decree No. 411 on Some Issues on the Electronic Healthcare System

On 9 April 2018, the government adopted Decree No. 411 on Some Issues on the Electronic Healthcare System. The document established operating procedures for the electronic healthcare system and the procedure to publish electronic healthcare system records by the National Healthcare Service. The implementation of this legislative act allows patients to use eServices to fulfil their rights, subject to State guarantees of medical service. The Decree is regularly amended. The most recent amendment dates 24 November 2023.

eHealth Information System

eHealth is an information system that allows patients to receive high-quality medical assistance from healthcare centres and monitor the efficiency of the State budget. Patients sign declarations with their doctors, and the doctors register them in the system. The State pays doctors for each patient and ensures patients are guaranteed free-of-charge medical services. As of February 2024, 16 000 medical centres, 400 000 doctors and pharmacy workers, and more than 25 million patients were registered in the system.

Other key initiatives

Decree no. 1299 On Issuing Drivers' Licenses and Allowing Citizens to Drive Vehicles

In December 2022, the Cabinet of Ministers of Ukraine adopted a new Decree that regulates the procedure of issuing divers' licenses. This decree allows to use digital driver's license on the Diia app without using paper-based driver's licenses. This Decree codifies the digital-first approach.
Even when applying for a driver's license for the first time, you can choose to make only a digital document which will have the same legal power as a paper-based one.
In addition, the digital driver's licenses and digital vehicle technical certificates have international coding used in the EU, USA and Canada - this is a decisive step towards the international integration of Diia with public applications abroad.

Decree No. 1051 on the Implementation of an Experimental Project on the Use of the Electronic Student Identification Card

On 18 December 2019, the Cabinet of Ministers of Ukraine adopted Decree No. 1051 on the Implementation of an Experimental Project on the Use of the Electronic Student Identification Card. The decree defined the ordering, using and tracking of electronic student tickets. In order to obtain these electronic documents, students have to download their electronic student ID card via the Diia mobile application and conduct an electronic identification process. The exchange of data between the mobile application and the single information system of the Ministry of Education and Science of Ukraine takes place in real time using means of technical and cryptographic protection of information according to the Law of Ukraine on the Protection of Information in the Information Telecommunications Systems. This Decree was last amended on February 1, 2022.

Law of Ukraine on a Single Electronic Court System

In April 2021, the Ukrainian Parliament adopted the Law of Ukraine No. 1416-IX on a Single Electronic Court System. It stipulates that all courts of Ukraine shall accept procedural documents from citizens, government agencies and businesses online, through the e-court subsystem. The single Electronic Court System will allow for remote communication between the court and the participants in the trial by exchanging procedural documents in electronic format and will enable citizens to apply to the court and, in some circumstances, to participate in court cases online.

Electronic Court

The Electronic Court is one of the services of the Single Court Information and Telecommunication System that exchanges electronic documents between participants engaged in the legal process. It provides them with the opportunity to electronically submit statements of

claim and other procedural documents and receive court decisions. The registration and authentication for users is available via an electronic digital signature.

Platform of Diia Centres

In 2021, the MDT presented the Platform of Diia Centres. This online resource is intended for individuals and legal entities to obtain the information necessary to apply for public services at Administrative Services Centres (ASC) and to ensure the constant improvement of the quality of the provision of administrative and other public services in the ASCs. Diia Centres are Administrative Services Centres to obtain all public services based on single standards. On the platform of Diia Centres, citizens can: (i) find out information about the work of such centres; (ii) find and create a route to the nearest centre; (iii) check the effectiveness (rating) of the centres on the dashboards; and (iv) leave a feedback about the visit to the centre. The first all-Ukrainian assessment of administrative services quality can be found here.

State Registry of Registries

In 2018, the State Agency for eGovernance of Ukraine (currently transformed into the MDT) developed and launched the State Registry of Registries (RoR). This information system was designed for the registration, accumulation, processing, analysis and storage of information about State registries and information systems. The RoR contains data on the composition, content, location and conditions to have access to these electronic information resources. The creation of such a system allows for the efficient and timely analysis of State registries, as well as the information systems in central Ministries, their departments and subordinate agencies. Its capability helps to prevent an increasing duplication of data while improving the efficiency of how State information is used. According to the draft law on Public Electronic Registries (please see above), the four basic registries include: (i) the State demographic registry; (ii) the business registry; (iii) the State registry of immovable property rights, and (iv) the State land cadastre.

Digital public services for businesses

Diia.Business Platform

In February 2020, the MDT launched an online platform for entrepreneurs called Diia.Business. The Diia.Business website is a one-stop-shop, i.e. the only place where potential and active entrepreneurs can get all the information to develop their own business. The Diia.Business website has lots of functions and useful digital services for potential and existing entrepreneurs. Here you can find opportunities, over 200 services, online courses, cases and news, suggestions from partners, a map of business support infrastructure, and more. And above that, you can choose among 68 types of free online consultations, read a virtual encyclopaedia for entrepreneurs, and even get 100+ ideas to start your own business. This is an information platform for small and medium businesses in Ukraine. It contains:

- A catalogue of business ideas with convenient templates and a list of all the necessary legal documents to start a business;
- Information on services and support programmes for businesses;
- Guides and handbooks for entrepreneurs;
- Success stories of people that have already started their business; and
- A consulting area. Users have the ability to consult with experts on how to run a business and overcome business difficulties.

Entrepreneurs are able to receive advice on systematisation of business processes, financial management, interaction with the State, business psychology, HR, marketing and sales.

Since its launch, more than 1.6 million unique visitors used the Diia.Business platform. In 2023, Ukrainians received approximately 9 000 free consultations, both online and offline, through the Diia.Business portal.

On 17 May 2022, the Ministry of Digital Transformation of Ukraine with the support of the Ministry of Economic Development and Technology of Poland, the Polish Agency for Investment and Trade and Mastercard opened the first Diia.Business centre abroad — Diia.Business Warsaw at Bagatela, 12. Here users can get not only business related consultations, but also how to find accommodation and work in Poland.

Inspections Portal

The Inspections Portal is an online service helping Ukrainian small and medium-size entrepreneurs navigate business inspection rules and procedures. It also serves as a risk-

management tool that promotes and improves interaction between businesses and State inspection authorities, improving the enabling environment for real economic growth in Ukraine. The portal publicly shows the plans for inspections conducted by the controlling authorities regarding small and medium entrepreneurs. It should be noted that, because of war, access to this portal is temporarily limited.

Cabinet of Ministers Decree On E-Residency Activities and Managing the E-Resident Information System

On 5 September 2023, the Cabinet of Ministers of Ukraine (CMU) approved Resolution No. 970 on E-Residency Activities and Managing the E-Resident Information System allowing foreigners to become e-residents, permitting them to conduct online business without being in the country. The resolution will enable e-residents to register as entrepreneurs, open bank accounts, and pay taxes remotely. However, citizens of Russia, Belarus, and Financial Action Task Force's (FATF) listed countries cannot participate. Additionally, e-residents cannot offer services to Ukrainian citizens. This resolution is a step toward fully implementing Law No. 5270 on the Taxation of Business Activities of Electronic Residents, which came into effect on 3 April 2023. The European Union (EU) supports the project through the EU4DigitalUA initiative in collaboration with the Estonian e-Governance Academy.

Cabinet of Ministers Decree On Providing a Comprehensive Electronic Public Service e-Entrepreneur

On 7 November 2023, the Cabinet of Ministers of Ukraine (CMU) adopted Resolution No. 1156 on Providing a Comprehensive Electronic Public Service e-Entrepreneur, enabling several business services to be established on the Diia web platform. e-Entrepreneur will offer 12 business services, including State registration of individual entrepreneurs, single taxpayer registration, opening a bank account, and filing a fire safety declaration. Launching a business will be simplified, requiring a 20-minute online application on the Diia portal.

Office for Entrepreneurship and Export Development

On 12 September 2023 the MDT reported that the Office for Entrepreneurship and Export Development has been designated under the Cabinet of Ministers of Ukraine (CMU) Decree No. 795-p as the national contact point for the European Union's (EU's) Digital Europe Programme (2021-2027). The purpose of the programme is to accelerate Ukraine's economic recovery and digital transformation, especially through small and medium-sized businesses (SMEs). The Office will be responsible for promoting EU digital policy, supporting potential projects as part of the Digital Europe Programme, and cooperating with a network of other contact points across the EU. Potential Ukrainian candidates for the Digital Europe Programme (SMEs) will also receive professional advice on the application process and submitting applications for international projects concerning digital technologies, information technology (IT), artificial intelligence (AI), supercomputers, and digital skills.

Public procurement

Decree No. 985/2019 On the Pilot Project for the Implementation of Electronic Auctions to Sell the Tangible Assets of the State Material Reserve

On 4 December 2019, the Cabinet of Ministers of Ukraine adopted Decree No. 985 on the Pilot Project for the Implementation of Electronic Auctions to Sell the Tangible Assets of the State Material Reserve . The decree defined the procedure for conducting the pilot project. The pilot project foresees the implementation of electronic auctions for the sale of tangible State assets subject to the approval by legislative documents. According to the decree, the State-owned enterprise ProZorro. SALE, under the authority of the Ministry for Development of Economy, Trade and Agriculture of Ukraine, will be responsible for the implementation of the electronic trade system for the sale of tangible State assets.

Law on Public Procurement

The Law on Public Procurement was adopted by the Ukrainian Parliament in 2016 with final amendments made in 2018. The law stipulated legal and economic principles on goods and services procurement to satisfy the needs of the State and territorial communities. The aim of the

law was to ensure effective and transparent procurement procedures at national level, and also to create a competitive environment in the sphere of public procurement, eliminate possible corruption risks, and foster healthy competitiveness.

On 19 September 2019, the Ukrainian Parliament approved a revised Public Procurement Law, aimed at making public procurement more efficient and aligning the national legislation with European Directives 2014/24 and 2014/25. More specifically, the new law introduced electronic catalogues for minor tenders that enable procuring entities to order goods through the online marketplace. The Law is regularly updated. The latest amendments dates 1 January 2023.

ProZorro

ProZorro is an online public procurement platform and collaboration environment that ensures open access to public procurement (tenders). Fully implemented in 2016 as a hybrid system (containing both centralised public and decentralised private marketplaces), it has since been globally recognised as one of the most innovative public procurement systems delivering government services in a stakeholder-focused, transparent, effective, fair and low-cost way.

The system is managed by the Ministry for Development of Economy, Trade and Agriculture of Ukraine. According to the law on Public Procurement, the ProZorro portal is an open resource that has been providing access to database information on electronic tenders since July 2016. This system is obligatory for all State ordering customers. State organisations acting as ordering customers publish bid opportunities via the module of electronic auction, having registered themselves on authorised electronic platforms. This module ensures the transfer of information to the central database and simultaneously publishes it on the portal and other platforms. The portal database and the module of electronic auction create the single system of electronic public procurement ProZorro. Starting from the launch of the system, more than UAH 230 billion (around USD 7.2 billion) of State budget were saved thanks to ProZorro.

DOZORRO

The monitoring platform DOZORRO is a national public procurement watchdog portal that allows users to provide feedback on any procurement procedure, tender, etc. Dozorro watchdog community identified 42 000 red flag tenders (2018-2023). Each high-risk tender was brought to the attention of the public purchaser, their managing entity and their oversight authorities through formal letters. Following the analyses, 36 000 tenders were brought to the attention of oversight authorities, public purchasers and their managing entities through formal complaints. 5818 high-risk tenders were fixed as a result.

The DOZORRO regional community published more than 200 guidelines on how to use procurement monitoring instruments (such as BI Prozorro and the DOZORRO portal) and how to best apply them in order to be able to extract value from open data. The DOZORRO risk indicator system has the option of filtering tenders according to specific risks or groups of risk indicators. The system includes 40 AI-powered risk indicators that can point out the likelihood of corruption in a particular tender.

E-tender.UA

E-tender.UA is a leading electronic platform marketplace in the Prozorro system for public procurement. It hosts thousands of daily tenders open to business representatives. The platform marketplace ensures an individualised approach, offers comprehensive services, and emphasises continuous improvement. Clients benefit from modern IT services, educational programmes, and consulting support throughout the procurement cycle. E-tender.UA collaborates with both State-owned enterprises and business representatives, providing a convenient interface for electronic bidding in Prozorro and Prozorro.Sale tenders.

ProZorro Sale

Prozorro Sale is a system designed for the transparent, fast and effective sales of State and communal property, as well as for fighting against corruption through equal access to data, public control and by increasing the number of potential buyers.

Digital inclusion and digital skills

Concept of Digital Competencies Development until 2025

In March 2021, the Government of Ukraine adopted the Concept of Digital Competencies Development in Ukraine until 2025. In general, the implementation of the Concept will allow

citizens to increase the competitiveness on the labour market, provide opportunities for lifelong learning, provide the comfort of living in a digital country, increase access to public services and reduce risks when using the internet. It will also attract more skilled workforce, in terms of digital skills, and increase productivity and efficiency of business processes in companies. Finally, it will align the basic concepts and requirements of digital competencies with European standards, modernise public administration processes, reduce the digital gap and harmonise the national digital market with the European Union, as well as accelerate the introduction of eDemocracy and eGovernment tools.

Provision of the Government of Ukraine on National Online Platform for Digital Literacy: Diia.Education

On 10 March 2021, the Cabinet of Ministers of Ukraine approved the Regulation on the National Online Digital Literacy Platform 'Diia. Digital Education', which defines the purpose, main tasks, functionalities and subjects of the web portal, the content of the information contained in it, and other issues. The Decree was last amended on February 16, 2024. The main tasks of the Platform are:

- Providing access to educational materials;
- Ensuring digital literacy for people of all ages;
- Ensuring testing, in particular digital literacy testing;
- Ensuring the receipt of electronic documents confirming training;
- Developing an individual list of educational materials;
- Displaying of news and research results in the field of education;
- Distributing of digitalisation ideas, bringing information about the latest digital technologies;
- Providing information on enterprises, institutions and organisations that can provide access to digital education (digital education centres);
- Using methods and mechanisms to improve learning outcomes; and
- Protecting data (including personal ones) posted on the digital education web portal from unauthorised access, destruction and modification.

National Strategy on Digital Accessibility as a Part of a National Strategy for Barrier-Free Space in Ukraine until 2030

In April 2021, the Cabinet of Ministers of Ukraine approved the National Strategy on the creation of a barrier-free space in Ukraine for the period till 2030. Direction 3 of the national strategy is a 'Digital Barrier-Free Space'. Its vision is that all social actors should have access to high-speed Internet, public services and public digital information. Strategic goals of this direction are: (i) accessibility of all citizens to high-speed Internet and means of Internet access; (ii) accessibility of all citizens to digital education; and (iii) accessibility of all citizens to digital services, as well as government websites and applications.
The barrier-free space will be achieved through:
- Increased coverage of fixed and mobile broadband Internet access;
- Computerisation and Internet connection of social infrastructure;
- Creation of an accessible digital education system;
- Increase of the digital accessibility of websites and applications; and
- Digitisation of public services.

On 29 February, the United Nations Development Programme (UNDP) published the results of a questionnaire on the accessibility of government websites. The findings of the survey reveal that the percentage of websites with high levels of web accessibility has increased from 3% in 2022 to 4% in 2023. Additionally, there has been a rise in the proportion of websites with sufficient accessibility, reaching 18%, an increase of 1% compared to 2022. However, the percentage of sites with medium accessibility levels has decreased from 53% in 2024 to 51% in 2023, while the number of sites with low accessibility has remained the same at 27%. Since 2021, there has been a notable decrease in the percentage of websites with low accessibility, falling from 39% to 27%. While there has been a modest improvement in the accessibility of government websites, there is still a long way to go in ensuring that all websites are publicly accessible.

National Online Platform for Digital Literacy: Diia.Education

The National Online Platform for Digital Literacy has been developed with the aim of digitally educating at least 6 million Ukrainians. The key learning approach of the platform relies on educational series. The platform currently contains 174 educational series (i.e. basic digital literacy; digital literacy for teachers; a series for parents and some educational series for kids, in

particular on online security; specialised courses for entrepreneurs; lifestyle courses; courses on new digital professions, etc.). The platform has had 9.7 million unique visitors. While producing the series, the MDT experts used European teaching and evaluation standards for digital competences. For instance, the basic digital literacy series was developed on the Digital Competence Framework for citizens DigComp. Moreover, the platform contains a free test, called Tsyfrogram, on general digital literacy. By taking it, it is possible to find out one's level of digital literacy. 440 345 citizens have passed the Tsyfrogram test. A total of 2.56 million users passed courses on the platform and got their certificates on digital literacy meaning the aim to digitally educate 6 million Ukrainians has been achieved. On 3 January 2024, the MDT reported that it achieved a strategic goal that was set in 2019, attracting 6 million citizens to digital literacy programmes. The expected outcome was to improve Ukrainians' digital skills and increase the use of online tools for both work and personal development. According to the results of a sociological study, almost 60% of Ukrainians possess basic and advanced digital skills — over four years, their share has increased by 12.6% and has now reached the levels of EU countries (53.84% of the population of EU countries as of 2021). These figures are reported in the Digital Decade (a document outlining the EU's vision for digital development by 2030).

Knowledge Management Educational Portal for Civil Servants

The portal was launched to foster the professional development of civil servants at national and municipal levels. It is a web space for convenient communication between civil servants looking for professional development and the educational services providers. Via the portal, civil servants can find the educational programmes for their personal development in different categories such as European integration, anti-corruption, decentralisation etc. Currently, there are more than 300 educational programmes available on the portal.

Digital Competence Framework

On 7 August 2023, the MDT announced an updated Digital Competence Framework (DigCompUA for Citizens 2.2). This comprehensive document is based on the European DigComp 2.2 model that outlines the knowledge, skills, and attitudes that help citizens engage confidently, critically, and safely with digital technologies. The new edition expands on emerging technologies such as artificial intelligence (AI), augmented reality, machine learning, the Internet of Things (IOT), and more. It also includes chapters on informational warfare, propaganda, cyber security, new challenges of the Russian invasion, and the refugee crises.

Cabinet of Ministers of Ukraine Decree Some Issues of Accessibility of Information and Electronic Communication Systems and Documents

On 21 July 2023, the Cabinet of Ministers of Ukraine (CMU) approved Decree No. 757. Some Issues of Accessibility of Information and Electronic Communication Systems and Documents. According to the Decree, all state institution websites must be accessible to people with impaired vision, hearing, and mobility.

On 11 May 2023, the United Nations Development Programme (UNDP) released a report on the basic accessibility of government of Ukraine (GoU) web resources. According to the research results, 73 out of 100 websites analysed at the beginning of 2023 had basic accessibility at an average or above average level. In 2021, the indicators were lower — 61 out of 100 websites. The most common accessibility problems on government websites include: lack of mechanism for quick navigation to main content; low text contrast; lack of a visible focus indicator during keyboard navigation and text for hyperlinks; presence of errors in the page code. The report also provided recommendations on how to fix web accessibility issues. In addition, a special methodology has been developed for government agencies, allowing developers and administrators of government websites to independently identify and correct errors with minimal external technical assistance. The report indicates a general positive trend of changes. The number of websites whose basic accessibility level has improved over the year exceeds the number of websites whose results have worsened.

Digital Competence Framework for Healthcare Workers

On 7 February 2024, the Ministry of Health of Ukraine (MHU) presented the digital competence framework for healthcare workers. The document aims to enhance the level of digital literacy among medical professionals. This framework will help shape government policies and implement educational initiatives to increase the use of digital technologies by medical workers of various specialties and categories. The document contains a description and structure of digital competencies, defining the necessary knowledge, skills, and practical abilities for the successful

use of information technologies in work. The Framework will be useful for officials shaping public policy in healthcare, developers of professional standards and qualification characteristics, compilers of educational programmes in educational institutions, and members of certification commissions.

5. Trust and Cybersecurity

Decree No. 1150 on Approval of the Regulation on the Integrated System of Electronic Identification

In June 2019, the Cabinet of Ministers of Ukraine adopted Decree No. 546 on the Approval of the Provision on the eID Integrated System. The decree defined the objective, the structure and the functioning of the integrated eID system. The objective of the system is to guarantee access to eServices provided by national and local public authorities. The decree sets the basis for the sustainable development of an eID infrastructure, to ensure interoperability of identification means, identification nodes and schemes of electronic identification, to develop a trust environment in the Ukrainian cyberspace, and to increase the protection of the data processed by the system. Decree No. 546 has been replaced by the new Decree No. 1150 on Approval of the Regulation on the Integrated System of Electronic Identification adopted on 3 November 2023.

Law on Electronic Trust Services

The Law on Electronic Trust Services came into force in November 2018. It implemented key principles of the eIDAS Regulation in Ukraine. The law established identification tools such as the electronic digital signature, the Mobile ID, the electronic stamp, and the electronic timestamp. The law increased the number of eServices available online. It also ensured the privacy and complete protection of personal data. Subject to the law, the electronic identification certificates will be mutually acknowledged between the EU countries and Ukraine. The Law was amended on 1 January 2024.

Law on Mutual Recognition of Ukrainian and EU Electronic Trust Services

In December 2022, the Ukrainian Parliament adopted the law of Ukraine on Mutual Recognition of Ukrainian and EU Electronic Trust Services to implement the EU legislation in the field of electronic identification. The law entered into force on 31 December 2023.
The law accelerates Ukraine's integration into the EU's Single Digital Market and brings national legislation closer to European requirements in the fields of electronic identification and electronic trust services. This will allow Ukrainians to use qualified signatures obtained in the EU to have services in Ukraine. It will also simplify electronic interaction with European partners when conducting business. The document ensures continuous service of electronic signatures regardless of the termination of the activity of the provider of such signatures and provides opportunities for remote identification of a person online without the need to be physically present when receiving a qualified electronic signature.

Procedure of Compliance Assessment in the Sphere of Trust Electronic Services

Together with the law on Electronic Trust Services, on 18 December 2018 the government approved a decree on the Procedure of Compliance Assessment in the Sphere of Trust Electronic Services. It established the procedure for compliance assessment to authorised trust eServices providers. It determined interaction procedures between legal entities, private entrepreneurs intending to provide qualified trust eServices, authorised trust eServices providers, and entities responsible for compliance assessment, to receive documents on compliance. The Law was revised on 4 August 2023.

Procedure for the Use of Trust Electronic Services by State and Local Authorities and State-Owned Enterprises

The Procedure of Use of Trust Electronic Services by State and Local Authorities and State-Owned Enterprises was approved on 19 September 2018. It was developed in compliance with the law on Trust Electronic Services. Its implementation assured the development of the eServices sphere with an electronic document flow. It established the validity of open key certificates and strengthened activities to increase the control on validity of identification processes, while also protecting the security of personal keys. In general, the decree increased the trust in electronic

document verification by the qualified electronic signature State entity. The new Resolution No. 798 was adopted in August 2023 and replaced the old version.

Decree No. 1198 on the Procedure of Mutual Recognition of Ukrainian and Foreign Public Key Certificates

On 14 November 2023, the Cabinet of Ministers of Ukraine (CMU) approved Resolution No. 1198 on the Recognition of Foreign Public Key Certificates, Trust Services, and Electronic Signatures. This resolution validates qualified electronic signatures from European Union (EU) countries in Ukraine and adds foreign providers to Ukraine's Central Certification Authority's trusted list of electronic trust services. These trust services simplify the creation, verification, and validation of e-signatures and digital certificates. As a result, EU citizens can use e-signatures to sign documents and provide electronic trust services in Ukraine. These changes will streamline electronic interaction with foreign partners, particularly in conducting business transactions.

Decree no. 992 On Amendments to The Resolution Of The Cabinet Of Ministers Of Ukraine Of 7 November 2018 No. 992

On 30 March 2023, the CMU adopted resolution No. 289 Amendments To The Resolution Of The Cabinet Of Ministers Of Ukraine Of 7 November 2018 No. 992. This resolution updates and expands the list of standards applied by qualified providers of electronic trust services when providing these services. The list of standards has been expanded from 77 to 119. Additionally, several standards from the list have been replaced with newer versions. Thanks to the adopted resolution, qualified providers will be able to deliver their services more effectively, and users will receive electronic trust services at a level that corresponds to the latest European standards.

Decree no 298 Some Issues Of Identification In The Field Of Electronic Trust Services

On 4 April 2023, the CMU adopted resolution No. 298 Some Issues Of Identification In The Field Of Electronic Trust Services. Now, when receiving trust services, there is no longer a need to be present in person for the creation and issuance of electronic signatures for individuals or legal entities. Identities can be confirmed online. The adopted resolution allows for the use of more identity verification methods, which are valid in the EU.

EU Trust Lists

On 4 May 2023, the European Commission published a list of countries that have joined the TC AdES LOTL list. the list contains information about electronic signatures and seals of States that are not members of the European Union, allowing them to be verified in EU countries. Ukraine became the first country to enter this list. Ukrainian electronic signatures and seals on digital documents will now be verifiable through the EU infrastructure. This opens up opportunities for Ukrainian refugees in the EU and Ukrainian businesses wishing to use electronic forms of contracts and other documents. Now European countries will be able to accept electronic applications and documents signed using Diia.Signature. Other digital signature providers will be recognised once the Ukrainian Trust Lists are fully interoperable with EU Trust Lists.

CMU Decree no. 884 Approval of Requirements for the Trust List, aligning Ukrainian legislation on electronic trust services with that of the European Union (EU)

On 11 August 2023, the CMU adopted a resolution No. 844 Approval of Requirements for the Trust List, aligning Ukrainian legislation on electronic trust services with that of the European Union (EU). The Trust List is a compilation of qualified providers of electronic trust services and information about the services they offer. It has been operational since 2018 and serves as the basis for the system of qualified electronic trust services. The new requirements contain changes that will be made to the Trust List for e-trust services in Ukraine to comply with European and international standards. Consequently, the services will be technically interoperable with each other and with the European Trust List of providers of e-trust services. This means that in the future, users of e-trust services will be able to fully utilise Ukrainian electronic signatures in the EU. This will greatly simplify electronic interaction with European partners, particularly in business dealings.

CMU Decree no. 1298 Approval

On 12 December 2023, the CMU adopted resolution No. 1298 Approval Of Requirements For The Formats Of Advanced Electronic Signatures And Seals Used For The Provision Of Electronic Public Services, And Requirements For The Creation And Verification Of Advanced Electronic Signatures And Seals Based On Qualified Public Key Certificates. Instead of QES (Qualified Electronic Signature), it will now be possible to use AES (Advanced Electronic Signature) and Electronic Seals (ES) unless otherwise required by law. Previously, AES and ES were temporarily used within the experiment during the period of martial law. Additionally, individuals and legal entities will be able to use electronic signatures without storing them on a secure device. This will, in particular, ensure the uninterrupted operation of electronic document circulation and user verification. The resolution will also help harmonise Ukrainian legislation on electronic trust services with European standards.

National Identification System

The National Identification System ensures the procedures of personal identification for users of different online services. It combines all electronic identification tools, i.e. electronic digital signature and bank ID. 30 providers of trusted services use the National Identification System. During 2023, Ukrainians used digital signatures and stamps 19 billion times.

Diia.Signature For Individuals

In January 2022, the MDT presented an updated Diia.Signature service. The Diia.Signature is a qualified electronic signature that one can use to sign documents, sign up for services on the Diia application and portal, as well as authorise specific actions in the Diia partner applications and sites. It can be obtained if a person has at least one of these digital documents in the Diia application: an ID card, a biometric international passport, or a temporary or permanent residence permit. During 2022-2023, Ukrainians used the Diia.Signature more than 20 million times.

Diia.Signature for Businesses

On 26 January 2024, the CMU adopted resolution No. 88 on Changes to Clause 6 of the Regulation on the Unified State Web Portal of Electronic Services (Diia). These changes allow the commencement of work on a service that will enable legal entities to obtain and use the Diia.Signature. Previously, such a service was only available to private individuals. This will greatly simplify business operations, accelerate processes, and increase transparency.

Cybersecurity

Action Plan on the Implementation of Cybersecurity Strategy in Ukraine

In July 2018, the government approved the Action Plan on the Implementation of a Cybersecurity Strategy in Ukraine. This plan implemented cybersecurity initiatives in 18 areas, including ensuring the legislative framework in the sphere of cyber security, the development of the technological component of the national cyber security system, establishing relations with international partners of Ukraine, and establishing the process of personnel training on cyber security. This action plan is still valid for the year 2024.

National Cybersecurity Strategy

On 26 August 2021, the President of Ukraine approved Ukraine's National Cybersecurity Strategy. This document defines the priorities in the field of cybersecurity, existing and potential cyber threats, and goals and tasks to create conditions for a safe cybersecurity environment for both citizens and the State. This strategy identifies cybersecurity as one of priorities of the entire national security system of Ukraine. The strategy sets 3 priorities:
- Ensuring a safe cyberspace for the protection of State sovereignty and citizens;
- Protecting the rights, freedoms and legitimate interests of Ukrainian citizens in cyberspace; and
- Integrating with the EU in the field of cybersecurity.

The key objectives of the strategy include, for example, effective countermeasures against cybercrimes, safe digital public services, strong coordination of public institutions in the cybersecurity sector, cyber awareness among Ukrainians and others.

Decree No. 518 on the Approval of the General Requirements for Cybersecurity in Critical Infrastructure

On 19 June 2019, the Cabinet of Ministers of Ukraine adopted Decree No. 518 on the Approval of the General Requirements for Cybersecurity in Critical Infrastructure. The decree provides the general requirements for the cybersecurity of critical infrastructure objects. This document was adopted according to the Law on Basic Principles of Cybersecurity in Ukraine. These requirements were developed on the basis of the best international practices laid down by the European Union and the USA and are harmonised with the international standards of the EU, NATO and NIST on cybersecurity matters. The implementation of cybersecurity standards allows organisations belonging to the critical infrastructure to ensure cybersecurity, prevent any breach of confidentiality, integrity and accessibility of their information resources and protect the sustainable functionality of critical infrastructure objects. The Decree was last updated on 7 September 2022.

Law on the Basic Principles of Cybersecurity in Ukraine

On 8 July 2018, the Law on the Basic Principles of Cybersecurity in Ukraine came into force. This law determined the basis for the protection of national interests in the cyberspace; the key objectives, directions and principles of State policy in the sphere of cybersecurity; and the powers of State entities and their main coordination principles. Furthermore, this law anticipated the development of the State cybersecurity system and computer emergency response team CERT-UA. It launched a process of complex regulation of cybersecurity as a separate sphere. It determined the legislative framework of definitions dealing with cybersecurity, cyber-attack and cyber protection. It expanded the provisions of the cyber security strategy already adopted in 2016. The Law is regularly updated. The latest amendments date July 2022.

Law No. 681-IX on Information Protection in Information and Telecommunications Systems

On 2 July 2020, the Ukrainian Parliament adopted the amendments to the Law of Ukraine No. 681-IX on Information Protection in Information and Telecommunications Systems. These amendments were based on the EU requirements to information cybersecurity. Also, the draft law sets out the requirements to the standards of information security management systems (ISMS) to specific categories of information.

Cabinet of Ministers Decree Approval of Procedure for Identifying Potential Vulnerabilities in Information and Communication Systems

On 16 May 2023, the Cabinet of Ministers of Ukraine (CMU) adopted Resolution No. 497 on the Approval of Procedure for Identifying Potential Vulnerabilities in Information and Communication Systems, which outlines the procedure for searching and identifying potential vulnerabilities in State electronic systems. As part of this, a national bug bounty testing programme will take place. The programme will allow IT professionals and ethical hackers to legally search for vulnerabilities throughout the State's electronic services and information systems. This will help to highlight and eliminate security risks and build a reliable protection system.

6. Innovative technologies

Strategy for Development of Innovative Activities Sector for the Period until 2030

In 2019, the Cabinet of Ministers of Ukraine adopted the National Strategy for Development of Innovative Activities Sector for the Period until 2030. This document is a cross-sectoral strategy aimed at boosting and coordinating innovative activities of different sectors of the Ukrainian economy. The strategy's objective is to build the innovative ecosystem of Ukraine to transform creative ideas into innovative products and services and to increase the level of innovations in the national economy. The strategy envisages the following:

- Creation of favourable conditions for development of innovative sectors of the national economy, attracting investments into the innovative sectors and ensure return of investments;
- Reduction of corruption risks when using budget funds allocated to support innovative activities; and
- Increase the amount of scientific and technological jobs which contribute to the country's GDP, as well as increase the number of researchers in the country.

The strategy is supposed to result in an increase of the number of individuals and business entities that engage in invention, applied research and scientific activities, primarily outside the public sector; an increase in revenues from the sale and use of intellectual property and science-intensive products (e.g., results of research and development, software, know-how, other intellectual services); and growth in the number of annually registered patents on inventions and innovative products.

Draft National Strategy for Innovative Development

On 29 January 2023, the Ministry of Digital Transformation (MDT) announced its draft publication of the Global Innovative Vision WINWIN, a national strategy focused on innovative development and the implementation of new strategies, technologies, and approaches to address societal challenges and foster economic growth. Developed with the Ministry of Education and Science and with support from USAID, the strategy includes initiatives to promote entrepreneurship, research and development, education, and infrastructure improvements. On 21 December 2023, the MDT organised a series of public discussions to gather feedback on a draft version of the WINWIN strategy. As the result of these discussions, the MDT incorporated feedback into the strategy, mainly in the areas of educational technologies, medical technologies, science, human capital, the use of blockchain technology in government, and space technology. A full version of the strategy, which will be adapted into legislation, and a report on the public discussions are available here. Once adopted (exact date TBD), this strategy will replace the previous one (see above).

Artificial Intelligence (AI)

Concept of Artificial Intelligence Development on Ukraine

On 2 December 2020, the government of Ukraine adopted the Concept of Artificial Intelligence (AI) Development in Ukraine which was developed by the MDT based on the approach taken by the European Commission with the Made in Europe initiative. The document presents the areas which will be covered by the development of AI in the country, namely education, professional training, science and research, economy, cybersecurity and defence. As concerns the public administration, the government aims to use AI in the development of electronic administrative services and databases.

The implementation of the Concept of AI will allow Ukraine to:

- Occupy a significant segment of the world market of AI technologies and a leading position in the international ranking (therefore attracting foreign investments in the industry);
- Create conducive conditions for Ukraine's participation in the activities of international organisations and the implementation of initiatives for the definition of strategies for the development, regulation and standardisation of AI in the world;
- Introduce AI technologies in such sectors as education, economics, public administration, cybersecurity, defence and other areas to increase Ukraine's long-term competitiveness in the international market; and

- Develop an effective legal framework regulating AI technologies, taking into account international standards.

On 12 May 2021, the Cabinet of Minister of Ukraine adopted the plan of activities to implement the strategy on AI development in Ukraine. The key activities include (but are not limited to) the following:

- Developing a legislation framework to regulate AI solutions in Ukraine;
- Developing information campaigns to promote AI in Ukraine;
- State support to implement AI solutions in all sectors of the economy; and
- Introducing AI solutions into the national cybersecurity infrastructure, etc.

In addition, the MDT developed the catalogue of AI educational programmes that are currently available in Ukrainian education institutions. The catalogue can be found via this link (in Ukrainian). The Decree was last amended on 28 July 2023.

Roadmap for Regulating Artificial Intelligence in Ukraine

On 7 October 2023, the Ministry of Digital Transformation (MDT) presented a roadmap for regulating artificial intelligence (AI) in Ukraine. The roadmap aims to prepare Ukrainian companies for the adoption of laws similar to the European Union's (EU's) AI Act and to educate citizens on protecting themselves from AI-related risks. The roadmap focuses on safeguarding the rights of Ukrainians in the digital space, fostering a safe environment for AI development, and positioning Ukraine as a leader in AI technology. The roadmap was developed with input from various stakeholders, including businesses, researchers, and educators in the AI sector.

Report on Human Rights in an Era of Artificial Intelligence Challenges and Legal Regulation

On 15 February 2024, the Ministry of Digital Transformation published the Human Rights in an Era of Artificial Intelligence Challenges and Legal Regulation, which provides recommendations for businesses and government entities to ensure that human rights are upheld while utilising artificial intelligence (AI). It also describes how AI can negatively impact human rights, such as by providing inaccurate and harmful data and using individual personal information without consent. The document analyses AI regulations in the European Union (EU) and the United States (US), and defines how companies can ethically develop AI-based systems, and how to use AI in compliance with legal regulations. The document was developed by the EU4DigitalUA project, which is financed by the EU in cooperation with the Office of the Ombudsman and the MDT.

Distributed Ledger Technologies

Blockchain

The Board of the National Bank of Ukraine issued a Decision which details some recommendations to be implemented in the digital currency of the Central Bank of Ukraine and the electronic payment systems. They are aimed to improve the payment system and solve issues with digital currencies of central banks and the blockchain payment system. They include taking into account the scale and technical component of the digital currency, research on the demand and consumer motivations, analysis on the impact of banking activities and their implications on the monetary policy and financial stability and analysing and testing alternative models of digital currencies used in other central banks around the world.

Law on Virtual Assets

In February 2022, the Ukrainian Parliament adopted the Law of Ukraine on Virtual Assets. The bill provides for a comprehensive settlement of legal relations arising in connection with the circulation of virtual assets in Ukraine, defines the rights and obligations of participants in the market of virtual assets and the principles of State policy.

The bill defines the concept of 'virtual asset', according to which, "a virtual asset is an intangible asset that is an object of civil rights, has value and is expressed by a set of data in electronic form". The bill also defines the scope of its application, the legal regime of virtual assets, participants in the market of virtual assets, their rights and obligations, and services for the exchange of virtual assets. The bill establishes the general principles of State regulation of the turnover of virtual assets and what bodies shall implement State regulation in the field. The law will come into force after amendments to the Tax Code of Ukraine are made (currently in progress). After the law comes into force, foreign and Ukrainian crypto exchanges will operate legally; banks will be able to open accounts for crypto companies; Ukrainians will be able to

protect their savings in virtual assets; and the State will guarantee judicial protection of rights to virtual assets.

Big data

No particular initiatives in this field have been reported to date.

Cloud & edge computing

Law of Ukraine on Cloud Services

In February 2022, the Ukrainian Parliament adopted the law of Ukraine on Cloud Services. The law lays the foundations for the development of information and communication technology platforms based on cloud computing and the implementation of the cloud-first policy in the sphere of public administration, education, science and other spheres of public life. Now the concepts of 'cloud computing', 'cloud services', 'cloud service provider', 'cloud service user', 'cloud resources', 'data processing centre (data centre) ' are defined at the legislative level.

In addition to defining the list of cloud services, the Ukrainian legislation introduces requirements for cloud service providers for public customers; essential terms of the agreement on the provision of cloud services; features of providing cloud services to State authorities and local governments, as well as personal data processing and information protection when providing cloud services. It is expected that the implementation of the law will not only allow to remove corruption risks from the permanent purchase of server equipment by public entities, but also accelerate the implementation of innovations in government bodies.

Internet-of-Things (IoT)

Digital Content and Digital Services

On 11 August 2023, the VR adopted Draft Law No. 3320-IX Amendments And Additions To The Civil Code of Ukraine Aimed At Expanding The Range Of Civil Rights Objects, and Draft Law No.3321-IX on Digital Content And Digital Services. The first bill introduces a new object of civil rights called 'digital thing' into the Civil Code of Ukraine. The second bill describes the features of circulating digital content as a type of digital thing, as well as the specifics of providing digital services. Specifically, digital things include virtual assets and digital content, which have already become part of the digital economy. To date there is no regulation on the circulation of digital things and effective tools to protect their rights in Ukraine. The adopted bills will help change this situation and regulate the use of digital things and content, as well as provide safer access to services online. Implementing these legal norms will stimulate the development of the digital economy and enable the new sector to attract additional funds into the country.

Quantum Computing

Computerised Transit System

On 5 December 2020, Ukraine launched a pilot project on its Computerised Transit System (NCTS), consistently with its obligations based on the EU-UA Association Agreement to ensure security and on-line access to customs-related information of 35 countries, as well as facilitate controlling procedures related to goods moved in transit customs regime through or within the customs territory of Ukraine. For these activities, the State Customs Service of Ukraine adopted Order No. 520 Pilot Project for Implementation of NCTS in Ukraine.

The NCTS is an IT tool, which is used by 35 countries who are parties to the Convention on a Common Transit Procedure. The access to the Convention on a Common Transit Procedure and the use of the NCTS allow businesses to move goods from one country to another based on the single transit customs declaration (the so-called T-1 customs declaration). This also allows customs authorities to facilitate and increase the efficiency of the controls performed with regard to transited goods.

Gigabit and wireless high-speed networks

Action Plan to Develop High-Speed Broadband Connection in 2021-2022

In September 2021, the Cabinet of Ministers of Ukraine approved an Action Plan to Develop High-Speed broadband Internet connection for 2021–2022. Implementation of the Plan will ensure the connection of social infrastructure facilities to the fixed broadband Internet.

It is expected that the implementation of the Plan will boost the development of all types of settlements, as they will have the possibility to connect to high-speed Internet, receive public services online, introduce open data by local authorities and increase the digital literacy of the population of the regions. According to the Plan, the government aims to connect numerous communities to the Internet. Approximately 6 000 social infrastructure facilities will be connected to the optical Internet. Access to the infrastructure by carriers and telecommunications providers will be improved. The list of quality indicators and their standardised levels for mobile services will be updated. The issues of electromagnetic compatibility calculations will be settled with consideration of the experience of the International Telecommunication Union. A new version of this strategy is currently under development.

Action Plan to Implement the Fifth Generation Mobile Communication System in Ukraine

In November 2020, the Cabinet of Ministers of Ukraine adopted the Action Plan to Implement the Fifth Generation Mobile Communication System in Ukraine. The document provides a list of necessary actions to ensure the implementation of the 5G system in Ukraine. 5G communication systems significantly expand the limited functionality of mobile communication network services of previous generations. The main functional features of 5G networks are an improved mobile broadband access to the Internet, as well as reliable low-latency communications and massive machine-to-machine communications, based on which the whole variety of services and capabilities of 5G networks is built. The Action Plan is still valid for 2024.

These possibilities include:
- Significantly high data transfer rate;
- Surround audio and ultra-high-definition video;
- Industrial automation; and
- Communication in emergency situations, etc.

Decree on Provision of the Subvention to Local Budgets to Implement High-Speed Broadband Connectivity in Rural Areas

In April 2021 the Cabinet of Ministers of Ukraine adopted a Decree on Provision of the Subvention to Local Budgets to Implement High-Speed Broadband Connectivity in Rural Areas. It defines the procedure and conditions for granting a subvention. A subvention is the purchase of Internet connection services. Before works start, operators receive an advance of 30% of the purchase amount, and the remaining 70% will be paid at the end of the purchase.

According to the procedure, the procurement will be conducted by local communities. Procurement will be coordinated by the MDT. The connection of social infrastructure facilities (educational institutions, Administrative Service Centres, medical institutions, libraries, local fire brigades, etc.) will be financed exclusively in villages where there is no Internet coverage based on fibre-optic technologies. If there is at least one operator or telecommunications provider offering fibre-optic-based services on the date of announcement of the call for tender, then it will not be possible to go ahead with the procurement to connect a social infrastructure facility in such a village. All the existing social infrastructure facilities of a village should be connected by means of a single procurement. This Decree was last updated on 8 February 2024.

Law of Ukraine No. 1089-IX on Electronic Telecommunications

In September 2020, the Ukrainian Parliament adopted Law No. 1089-IX On Electronic Telecommunications, which will regulate the telecommunications market, relations between citizens, the State and service providers, and will bring Ukraine closer to European standards in the field of electronic communications. The law came into force on 1 January 2022.

The law was developed based on the EU Electronic Communications Code. The law is promoting healthy competition in the electronic communications market, access to high-speed internet, development of the domestic telecommunications market by means of removing unnecessary regulatory barriers and protecting consumers' right. The law is regularly updated. The latest amendments date 1 January 2024.

Dashboard on the Connection to Broadband Internet

According to the Cabinet of Ministers of Ukraine decree No. 452 on Providing a Subvention to Local Budgets to Implement High-Speed Broadband Connectivity in Rural Areas, communities and municipalities can apply to get broadband connection in their areas. The MDT launched a dashboard that demonstrates the distribution of subventions among applicants, provides data on municipalities that already have high-speed connectivity and offers an estimate on how many people have access to broadband Internet. As of February 2024, thanks to the Internet subvention, 3 237 3911 villages were connected to high-speed Internet for the first time, and 7 731 social institutions received high-speed Internet with Wi-Fi. Thanks to this project, more than 1 million of Ukrainians obtained high-speed Internet connection.

Law of Ukraine on Amendments to Certain Legislative Acts of Ukraine on The Implementation Of European Legislation On Roaming

On 23 February 2024, the VR adopted Draft Law No. 10265 on the Amendments to Certain Legislative Acts of Ukraine on The Implementation Of European Legislation On Roaming. Once it comes into effect, Ukrainians will be able to avoid paying additional fees for communication during travels to Europe for up to 4 months. This rule will also apply to Europeans who visit Ukraine. Ukraine's accession to the roaming zone of the EU is a step towards digital visa-free travel with the EU. Ukraine has committed to implementing the EU roaming legislation by April 2024. This fulfils one of the conditions for Ukraine's European integration in the field of electronic communications.

GovTech

Analytical Overview: The Global Market of GovTech Solutions

In March 2023, the MDT presented a new report about the global market of GovTech solutions. The report shows that a number of countries are actively implementing GovTech initiatives, i.e. technological solutions that make the lives of citizens easier and the work of the State more efficient. Also, this report demonstrates the trends in the GovTech sector. The report shows 6 trends that are active among GovTech solutions:

- Hyperautomation. According to Gartner, 75% of governments will have at least three hyperautomation initiatives in the next three years;
- Modernisation of the State IT infrastructure to improve work efficiency;
- Cybersecurity. Government institutions must maintain the security and trust of citizens in the digital environment;
- Digital currencies. The use of cryptocurrencies will increase operational efficiency and help fight corruption;
- Digital identification. Some countries already have a simple identification process and have implemented digital ID cards that sometimes include biometric verification; and
- Artificial intelligence technologies for the interaction with citizens. Governments will increasingly use AI-based applications to digitise more public services.

The MDT will use this document for its managerial decisions.

GovTech Centre

On 17 January 2024, the MDT signed an agreement with the World Economic Forum (WEF) to establish a GovTech centre in Kyiv. The centre will support the government of Ukraine's (GOU's) digital transformation by enhancing e-government and digital skills. In addition, the centre will offer Ukrainian startups and innovators the opportunity to exchange knowledge and experiences with foreign partners, which will help to accelerate digital reforms. This will be the second centre of its kind in the world, with the first located in Berlin, Germany.

Others

Draft Strategy of Virtual Assets Development in Ukraine

In 2021, the MDT, together with representatives of the virtual assets market, drafted the Strategy of Virtual Assets Development in Ukraine. The strategy is developed based on the virtual assets market research which will be conducted according to the latest foresight methodology. The methodology focuses on the interests of members of the virtual assets' ecosystem in Ukraine

and a proactive approach to building the future. The research will identify the main trends that will shape the future of the virtual assets' market and the nature of their impact in Ukraine.

Diia City

On 8 February 2022, the MDT launched the Diia City. Diia City is a special legal framework for the IT industry that will make it possible to create the most powerful IT hub in Central and Eastern Europe right in Ukraine. It will have no limits for investing, creating jobs, or developing new technologies. Ukrainians and international entrepreneurs will be able to implement the most ambitious and innovative business ideas quickly and effectively. Diia City was officially presented on 5 April 2021. The implementation of the Diia city project is expected to increase the share of the Ukrainian IT sector to 10% of the GDP (now the share is about 3.7-4.2%). The Diia City framework is regulated by the Law of Ukraine on Stimulating the Development of the Digital Economy in Ukraine. During 2023, more than 370 IT companies with 60 000+ employees applied to join it.

Strategy for the Development of the Financial Sector

On 9 August 2023, the National Bank of Ukraine (NBU), the Ministry of Finance (MoF), the National Securities and Stock Market Commission (NSSMC), and the Individual Deposit Guarantee Fund published a new strategy for the development of the financial sector. The strategy envisages that regulators will take actions in the financial sector in order to achieve the following five strategic goals: macroeconomic stability, financial stability, restoration of Ukraine's financial system, provision of modern financial services, and increased institutional capacity. Digital tools will be involved at each step of strategy implementation, from developing a digital financial services infrastructure to managing digital assets and promoting cashless payments.

7. Digital Public Administration Governance

For more details on Ukraine's responsible bodies for digital policy and interoperability, its main actors, as well as relevant digital initiatives, please visit the NIFO collection on Joinup.

National

Ministry of Digital Transformation of Ukraine

Established in 2019, the Ministry of Digital Transformation (MDT) of Ukraine is the main body responsible for policy formulation and implementation in the sphere of digital public administration and information society. The MDT oversees the digital transformation of Ukraine both at national and local level. This single State body formulates and implements State policies in the sphere of digital economy, digital innovation, eDemocracy, development of information society, development of digital skills and rights of citizens, open data, eCommerce and eBusiness, smart infrastructure of cities and communities, information protection, development of IT industry, etc. The Ukrainian Parliament's Committee of Digital Transformation was created to advocate the legislative framework in the sphere of eGovernance and digitalisation. The priorities of the committee include the development of a digital society, driving innovation for digital entrepreneurship, the development of eCommerce, the implementation of eDemocracy, digital identification, etc. The MDT is supported by international technical assistance projects focusing on the development of eServices, eGovernment and registries interoperability.

In addition, the MDT is responsible for the interoperability of State registries and base registries coordination. The interaction of State registries provides an efficient means to achieve State optimisation by eliminating excessive bureaucracy, and also by providing convenient access to high-quality administrative services. Interaction of State registries is ensured via the TREMBITA system. These activities are regulated by the Decree of the Cabinet of Ministers of Ukraine No. 357 on Some Issues on the Electronic Interaction Between State Electronic Information Resources. On 30 June 2023, the government of Ukraine (GoU) approved expanding the Ministry of Digital Transformation's (MDT) authorities and responsibilities. Some of the MDT's new responsibilities include expanding the coverage of high-speed internet, introducing 5G mobile networks, and simplifying business processes for telecom companies. Beginning on 1 September 2023, the MDT became the primary State agency for the telecommunications sector. The State Service of Ukraine on Special Communications and Information Protection (SSSCIP) transferred these responsibilities to the MDT, allowing the SSSCIP to focus on protecting critical information and telecommunications infrastructure.

State Service of Ukraine on Special Communication and Information Protection

The State Service of Ukraine on Special Communication and Information Protection is the central executive body responsible for implementing State policy in the sphere of State information resources protection within data networks. It also maintains the national system ensuring confidential communication cryptography and the technical protection of information. It is regulated by the Law on the State Service of Ukraine on Special Communication and Information Protection.

Subnational (Federal, Regional and Local)

Chief Digital Transformation Officer

In 2020, the MDT introduced the new digital transformation management structure in Ukraine. This initiative brought to the appointment of a Chief Digital Transformation Officer (CDTO) position both at State and regional levels (in each central ministry and in each regional public administration and city with a population over 100 000 inhabitants, respectively). CDTOs in the various regions will implement the State policy in the sphere of digitalisation, coordinate the processes of data digitalisation and establish interactions between the public registries to improve the quality of public services. Therefore, CDTOs at regional level oversee the digital transformation policy, its coordination and implementation, as well as registries and data coordination at subnational level.

8. Cross border Digital Public Administration Services for Citizens and Businesses

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. Your Europe is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

Life and Travel

For citizens, the following groups of services can be found on the website:
- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

Doing Business

Regarding businesses, the groups of services on the website concern:
- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Digital Services (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from the Ministry of Digital Transformation of Ukraine with the support of USAID/UK aid Transparency and Accountability in Public Administration and Services/TAPAS project

The Digital Public Administration Factsheets are prepared for the European Commission by Wavestone.

An action supported by Interoperable Europe

The ISA² Programme has evolved into Interoperable Europe - the initiative of the European Commission for a reinforced interoperability policy.

The work of the European Commission and its partners in public administrations across Europe to enhance interoperability continues at full speed despite the end of the ISA² Programme. Indeed, enhanced interoperability will be necessary to unlock the potential of data use and reuse for improved public services, to enable cross-border collaboration, and to support the sector-specific policy goals set by the Commission for the future.

Interoperable Europe will lead the process of achieving these goals and creating a reinforced interoperability policy that will work for everyone. The initiative is supported by the *Digital Europe Programme*.

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