



European
Commission



Digital Government Factsheet 2019

Ukraine





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Country Profile

Basic data

Population: 42 122 657 (2019)

GDP at market prices: UAH 1 048 023 (2019)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): N/A

GDP growth rate: 3.4% (IV quarter of 2018 compared to IV quarter of 2017)

Inflation rate: 9.8%* (2018)

General government gross debt (Percentage of GDP): 63%*

General government deficit/surplus (Percentage of GDP): 1.66%*

Area: 603 628 km²

Capital city: Kyiv

Official EU language: Ukrainian

Currency: UAH

Source: UkrStat, *Ukrainian Ministry of Finance





Digital Government Indicators

At the present moment the Digital Economy and Society Index (DESI) does not collect data for Ukraine.

However, according to the report [Digital 2019 Ukraine](#):

- 93% of Ukrainian citizens use the internet;
- 71% of population uses the mobile internet;
- 72% use the Internet every day;
- 21% use the Internet at least once per week;
- 4% use the Internet at least once per month;
- 2% use the Internet less than once per month.

Digital Government State of Play

This section of the factsheet is meant to presents the country performance on the main eGovernment indicators according to the latest [eGovernment Benchmark report](#), which monitors the development of eGovernment in Europe.

At the present moment the report does not analyse the state of play of eGovernment in Ukraine.





Digital Government Highlights

Digital Government Political Communications

- On 30 January 2019, the Cabinet of Ministers of Ukraine adopted the [Action Plan for the implementation of eServices development concept for years 2019 - 2020](#). The document determined a range of activities aimed at improving the quality of administrative services delivery for citizens and businesses in compliance with European requirements.
- On 17 January 2018, the Cabinet of Ministers of Ukraine adopted the [Concept of digital economy and society development and action plan for its implementation for years 2018 - 2020](#). The document's objective was the implementation of Digital Agenda of Ukraine initiative for the Digital Transformation of Ukraine in the Most Perspective Areas.

Digital Government Legislation

On 7 November 2018, the law of Ukraine [On Trust Electronic Services](#) came into force. This document implemented key principles of the [eIDAS Regulation](#) in Ukraine. The law established identification tools such as electronic digital signatures, Mobile IDs, electronic stamps and electronic timestamps. The law increased the number of eServices that citizens can obtain online.

Digital Government Governance

Established in 2014, the [Ukrainian State Agency for eGovernance](#) is the main body responsible for the policy formulation and implementation in the sphere of digital government and information society creation.

Digital Government Infrastructure

In 2018, the Ukrainian Government finalised and launched the National Interaction system [TREMBITA](#). The system, based on the Estonian interaction system [X-Road](#), aimed at data exchange between the state information resources to ensure the high level of eServices delivery system. In 2018, TREMBITA received certification of its data protection mechanisms in compliance with the legislatively mandated requirements for technical and cryptographic data protection. Currently, experts are developing a comprehensive data protection system for the central part of the system. Its owner is the State Agency for eGovernance of Ukraine. This interaction system guarantees state authorities and service centres access to the information contained in national registers and to enable fast and high-quality provision of public services.

Digital Government Services for Citizens and Businesses

In 2018, the State Agency for eGovernance developed and launched the [State Registry of Registries \(RoR\)](#). This information system was established for the registration, accumulation, processing, analysis and storage of information about state registries and information systems in Ukraine. It contains data about the composition, content, location and conditions to access to these electronic information resources. RoR will significantly ease the delivery of digital public services to citizens and businesses to Ukraine.





Digital Government Political Communications

Specific political communications on digital government

Digital Agenda for Ukraine

In 2018, the Government and State Agency for eGovernance of Ukraine laid the groundwork for the future with the publication of the new Digital Agenda for Ukraine. eGovernance is one of the main policy directions of its current Government. The [Digital Agenda for Ukraine](#) was adopted on January 17, 2018. It was the main strategic document providing the strategic direction for Ukraine's government and 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:

1. Telecommunications and ICT Infrastructure;
2. Digital Skills;
3. eMarket;
4. Digital Governance;
5. Innovation and R&D;
6. Trust and Cybersecurity;
7. Benefits from ICT for Society and Economy.

The Digital Governance pillar laid down actions that would help to modernise Ukraine's public administration. Included was the development of an architecture of ministries' functions; data collection, application, technology, information security architectures, common business processes, introducing unified document templates and standard solutions.

You can read more about the Digital Agenda for Ukraine in English [here](#).

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 implementation of the Digital Agenda of Ukraine initiative. This will 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 Digital Single Market.

Action Plan for the Implementation of eServices Development for the Years 2019 - 2020

On 30 January 2019, the Government adopted the [Action Plan for the Implementation of eServices Development Concept for the Years 2019 - 2020](#). The document details actions to improve the quality of administrative services delivery for citizens and businesses. The Action Plan is in compliance with European requirements.

Among the main priorities of the action plan:

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





Action Plan for the Implementation of 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 until the year 2020.

The Action Plan is focused on three key initiatives:

1. Modernisation of eServices and development of electronic interaction between state entities, citizens and businesses;
2. Modernisation of public administration via information technology;
3. Management of eGovernment development. Implementation allows for the improvement of public sector efficiency, the eServices delivery system, and investment promotion and business.

Key enablers

Access to public information

Action Plan on Open Government Partnership Initiative Implementation for Years 2018-2020

On 18 December 2018, the Cabinet of Ministers of Ukraine adopted the Action Plan on Open Government Partnership Initiative Implementation for the Years 2018-2020. The detailed plan will help the country to increase its transparency.

The document provided detailed implementing activities such as the adoption of best international standards of open information so as to ensure the transparency of construction activities (CoST), enhancing transparency and efficiency of state control in the sphere of public procurement, and implementing of 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 year 2016, was committed to implement Charter principles, especially the principle of open government data. It will ensure the efficient development of open data in Ukraine, citizens' rights for access to information, transparency and openness of state entities, and driving new innovations.

eID and Trust Services

No political communication was adopted in this field to date.

Security aspects related to digital government

Action Plan on 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; development of 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.





Interconnection of base registries

Mapping Report 'State Electronic Information Resources. Status and Perspectives'

The State Agency for eGovernance launched a mapping report – 'State Electronic Information Resources. Status and Perspectives', which present a 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 between the interconnection of base registries and lack of proper identifiers (low level of distribution of the digital ID numbers among citizens and lack of the identifiers in existing state registers). The report included a list of recommendations for improvements.

eProcurement

No political communication was adopted in this field to date.

Domain-specific political communications

No political communication was adopted in this field to date.

Interoperability

No political communication was adopted in this field to date.

Emerging technologies

Ukrainian Artificial Intelligence Strategy

As part of its priority actions for 2019, the Government delegated to the State Agency for eGovernance the task of developing a Ukrainian Artificial Intelligence strategy based on the approach taken by the European Commission, with **Made in Europe** initiative.





Digital Government Legislation

Specific legislation on digital government

Decree no. 56 Some Questions of Digital Development

On 30 January 2019, the Government approved a decree, *Some Questions of Digital Development*, which defined the digital by default principle. It emphasised key principles such as mobile-first principle, necessity of eParticipation, digital inclusion and engagement. The implementation of the digital by default policy models the joint approach for the access to services via the Internet, free of charge integration, management of electronic information resources, administration of security questions and data protection. Thus, state entities save the time, reduce spending for services delivery, increase transparency and improve quality of services provided to citizens and businesses.

Key enablers

Access to public information

Law of Ukraine On Access to Public Information

This law was adopted by the Ukrainian parliament in 2011, with latest amendments made in 2015. The law determined 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 the 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 where it is prohibited by law. The law adheres to basic principles and practices as decided 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, Recommendations of the Council of Europe No. R(81)19 on the access to the public information stored by the state authorities, Council of Europe Convention on Access to Official Documents.

eID and Trust Services

Law on Electronic Trust Services

A new law, *On Electronic Trust Services*, came into force in November 2018. It implemented key principles of *eIDAS Regulation* in Ukraine. The law established identification tools such as electronic digital signature, Mobile ID, electronic stamp, and the electronic timestamp.

The law increased the number of eServices obtained 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.

Procedure of Compliance Assessment in the Sphere of Trust Electronic Services

Together with the law *On Electronic Trust Services*, the Government approved a decree on the *Procedure of Compliance Assessment in the Sphere of Trust Electronic Services*, on 18 December 2018. It established the procedure for compliance assessment to authorised trust eServices providers. It determined procedures of interaction between legal entities, private entrepreneurs intending to provide qualified trust eServices,





authorised trust eServices providers, and entities responsible for compliance assessment, to receive the documents on compliance.

[Procedure of Use of Trust Electronic Services by State and Local Authorities, and by State-Owned Enterprises](#)

The Procedure of Use of Trust Electronic Services by State and Local Authorities and by State-Owned Enterprises was approved on 19 September 2018. It was developed in compliance with the law On Trust Electronic Services.

Implementation assured the development of the eServices sphere with electronic document flow. It established the validity of open key certificates and strengthened activities to increase the control on validity of identification process and also to protect the security of personal keys. In general, the decree increased trust in electronic document verification by the qualified electronic signature state entity.

[Order on Requirements to the Electronic Identification Tools and their Use in eGovernance](#)

On 27 November 2018, the State Agency for eGovernance of Ukraine issued Order no. 86 On Requirements to the Electronic Identification Tools and their Use in eGovernance. It established the organisational, methodological, and technical conditions of use of electronic identification tools in the eGovernance domain.

Security aspects related to digital government

[Law on Basic Principles of Cybersecurity in Ukraine](#)

On 8 July 2018, the law On Basic Principles of Cybersecurity in Ukraine came into force. This law determined the basis of protection of national interests of Ukraine in the cyberspace, and the key objectives, directions and principles of state policy in the sphere of cybersecurity, as well as the powers of state entities and main principles of their coordination. 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 cyber security strategy already adopted 2016.

Interconnection of base registries

[Law on Public Electronic Registries](#)

The new draft law On Public Electronic Registries was registered in *Verkhovha Rada* (the Ukrainian parliament) of Ukraine. The draft law aimed to ensure a single interoperable system of public electronic registries. The draft law determined the institutional structure of public electronic registries and the standards of their development, maintenance, interoperability, administration, modernisation, and reorganisation. It set standards for the development of registries' information and their use in other information systems. The draft law established the basic registries list and a common legislative terminology for all state registries. It declared implementation of a business model for the commerce needs and registries. Furthermore, the document mandated use of the TREMBITA interoperability system for all interactions between state registries. The draft law ensured prevention of data duplication in existing basic registries and forbade public authorities from requesting data from citizens that already existed in the registries. Finally, the new law ensured the right of every citizen to have free access to information about themselves. According to the draft law, the state registries should be registered in the Registry of Registries.





eProcurement

Law of Ukraine on Public Procurement

The law was adopted by *Verkhovna Rada* of Ukraine 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 state and territorial communities. The aim of the law was to ensure effective and transparent procurement procedures at the national level, and also to create a competitive environment in the sphere of public procurement, eliminate possible corruption risks, and foster healthy competitiveness.

Domain-specific legislation

Decree no. 411 Some Questions on the Electronic Healthcare System

On 9 April 2018, the Government adopted the Decree no. 411 Some Questions on the Electronic Healthcare System. The document established operating procedures of the electronic healthcare system and the procedure for publishing the records of the electronic healthcare system by the **National Healthcare Service**. Implementation of this legislative act allows patients to use eServices to fulfil their rights, subject to state guarantees of medical service.

The Concept of Development the State Automated System Open Environment

On 7 November 2018, the Government adopted the Concept of Development: the State Automated System Open Environment. Its implementation will ensure efficient state information management in the sphere of environment protection, sustainable use, reproduction and protection of natural resources in compliance with the European standards and requirements. It guarantees ecological rights for citizens and free access to information on the environment, ecological risks or threats to life-sustaining activity, and ecological perspectives in regard to the support of telecommunication technologies and global information networks. The Concept declares implementation of eGovernance tools, digital transformation of public administration in the sphere of environment protection. Finally, it ensures the modernisation and digitisation of the services delivery system in the ecology sphere, and development, visualisation and publication of open data and other geospatial ecology information in formats accessible and convenient for the users.

Interoperability

Decree no. 357 Some Questions on Interoperability of State Information Resources

On 10 May 2018, the Government adopted Decree no. 357 Some Questions on Interoperability of State Information Resources. This decree established procedures for electronic interaction between 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 the 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.

Decree no. 55 Some Questions of Administrative Activity Recording

On 1 January 2018, the Government adopted Decree no. 55 Some Questions of Administrative Activity Recording. It provided instructions on how to record administrative activity in an electronic format, and also how to organise work with





electronic documents in management processes as well as in electronic interagency exchange. The document identified procedures for interaction between state entities in an electronic format.

Decree no. 60 On Requirements to Data Formats of Electronic Documents Flow in State Entities

The State Agency for eGovernance of Ukraine issued Order no. 60 On Requirements to Data Formats of Electronic Documents Flow in State Entities on 7 September 2018. This document determined data formats (according to the 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 procedure.

Emerging technologies

No legislation was adopted in this field to date.





Digital Government Governance

National

Policy

Cabinet of Ministers of Ukraine

The [Cabinet of Ministers of Ukraine](#) (Government) is the main body responsible for policy formulation in the sphere of digital government and information society creation.



Volodymyr Groysman
Prime Minister of Ukraine

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Coordination

State Agency for eGovernance

Established in 2014, the [Ukrainian State Agency for eGovernance](#) is the main body responsible for the policy formulation and implementation in the sphere of digital government and information society creation.



Oleksandr Ryzhenko
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Implementation

State Agency for eGovernance

Established in 2014, the [Ukrainian State Agency for eGovernance](#) is the main body responsible for the policy formulation and implementation in the sphere of digital government and information society creation.





Support

State Agency for eGovernance

The State Agency for eGovernance is supported by international technical assistance projects focusing on the development of eServices, eGovernment and registries interoperability.

Base registry coordination

State Agency for eGovernance

The State Agency for eGovernance is responsible for the interoperability of state registries and base registries coordination. 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. SAEG has determined 19 high-priority registries for integration in the newly launched TREMBITA system. These activities are regulated by the Cabinet of Ministers of Ukraine Decree no. 357 [Some questions on electronic interaction between state electronic information resources](#). The list of 19 priority registries can be found in the Decree in [Annex 3](#). SAEG coordinated the interaction of four base registries: State Demographic Registry (State Migration Service), State Business Registry (Ministry of Justice), State Registry on Immovable Property Rights (Justice Ministry), and State Land Cadastre (State Service of Ukraine on Geodesy, Cartography, and Land Cadastre).

Audit

State Agency for eGovernance

The State Agency for eGovernance launched a tool for monitoring and evaluation of IT systems in state authorities. An audit was held based on the [ISO/IEC 27001:2013 requirements](#). In 2018, SAEG analysed 573 information systems of state authorities and provided key [recommendations](#) on how to improve the development of the IT infrastructure and maintain the existing information systems. According to the inventory, in 2018 more than 60 new information systems were launched.

Data Protection

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 of confidential communication, and cryptographic and technical protection of information. It is regulated by the [On State Service of Ukraine on Special Communication and Information Protection law](#).

Subnational (federal, regional and local)

Policy

No responsible organisations were reported to date.

Coordination

No responsible organisations were reported to date.





Implementation

No responsible organisations were reported to date.

Support

No responsible organisations were reported to date.

Base registry coordination

No responsible organisations were reported to date.

Audit

No responsible organisations were reported to date.

Data Protection

No responsible organisations were reported to date.





Digital Government Infrastructure

Portals

Ukraine's eServices Portal

Currently, a total of 125 eServices are available through the [Cabinet of Ministers Portal](#). These services are accessible both for citizens and business. They are divided into categories such as healthcare, education, finance and taxation, transportation, entrepreneurship, etc.

The portal was designated for an update in 2019 with key improvements in the optimisation of eServices based on life events and business cases principles. More than 50 eServices were launched in 2019 and are now available. The Cabinet of Ministers of Ukraine was owner and overseer of the portal.

State Portal of Administrative Services

The [State Portal of Administrative Services](#) provides information on more than 1 200 administrative services existing in Ukraine. Its key objective is to provide comprehensive information about administrative services that can be received offline, documents needed to obtain these services and centres where these services can be obtained. It also contains the map of administrative services centres to simplify the process of services delivery.

National Open Data Portal

Launched on 7 September 2018, the [Open Data Portal](#) was designed to provide access to open data for purposes such as innovation, business projects, accountability, public oversight and research. For the latest version, a new platform using [Comprehensive Knowledge Archive Network \(CKAN\)](#) was developed. CKAN replaced the previous DKAN platform for the Unified Open Data Portal. Currently, 7 142 datasets are available. 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 State Agency for eGovernance of Ukraine.

eData

[eData](#) is a national portal that reveals information about spending from the public budget and implementing the idea of a transparent budget. The project's objective is to create an open resource that ensures complete transparency of public finances and the public's right for access to information.

Open Budget Portal

[Openbudget.gov.ua](#) is an initiative of the Finance Ministry that tracks spending from the state budget on central and local levels. As of now, data from 9 683 local budgets has been published on the portal. Currently, the portal is in test mode. The portal's owner is the Finance Ministry.

Inspections Portal

The [Inspections Portal](#) is an online service which helps Ukrainian small and medium 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 demonstrates the plans for inspections conducted by the controlling authorities regarding small and medium entrepreneurs. In 2018, 21





739 planned inspections were registered in the system. All inspections results are publicly available.

Electronic petitions

The electronic petition portal allows the citizens of Ukraine to submit petitions for the Cabinet of Ministers of Ukraine (<https://petition.kmu.gov.ua/>), to the President of Ukraine (<https://petition.president.gov.ua/>), and to the *Verkhovna Rada* of Ukraine (Ukrainian parliament) (<https://itd.rada.gov.ua/services/Petitions/>).

Networks

National Telecommunications Network

As a part of its cyber security strategy implementation, the Government of Ukraine is planning to develop the national telecommunication network and protected data centres for the state entities. This network is a single telecommunication network protected from cyberattacks. The objective is to protect the processing and security of state information resources. Protected data centres were first developed for security, defence, finance, energy and transport branches.

Data Exchange

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.

National Interaction system TREMBITA

In 2018, the **National Interaction system TREMBITA** was finalised. 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 eServices delivery system. In 2018, TREMBITA received certification for its data protection mechanisms in compliance with the legislatively mandated requirements for technical and cryptographic data protection. Currently, experts are developing a comprehensive data protection system for its central part. The owner of the system is the State Agency for eGovernance of Ukraine. This interaction system guarantees state authorities and service centres access to the information contained in national registers and thereby will enable fast and high-quality provision of public services.

The 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 objective is to create the single information space to register, analyse and process the organisational documents of state authorities in the electronic format with the use of electronic digital signature; to improve the quality and efficiency of management decisions; to decrease the expenses from the state budget due to transfer to electronic document management. The owner of the system is the State Agency for eGovernance of Ukraine. In 2018, 193 state entities were connected to the system. The system has already been





implemented by 673 organisations. Every day, central government agencies send more than 5 000 documents electronically.

Customs Single Window

As a part of State Fiscal Service Reform, the electronic system Customs Single Window was launched. This database allows Customs to exchange information about goods transferred across the state border of Ukraine. It decreases the number of customs procedures. Thank to this system, the customs offices can proceed with Customs, sanitary and epidemiological, ecological, and other controls. The results are filled in the single database. The Finance Ministry performs regular monitoring of the Customs Single Window functionality and works on the system's improvement so that it could be more accessible and convenient for businesses.

eID and Trust Services

National Identification System

id.gov.ua is the national identification system that ensures the procedures of personal identification for users of different online services. It combines all electronic identification tools: electronic digital signature, bank ID, and Mobile ID. The three biggest mobile operators in Ukraine have already launched Mobile ID.

eProcurement

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 (containing both centralised public and decentralised private marketplaces) system, 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 of Economic Development and Trade of Ukraine. According to the law on [Public Procurement](#), the [ProZorro](#) portal is an open resource 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 the 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 publishing it on the portal and other platforms. The portal database and the module of electronic auction creates the single system of electronic public procurement ProZorro. More than UAH 55 billion (around EUR 1.82 billion) of state budget was saved thanks to ProZorro.

DOZORRO

Monitoring platform [DOZORRO](#) is a national public procurement watchdog portal that allows users to provide feedback on any procurement procedure, tender, etc. In 2018, the [Dozorro watchdog community](#) analysed 12 370 'red flag' tenders. Each high-risk tender was brought to the attention of the public purchaser, their managing entity and oversight authorities through formal letters. Of the 12 370 high-risk tenders that resulted in letters, 1 673, or 14%, were deemed 'successful', meaning that the tenders were cancelled, or substantially amended by public purchasers or illegal tender decisions were reversed. Also, in July 2018, DOZORRO started implementing the module of Artificial intelligence to assess the combination of risk-factors on each tender and suggests 'red flag' tenders for processing by civil activists. The module is currently under improvement.





ProZorro Sale

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

eInvoicing

No particular infrastructure in this field was reported to date.

ePayment

No particular infrastructure in this field was reported to date.

Knowledge Management

Single State Electronic Database on Education

This information system collects, registers, processes, stores and protects education data. According to the law On Education, it 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. Via this system, users check the validity of their diplomas and academic credentials and the validity of their ID cards. They can find information about their educational establishment and its license. One more feature of the system is the opportunity for users to find information on admissions and including the ratings of those that submitted the documents to universities and recommended for enrolment etc. At the end of 2018, 780 higher educational establishments and 706 separate departments, 1 026 vocational and technical institutions and 53 separate departments, 273 other educational establishments, and 343 education management departments were registered in the system.

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 end of 2018, more than 1 700 medical centres, 24 000 doctors, and 24 million of patients were registered in the system.

Cross-border platforms

No particular infrastructure in this field was reported to date.

Base registries

The State Registry of Registries

In year 2018, the State Agency for eGovernance 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 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 the duplication of data increase while increasing the efficiency of how state information is used. According to the draft law [On Public Electronic Registries](#), the four basic registries include: state demographic registry, business registry, state registry of immovable property rights, and state land cadastre.





Digital Government Services for Citizens

The information in this section presents an overview of the basic public services provided to the citizens. These were identified taking inspiration from [Your Europe](#), a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services, but also on national services.

The groups of services for citizens are as follows:

- Travel
- Work and retirement
- Vehicles
- Residence formalities
- Education and youth
- Health
- Family
- Consumers

Travel

Documents you need for travel in Europe

Electronic queue to receive passports for travelling abroad

Responsibility: State Migration Service of Ukraine

Website: <https://www.kmu.gov.ua/ua/service/zakordonnij-pasport>
<https://dmsu.gov.ua/services/online/citizen.html?s=2>

Description: This eService allows users to join an electronic queue to receive their passport for travelling abroad. They can fill in all the necessary information and pay for the service online. This helps to reduce the time needed to receive this service.

Work and retirement

Professional qualifications

Checking job vacancies online

Responsibility: Cabinet of Ministers of Ukraine

Website: <https://career.gov.ua/site/vacantions-search>

Description: As a part of its reform of public administration, the Government with the support of State Agency for eGovernance developed and launched the single state portal of vacancies advertised for the 'new public service'. All vacancies can be found according to filters such as state authorities, branches of activities (e.g. energy efficiency, culture and sport, education etc.), and vacancies status. This service is accessible, convenient and transparent as it allows to track open vacancies and their status.





Taxes

Payment of taxes, levies and single social contribution online

- Responsibility: State Fiscal Service
- Website: <http://sfs.gov.ua/fizosoby-oplata-online/informaciya/>
- Description: The service allows users to pay financial obligations such as taxes, levies and social contributions for state social insurance online, and without going to the bank in person.

Vehicles

Cars

Ordering of the car license plates

- Responsibility: Main Service Centre of Interior Ministry
- Website: <https://e-driver.hsc.gov.ua/accounts/login/>,
<https://www.kmu.gov.ua/ua/service/elektronnij-kabinet-vodiya>
- Description: Through this portal, the following eServices are available: extracts from the registry of vehicles and their owners, the ordering of individual car license plates, entering the electronic queue of the Service Centres of Interior Ministry, checking and payment of the administrative penalties.

Insurance

Checking of the vehicle insurance policy validity

- Responsibility: Transport Insurance Bureau of Ukraine
- Website: <https://www.kmu.gov.ua/ua/service/perevirka-avtocivilki>
<https://policy-web.mtsbu.ua/>
- Description: Civil liability insurance against damage is obligatory for the owners of ground vehicles. This service allows users to check their insurance validity based on the vehicle license plates or based on the insurance number.

Residence formalities

Document and formalities

Criminal Record Certificate

- Responsibility: Main Service Centre of Interior Ministry
- Website: <https://dpvs.hsc.gov.ua/> ,
<https://www.kmu.gov.ua/ua/service/dovidka-pro-nesudimist>
- Description: Criminal record certificates are issued by the IT Department of the Interior Ministry and by its service centres.





Education and youth

School & University

Checking validity of diplomas and academic credentials

Responsibility: Ministry of Education and Science of Ukraine

Website: <https://info.edbo.gov.ua/>

Description: Users can easily check the validity of their diplomas and academic credentials, the validity of ID cards. Users can obtain information about educational establishments and their licenses. Another feature of the system is the ability to find information about ongoing admissions, the ratings of those who submitted applications to universities, and those recommended for enrolment etc.

Health

Health

Electronic map of primary medical assistance

Responsibility: Healthcare Ministry, National Healthcare Service

Website: <https://www.kmu.gov.ua/ua/service/elektronna-karta-misc-nadannya-pervinnoyi-medichnoyi-dopomogi> ;
<https://nszu.gov.ua/gromadyanam/elektronna-karta-misc-nadannya-pmd>

Description: eMap contains information on primary medical assistance points with the addresses, phone numbers, districts, and signed declarations with the doctors. A doctor who has at least one signed declaration is depicted. The information on the map is updated several times per months.

Family

Children

Child birth allowance

Responsibility: Social Policy Ministry

Website: <https://e-services.msp.gov.ua/> ;
<https://www.kmu.gov.ua/ua/service/dopomoga-pri-narodzhenni>

Description: eService provides the childbirth allowance ensured by the state during 12 months of birth.

Consumers

No public services were reported in this domain to date.





Digital Government Services for Businesses

The information in this section presents an overview of the basic public services provided to the Businesses. These were identified taking inspiration from [Your Europe](#), a website which aims to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad. However, the categories used in this factsheet aim to collect a broader range of information, focusing therefore not only on cross-border services, but also on national services.

The groups of services for businesses are as follows:

- Running a business
- Taxation
- Selling in the EU
- Human Resources
- Product requirements
- Financing and Funding
- Dealing with Customers

Running a business

Start-Ups, Developing a business

Starting a business

Responsibility: Justice Ministry

Website: <https://online.minjust.gov.ua/dokumenty/choise> ;
<https://www.kmu.gov.ua/ua/service/reestratsiya-fizosobipidpriemtsem>

Description: The eService allows users to apply for the state registration of private entrepreneurship and to apply for the simplified taxation system.

Transportation Carriers' eCabinet

Responsibility: State Service for Transport Safety

Website: <https://e-services.dsbt.gov.ua/#/> ;
<https://www.kmu.gov.ua/ua/service/licenziyi-na-avtoperevezennya>

Description: The following eServices are available: obtaining transportation licenses and tracking carriers with valid licenses.

Taxation

Excise duties, VAT and business tax

Information from the VAT taxpayer's registry

Responsibility: State Fiscal Service

Website: <https://www.kmu.gov.ua/ua/service/dovidka-z-reyestru-platnikov-pdv>;
<https://cabinet.sfs.gov.ua/>





Description: This extract from the VAT taxpayer's registry contains valid information according to the request date. The service is provided within two working days.

Registration as the excise tax payer

Responsibility: State Fiscal Service

Website: <https://www.kmu.gov.ua/ua/service/reyestraciya-platnika-akciznogo-podatku-z-realizaciyi-palnogo>;
<https://cabinet.sfs.gov.ua/>

Description: The registration of excise tax payment is obligatory for anyone who deal with fuels. The request for registration must be submitted not later than three working days before the start of activities (fuels release, shipping etc). The application is submitted electronically to the responsible controlling body. Registration is automatic.

Extract from the registry of excise taxpayers

Responsibility: State Fiscal Service

Website: <https://www.kmu.gov.ua/ua/service/vityag-z-reyestru-platnikiv-akciznogo-podatku-z-realizaciyi-palnogo>;
<https://cabinet.sfs.gov.ua/>

Description: The extract from the excise taxpayers' registry contains valid information from the registry according to the request date. The service is provided within one working day of the request.

Absence of debt certificate

Responsibility: State Fiscal Service

Website: <https://www.kmu.gov.ua/ua/service/dovidka-pro-vidsutnist-zaborgovanosti> ;
<https://cabinet.sfs.gov.ua/>

Description: The certificate contains information on the absence of debts subject to taxes and other budget payments. The certificate is formed automatically based on the data from information systems of State Fiscal Service. The service is provided within five working days after the request. The certificate is valid within 10 calendar days.

Selling in the EU

Selling goods and services

License for the goods and product exports

Responsibility: Ministry of Economic Development and Trade

Website: <https://www.kmu.gov.ua/ua/service/licenzi>
<https://www.kmu.gov.ua/ua/service/licenziya-na-eksport-tovarivya-na-import-tovariv>

Description: A license for export is obligatory for business entities that export their goods and services as stated in the annual list of goods under licensing procedures. The export of goods is licensed automatically



(for the foods without quotas) and non-automatically (for the goods with quotas).

Human Resources

No public services were reported in this domain to date.

Product requirements

Energy labels, Eco-design requirements, EU Ecolabel

Declaration of compliance with fire safety regulation

Responsibility: State Emergency Service

Website: <https://e-services.dsns.gov.ua/>;
<https://www.kmu.gov.ua/ua/service/protipozhezhna-deklaraciya>

Description: This is the most highly demanded service of the State Emergency Service and is usually provided to business and private entrepreneurs to ensure that fire safety prevention in their place of work is adequate.

Finance and funding

No public services were reported in this domain to date.

Dealing with customers

No public services were reported in this domain to date.

The Digital Government Factsheets

The factsheets present an overview of the state and progress of Digital Government European countries. There are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Danylo Molchanov, e-Services Team Lead Transparency and Accountability in Public Administration and Services at Eurasia Foundation.

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