REFORM RADAR: TRACKING UKRAINE'S DIGITAL TRANSFORMATION IN 2019-2024

Vox Ukraine × Kyiv Global Government Technology Centre

Schweizerische Eidgenossenschaft
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За підтримки Швейцарії

EGAP PROGRAM

East Europe Foundation

Ukraine 2025

CONTENT

Glossary

Term	Explanation of the term	Source
E-government	E-government refers to the use of information and communication technology in public administration procedures. One aspect of e-government, on its demand side, concerns the interaction of individuals or enterprises with public administrations through ICT. For both individuals and enterprises this interaction can consist of: obtaining information; downloading forms; returning filled-in forms; going through an administrative procedure completely electronically.	Eurostat
Innovation	An innovation is the implementation of a new or significantly improved product (good or service), or process, a new marketing method, or a new organisational method in business practices, workplace organisation or external relations.	OECD Glossary of Statistical Terms
Information governance	Decision rights and an accountability framework to ensure appropriate behavior in the valuation, creation, storage, use, archiving and deletion of information. It includes the processes, roles and policies, standards and metrics that ensure the effective and efficient use of information in enabling an organization to achieve its goals.	Gartner
Information and communication technology (ICT)	Information and communication technology, abbreviated as ICT, covers all technical means used to handle information and aid communication. This includes both computer and network hardware, as well as their software.	Eurostat
Information technology	Entire spectrum of technologies for information processing, including software, hardware, communications technologies and related services. In general, IT does not include embedded technologies that do not generate data for enterprise use.	Gartner
Digital transformation	Digital transformation is the process of exploiting digital technologies and supporting capabilities to create a robust new digital business model.	Gartner
Technology	Technology refers to the state of knowledge concerning ways	OECD Glossary of Statistical Terms

	of converting resources into outputs	
Artificial Intelligence	AI applies advanced analysis and logic-based techniques, including machine learning, to interpret events, support and automate decisions, and take actions.	Gartner
Artificial Intelligence	A paperless administration entails computerising and automating administrative procedures; digitalising data, records, and services; ensuring greater uptake of digital public services by citizens and businesses; reducing existing ICT costs; and the building of a comprehensive digital infrastructure able to support all such measures.	OECD
Open source software	Source code developed and maintained through open collaboration. Anyone can use, examine, alter and redistribute OSS as they see fit, typically at no cost.	IBM
Low-code	A visual approach to software development that enables faster delivery of applications through minimal hand-coding.	IBM
Cloud-first principle	A policy, where organizations must first consider and assess public cloud solutions before seeking other alternatives when integrating technology with public services.	World Bank
Infrastructure as a service (IaaS)	A form of cloud computing that delivers on-demand IT infrastructure resources such as servers, virtual machines (VMs), compute, network and storage to consumers over the internet and on a pay-as-you-go basis.	IBM
Platform as a service (PaaS)	A cloud computing model that provides a complete on-demand cloud platform—hardware, software and infrastructure—for developing, running and managing applications.	IBM
Software as a service (SaaS)	An application software hosted on the cloud and used over an internet connection by way of a web browser, mobile app or thin client.	IBM
Security as a service (SECaaS)	A comprehensive security solution that helps agencies address any security issue without relying on its own dedicated security staff and infrastructure.	General Services Administration

/01
ABOUT THE PROJECT

Be brave like Ukraine – this slogan symbolizes the Ukrainian people's resilience in the fight for freedom and independence. At the same time, Ukraine has gained recognition as a leader in digital transformation and government innovation.

The Diia ecosystem [Diia portal and mobile application, Diia.Engine, Diia.Education, Diia.City, Diia.Business, Diia.Digital Community, Diia.Centers, WINWIN, Brave1, etc.], the Trembita system for interoperability between government registries, the Prozorro and DREAM platforms for transparent public procurement and infrastructure project management, as well as military solutions like Delta, “Army+”, “Kropyva”, “Reserve+” etc., indicate systematic and cross-sectoral changes in public governance at all levels. These digital tools simplify citizen-government interaction, increase the transparency of public service delivery, and strengthen Ukraine’s position in international digitalization rankings.

The creation of the Global Government Technology Centre in Kyiv [hereinafter – GGTC Kyiv] in December 2024, the second GovTech center in the world after Berlin and one of twenty-four Centres for the Fourth Industrial Revolution (C4IR) in the World Economic Forum network, is further proof of our country’s leadership in digital transformation and its capacity for effective partnership with transnational organizations.

In early 2025, Vox Ukraine and GGTC Kyiv joined forces to launch a joint project to track reforms in the field of digitalization. The first step is preparing the report “Reform Radar: Tracking Ukraine’s Digital Transformation”, covering the period from 2019 to 2024 and establishing the first regulatory framework of the digital field in Ukraine.

Vox Ukraine implements the Reform Index project, a systematic analysis of legislative processes and initiatives in Ukraine. The latest edition of the 2025 White Book of Reforms states that since early 2015, the government has adopted about 1,690 reformist regulatory legal acts. About a hundred of them relate to digitalization.

This report will be useful for representatives of governmental and international organizations, journalistic and analytical communities, the research-academic and civic sectors, and those interested in digitalization. It will help to navigate Ukraine's current digital ecosystem, identify strengths and areas for improvement, and ensure public access to visualized data for further use in work and research.

The next step of the joint efforts will be the launch and regular updating of the GovTech Reform Index – a tool for systematically monitoring and analyzing digital reforms in Ukraine. This index aims to track the implementation of digital solutions, technological changes, and innovative approaches in government. The idea is simple: systematically monitoring changes makes it easier to influence the quality of decisions.

Experts from both teams are working on developing the GovTech Reform Index. Together, they analyze changes in Ukraine's regulatory framework, track reform dynamics, and produce analytics to better understand the direction of the country's digital trajectory. The GovTech Reform Index will become a useful tool for Ukraine and a model for world governments, including EU countries, in developing a methodological framework for monitoring reform initiatives and preventing anti-reforms. This will increase transparency, efficiency, and accountability of governments worldwide.

The GovTech Reform Index will be updated quarterly, and independent experts from the business, science, and NGO sectors will be involved in evaluating the dynamics of change to ensure an objective assessment. All information will be published on the official websites of GGTC Kyiv and Vox Ukraine, in the sections “GovTech Observatory” and “Research” respectively, ensuring openness and sustainability of information.

/02
METHODOLOGY

To prepare this report, the regulatory framework was analyzed, focusing on digital reforms introduced after 2019 (following the creation of the Ministry of Digital Transformation of Ukraine) and until the end of 2024. Therefore, this report does not cover the regulation of the GovTech ecosystem in Ukraine prior to 2019.

The selection of regulatory legal acts (laws, resolutions, and other departmental acts) is carried out by a working group composed of analysts from the GGTC Kyiv and Vox Ukraine teams. Among the key criteria used to compile the list of legal acts in this report are:

The criteria used to compile the list of legal acts in this report are:

- Compliance with GovTech: the legal acts must directly relate to digital transformation, e-governance, cybersecurity, telecommunications, or innovation in public administration.
- Timeframe: the team of analysts selected regulations adopted during the period of 2019–2024.
- Scope of implementation: a preliminary analysis of public governance areas was conducted, resulting in the identification of 15 key areas of digital transformation (e-governance, education, healthcare, construction, the army, etc.). Relevant regulatory legal acts were selected for these areas for further analysis.

Digital Goals in Ukraine and the EU

2019 - 2024

Digital Single Market Strategy in the EU by 2020

Better Access for Consumers and Businesses to Digital Goods

Facilitating cross-border e-commerce, especially for SMEs, with harmonised consumer and contract rules and with more efficient and affordable parcel delivery

Tackling geo-blocking

Modernising copyright law to ensure the right balance between the interests of creators and those of users or consumers

Simplifying VAT arrangements is important to boost the cross-border activities of businesses, especially SMEs

01

Shaping the Environment for Digital Networks and Services to Flourish

Investment in infrastructure of the high-speed internet and secure networks

Roll-out of the latest 4G technology

Online platforms (search engines, social media, app stores, etc.) for a thriving internet-enabled economy. Strengthen trust in online services through more transparency, how to include them in the online value chain, and to facilitate the swift removal of illegal content

Adoption of the Data Protection Regulation is key to boosting trust

02

Creating a European Digital Economy and Society with long-term growth potential

Integrate new technologies and manage the transition to a smart industrial system (Industry 4.0), ensuring interoperability for new technologies

Cloud computing adoption

Fully benefit from interoperable e-services, from e-government to e-health, and develop their digital skills to seize the opportunities of the internet and boost their chances of getting a job

03

Source: The European Commission

Strategic Goals of the Ministry of Digital Transformation of Ukraine by 2025

100% transfer of all public services for citizens and businesses online

01

95% provide of transport infrastructure, settlements and their social facilities with access to high-speed Internet

02

6 million Ukrainians reached by digital skills programs

03

10% is the share of IT in the state's GDP

04

Source: The Ministry of Digital Transformation of Ukraine

Digital Goals in Ukraine and the EU

2022 - 2030

Digital Decade in the EU by 2030

Digital Skills

At least 80 % of those aged 16-74 have at least basic digital skills

At least 20 million ICT specialists are employed within the Union, while promoting the access of women to this field and increasing the number of ICT graduates

Digitalisation of Public Services

100 % online accessible provision of key public services and, where relevant, it is possible for citizens and businesses in the Union to interact online with public administrations

100 % of Union citizens have access to their electronic health records

100 % of Union citizens have access to secure electronic identification means that are recognised throughout the Union, enabling them to have full control over identity transactions and shared personal data

Digital Transformation of Businesses

At least 75 % of Union enterprises have taken up one or more of the following, in line with their business operations

More than 90 % of Union SMEs reach at least a basic level of digital intensity

The Union facilitates the growth of its innovative scale-ups and improves their access to finance, leading to at least doubling the number of unicorns

Sustainable Digital Infrastructures

All end users at a fixed location are covered by a gigabit network up to the network termination point, and all populated areas are covered by next-generation wireless high-speed networks with performance at least equivalent to that of 5G

The production of cutting-edge semiconductors in the Union is at least 20 % of world production in value

At least 10 000 climate-neutral Highly secure edge nodes are deployed in the Union, distributed in a way that guarantees access to data services with low latency wherever businesses are located

The Union has, by 2025, its first computer with quantum acceleration, paving the way for the Union to be at the cutting edge of quantum capabilities by 2030

Source: The European Commission

Strategic Goals of the Ministry of Digital Transformation of Ukraine by 2030

01

To build the world's best digital personalized Government, where businesses and citizens will experience maximum freedom and mobility

02

To build the most effective ecosystem in Ukraine for the development of technology and innovation-driven businesses

03

To guarantee universal access to sustainable, high-speed internet connectivity for all citizens, through the deployment of state-of-the-art technologies across Ukraine and abroad

04

To position the Ministry of Digital Transformation as the world's most effective partner for governments, international organizations, technology businesses, and citizens striving to remain competitive in the digital era

05

Ukraine's Ministry of Digital Transformation stands among the world's most modern and effective, setting a benchmark in digital governance for other nations

Source: The Ministry of Digital Transformation of Ukraine

Comparison of methodological approaches to measuring progress in Ukraine and the EU

Measuring progress is one of the key components of effective policymaking in government agencies. It allows for the assessment of the progress or regression of digital initiatives, the identification of gaps, and the prompt response to them. It also increases the level of transparency and accountability. A comparative analysis revealed similarities and differences between the approaches of the EU and Ukraine to strategic planning and monitoring of digital transformation.

The “Digital Compass 2030” monitoring framework in the EU is officially set out in Article 5 of the Digital Decade Policy Programme 2030. The main assessment tool is the Digital Economy and Society Index (DESI), developed in 2014 and integrated into the Digital Decade report in 2023. The EU has 15 clear goals to be achieved by 2030, and 36 DESI indicators have been defined to monitor progress as of 2024 (see infographic №1).

In Ukraine, the situation is somewhat different. The only national Strategy for the Development of the Information Society in Ukraine ended in 2020. After the Ministry of Digital Transformation was established in 2019, four strategic directions were identified, each with a basic indicator aligned with the priorities of the EU Digital Decade. At the end of 2024, the Ministry’s team revised the strategic directions according to the OKR — Objectives and Key Results — methodology. Comparing the DESI structure with the Digital Transformation Index of Ukraine’s regions in 2024 shows similarities in areas such as “Development of digital skills” and “Internet development”, but the formulation of the indicators differs.

In addition, in 2020, the Ukrainian government adopted Resolution No. 194, which requires ministries and other central executive bodies to introduce the position of deputy head of the respective body for digital development, digital transformation, and digitalization (*CDTO*). The government has created dashboards to monitor the performance of *CDTOs*. For example, the first results for *CDTOs* in regional military [before the full-scale invasion — state] administrations were formed into the methodological framework of the Digital Transformation Index of Ukraine’s regions (see infographic №1) , with eight sub-indices and 76 indicators (almost twice as many as in DESI), and published in 2022. In 2023, the government adopted Resolution No. 556,

which formalized the public release of the Digital Transformation Index of the regions and the methodology for its calculation on the Diia.Digital Community web portal.

Infographic #1

EU Digital Economy and Society Index 2024

Index Structure

01 Digital Skills

Internet user skills

- Internet use
- At least basic digital skills
- Above basic digital skills
- At least basic digital content creation skills

Advanced skills and development

- ICT specialists
- ICT graduates

02 Digital Infrastructures

Fixed broadband

- Overall internet take-up infrastructures
- Share of fixed broadband subscription >= 100 Mbps
- Share of fixed broadband subscription >= 1 Gbps
- Fixed Very High Capacity Network (VHCN) coverage
- Fibre to the Premises (FTTP) coverage

Mobile broadband

- Mobile broadband take-up
- Overall 5G coverage
- 5G coverage in the 3.4-3.8 GHz band
- 5G spectrum
- 5G SIM cards
- Edge nodes

03 Digital Transformation of Businesses

Digital intensity

- SMEs with at least a basic level of digital intensity

Digital technologies for businesses

- Electronic information sharing
- Social media
- Data Analytics – former Big Data
- Cloud
- Artificial Intelligence
- AI or Cloud or Data Analytics (combined)
- e-Invoices
- Unicorns

e-Commerce

- SMEs selling online
- e-Commerce turnover

04 Digitalisation of Public Services

e-Health

- Access to e-health records

e-Government

- e-Government users
- Digital public services for citizens
- Digital public services for businesses
- Pre-filled forms
- Transparency of service delivery, design and personal data
- User support
- Mobile friendliness

Source: The European Commission

Ukraine's Regional Digital Transformation Index 2024

Index Structure

01 Institutional Capacity

- Regional digital transformation strategy
- Regional ICT development program
- Digital transformation unit
- Supporting organizations
- Digital communities

02 Internet Development

- Deployment of public Wi-Fi zones in public areas

03 Development of Administrative Service Centers

- Development of the network of Administrative service centers
- Number of services provided by Administrative service centers
- Automation of Administrative service centers
- Accessibility and modernization of Administrative service centers

04 Paperless

- E-document workflow
- Diia.QR / Sharing / Official service / API Validation
- Open Data
- Digitization of registers

05 Digital Education

- Citizen engagement in digital skills programs
- Electronic gradebooks in secondary education institutions

06 Regional Profile

- Website of the regional state Administration address registry
- Diia.Business

07 Penetration of Basic E-Services

- Real estate asset inventory
- Digitalization of the social services

08 Sectoral Digitalization

- Information security and critical infrastructure resilience
- Healthcare
- Civil protection
- E-Democracy

09 Individual Projects

- Mandatory projects
- Elective projects

Source: The Ministry of Digital Transformation of Ukraine

Today, the web portal displays two indices: the Digital Transformation Index of regions and the Digital Transformation Index of territorial communities of Ukraine (see infographic №2), and the results can be viewed in the format of an interactive dashboard.

In the EU, the focus on developing advanced technologies began in 2015, for example, the introduction of artificial intelligence, 5G, big data, cloud technologies, etc. Before the full-scale invasion, Ukraine focused on developing basic digital infrastructure, but the war influenced the formation of strategic goals. In 2024, the Ukrainian government announced the WINWIN Innovation Vision of Ukraine 2030 — an innovation framework prioritizing advanced technologies, including artificial intelligence, drones, biotechnology, and others. This significantly influenced both the responsibilities of CDTOs and the update of the indicators of the Digital Transformation Index of territorial communities of Ukraine, as the evaluation methodologies are reviewed annually to ensure the relevance of the indicators.

What can the EU and Ukraine learn from each other within the framework of the proposed digital development assessment metrics? The EU links strategies with analytical methodologies and publicly discloses progress at the macro-regional and national levels while focusing only on a limited number of priorities. For example, from the list of advanced technologies in DESI , the focus is on only three: Artificial Intelligence, Big Data, and Cloud Technologies. Not being an EU member, Ukraine is already aligning its development vectors with European goals, demonstrating a high level of Eurointegration focus. Ukraine also has a more comprehensive approach to assessing digital development, which, on one hand, creates challenges in achieving high results within 5 years, but at the same time sets a fast pace for developing digital independence and internal institutional capacity.

Infographic #2

Ukraine's Territorial Community Digital Transformation Index 2025

Sub-indices 4 | Indicators 22 | Number of metrics in each indicator 146

Sub-index	Indicator	Number of metrics
Digital Economy	Development of IT Enterprises within the Community	9
	Digital Technologies for Business	2
Digital Skills	Development of Digital Literacy among the Population	6
	Development of ICT Specialists	4
Digital Infrastructure	Robust & Efficient Sustainable Digital Infrastructure	6
	IT Infrastructure	22
	Cybersecurity	8
	Environmental Sustainability	7
Digital Public Services	Institutional Capacity	4
	Housing & Communal Services	8
	Digital Transformation of Culture and Tourism	5
	Digital Transformation of Education	6
	Digital Transformation in Environmental Protection & Ecology	4
	Digital Transformation of the Healthcare Sector	4
	Digital Transformation of Social Protection Sector	5
	Digital Transformation of the Sports Sector	2
	Digital Transformation of Transport Infrastructure	6
	Public Services and Electronic Services	16
	Paperless	11
	Electronic Democracy	6
	Web Accessibility	1
	Open Data	4

Source: The Ministry of Digital Transformation of Ukraine

/03
KEY FIGURES

Milestones

1991

Proclamation of Ukraine's independence

1998

Law of Ukraine "On the National Informatization Program"

2003

Cabinet of Ministers of Ukraine (CMU) Resolution "On measures for the creation of the electronic information system 'Electronic Government'

2007

CMU Resolution "On the Basic Principles for the Development of an Information-Oriented Society in Ukraine for 2007–2015"

CMU Resolution "On Approval of the Procedure for the Use of Computer Programs in Executive Bodies"

2011

Law of Ukraine "On Access to Public Information"

Development of the Concept of E-Government

2012

CMU Resolution "On the Introduction of the National System of Indicators of Information Society Development"

Law of Ukraine "On Administrative Services"

2013

CMU Resolution "On Approval of the Procedure for Maintaining the Unified State Portal of Administrative Services"

2014

Establishment of the State Agency for E-Governance

Launch of the first national open data portal — data.gov.ua

2015

Introduction of e-petitions on the website of the President of Ukraine

2016

Resolution "On the Approval of the Concept for the Development of the Electronic Services System in Ukraine"

Introduction of the e-declaration system (after the Revolution of Dignity, as part of anti-corruption efforts)

Launch of Prozorro – the public e-procurement system

Launch of the Trembita registry interaction system

2017

Law of Ukraine "On Electronic Trust Services"

Introduction of eHealth

2018

Approval of the Procedure for Accreditation of a Key Certification Center

2019

Establishment of the Ministry of Digital Transformation of Ukraine

This report analyzes over 100 legal acts adopted between 2019 and 2024. Below are data illustrating digital reforms' scale, dynamics, and results in various areas — from e-governance and cybersecurity to education, healthcare, and defense. The indicators demonstrate both achievements and directions for further development.

Key Facts

21.7+ mln
users of the Diia app

2024 | Ministry of Digital Transformation of Ukraine

140+
e-public services
on the Diia portal

30+ services
28 documents
in the Diia app

2024 | Ministry of Digital Transformation of Ukraine

200+
admin services
on the Diia portal

2024 | Ministry of Digital Transformation of Ukraine

55+ million uses
of Diia.Signature

2024 | Ministry of Digital Transformation of Ukraine

20+ ministries and central entities use the Diia.Engine platform

2024 | Ministry of Digital Transformation of Ukraine

50+
state registries built
on the Diia.Engine platform

2024 | Ministry of Digital Transformation of Ukraine

Key Facts

6.9 billion UAH

saved funds on public procurement

66 billion UAH

estimated anti-corruption and economic effects of digitization over 4 years

2024 | Ministry of Digital Transformation of Ukraine

3000+ villages

connected to optical internet from 2019 to 2021

2022 | Ministry of Digital Transformation of Ukraine

4.3 K

cyber incidents in 2024

↑ 49.2%
An increase in number of cyber incidents compared to 2022

2024 | State Special Communications Service of Ukraine

40.4%

the share of population with below-basic skills

2023 | Ministry of Digital Transformation of Ukraine

38%

the share of population with advanced digital skills

2023 | Ministry of Digital Transformation of Ukraine

38.3 K

datasets published on the Unified State Open Data Portal by the end of 2024

2024 | Ministry of Digital Transformation of Ukraine

Key Facts

10.5 million
military bonds sold via the Diia app

10.5 billion UAH
total amount of military bonds sold

2024 | Ministry of Digital Transformation of Ukraine

$923+ million
raised under the United24 platform

2024 | United24

50+ K
e-petitions submitted on the President's site

2024 | President of Ukraine

15+ million
e-prescriptions issued through E-Health

2024 | e-Health

10+ million
e-referrals issued through E-Health

2024 | e-Health

Air Alert App performance

26+ million
downloads

6+ million daily
active users

2024 | Ajax Systems

420+ K
Users on All-Ukrainian Online School

2024 | Ministry of Education and Science of Ukraine

33+ K
EducationUABot users

2024 | Ministry of Education and Science of Ukraine

8.5+ K evidence
of environmental damage caused by russia's armed aggression recorded

2024 | Ministry of Environmental Protection of Ukraine

Key Facts

660+ K

messages were sent via eVorog (eEnemy) from Ukrainians about russian strongholds, warehouses, equipment, etc

2024 | Ministry of Digital Transformation of Ukraine

8.7+ K projects

on recovery, reconstruction, and development added to the DREAM ecosystem, Sept 2023–Dec 2024

2024 | Ministry for Development of Ukraine

65 K hours

total duration of all air raid alerts in Ukraine from February 24, 2022, to January 1, 2025

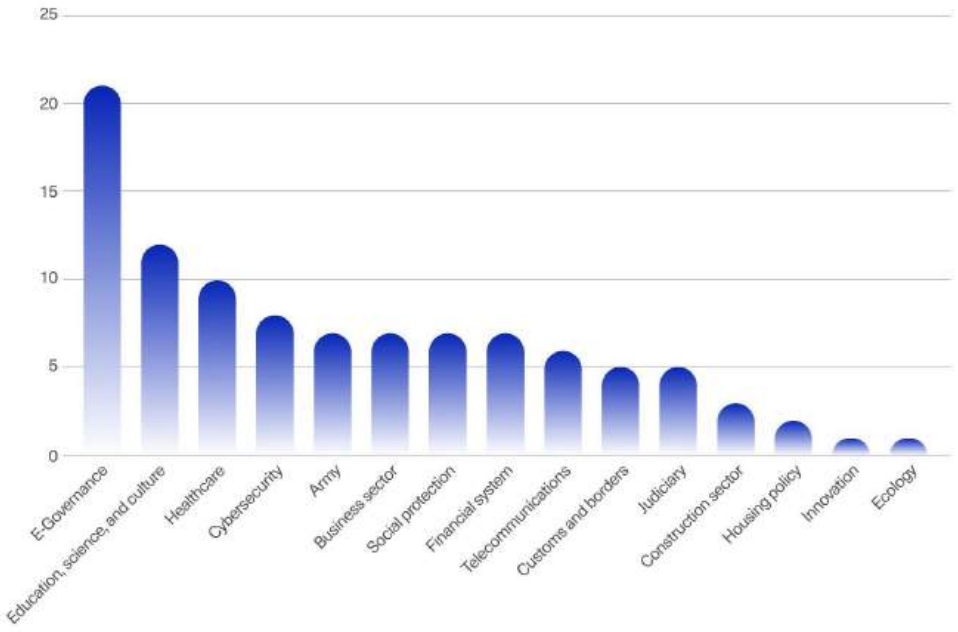
2024 | Air-alarms.in.ua

/04
KEY FINDINGS

/04

Digital transformation in Ukraine is a complex cross-sectoral process encompassing key public policy areas. This report captures progress in these areas at both the legislative level and the level of implementation of government digital, technological, and/or innovative solutions. Below are the key legal acts related to digitalization adopted during 2019–2024 across sectors such as e-governance, business, telecommunications, cybersecurity, construction, ecology, finance, innovation, the army, culture, education and science, customs and borders, healthcare, social protection, housing policy, and the judiciary. Each sector review includes a description of key legal acts, institutional changes, and specific projects demonstrating the dynamics of digital reforms in Ukraine.

Number of legal acts by sphere



E-GOVERNANCE

Resolution of the Cabinet of Ministers of Ukraine dated December 4, 2019, No. 1137 "Issues on the Unified State Web Portal of Electronic Services and Register of Administrative Services"

The framework regulatory act for this resolution is the Law of Ukraine, No. 5203-VI, "On Administrative Services", dated September 6, 2012.

Results

The Diia app and web portal is the official portal of electronic services in Ukraine. It was created to provide citizens and businesses with quick access to government services online without queues or bureaucracy. Diia was introduced in 2019, and its official launch began in 2020.

The system for providing electronic services in Diia is regulated by the Resolution of the Cabinet of Ministers of Ukraine dated August 5, 2022, No. 868 "On Approval of the Procedure for Providing Electronic Public Services in Automatic Mode". Diia offers services for business registration (individual entrepreneurs, LLCs), application submissions and certificate retrieval (e.g., registry extracts, change of place of residence), government services in construction, education, social protection, tax payments, fines, and declarations. In total, the Diia portal provides access to around 140 electronic services, and the Diia mobile application — to more than 60 electronic public services.

In addition, the Diia application displays 33 digital documents that have the same legal force as paper ones, such as Ukrainian citizen passport in the form of an ID card, international passport, driver's license, vehicle registration certificate, mandatory auto insurance policy, student ID, tax number, birth certificate of a child, certificate of internally displaced person registration, vehicle registration certificate for rightful user, COVID certificate, eDocument, pension certificate, temporary residence permit, permanent residence permit, eDocument, veteran ID, civil status record about oneself, child's record, marriage record, divorce record, name change record, unmarried certificate, and weapon permit.

In 2024, Ukraine successfully tested the compatibility of digital documents with prototypes of the EU Digital Identity Wallet, which is scheduled to be launched by the

end of 2026. This digital wallet will allow EU and Ukrainian citizens to conveniently use electronic documents at home and abroad in the future — for example, to open a bank account, register SIM cards, or verify their identity via a smartphone.

Resolution of the Cabinet of Ministers of Ukraine dated September 2, 2020, No. 785 "On the Implementation of an Experimental Project on the Use of Remote Qualified Electronic Signature"

The framework act is the Law of Ukraine dated October 5, 2017, No. 2155-VIII "On Electronic Identification and Electronic Trust Services".

Results

Diia.Signature was initially introduced as an experiment. The list of functionalities of the Diia Portal, including remote identification of legal entity representatives (without their physical presence) to provide qualified electronic trust services using remote qualified electronic signature (Diia.Signature), was outlined in the Resolution of the Cabinet of Ministers of Ukraine dated December 4, 2019, No. 1137, "Issues on the Unified State Web Portal of Electronic Services and Register of Administrative Services". Under martial law, the use of Diia.Signature was regulated by the CMU Resolution No. 300 of March 17, 2022, "Some issues related to ensuring the smooth operation of the electronic trust services system", (as amended by CMU Resolutions No. 617 of May 24, 2022 and No. 733 of June 28, 2022).

The experimental project was successfully completed on July 1, 2022, and the resolutions mentioned above became invalid.

From this point on, legal regulation on a permanent basis was ensured by the Resolution of the Cabinet of Ministers of Ukraine dated September 28, 2022, No. 1007 "On Amendments to Certain Acts of the Cabinet of Ministers of Ukraine Regarding the Use of Electronic Signatures via the Diia Mobile Application, which approved the full implementation of Diia.Signature within the framework of providing electronic trust services.

Diia.Signature is positioned in two aspects: as an electronic identification service and a new implementation of a qualified electronic signature, which can be used to sign documents. Diia.Signature consists of two parts — one stored on the smartphone and the other in a secure module on the Diia portal. It is created via the Diia mobile app. Ukrainian citizens with ID cards or biometric passports (issued using the Unified State Demographic Register tools) can obtain Diia.Signature. Identification during issuance is performed remotely by a qualified trust service provider without physical presence.
Framework Law of Ukraine dated November 3, 2020, No. 943-IX "On Amendments to Certain Legislative Acts of Ukraine on Optimization of the Network and Operation of Administrative Service Centers and Improvement of Access to Administrative Services Provided Electronically"

The law has been in effect since 2020 and is a key legislative act that laid the foundation for the digital transformation of the administrative services system in Ukraine. Law No. 943-IX provides for the transfer of authority to create and manage ASCs (Administrative Service Centers) from district state administrations to local self-government bodies and also establishes legal grounds for digitalizing administrative services, in particular through the Unified State Web Portal of Electronic Services.

Resolution of the Cabinet of Ministers of Ukraine No. 72 dated February 3, 2021 "On the National Web Platform of Administrative Service Centers"

The framework act is the Law of Ukraine dated September 6, 2012, No. 5203-VI "On Administrative Services". The resolution provides for implementing modern digital technologies in the operation of Administrative Service Centres, such as electronic queues, online appointment booking, and electronic accounts for citizens and businesses. The provisions under the Resolution define the tasks, functionalities, subjects, and structure of the National Web Platform of Administrative Service Centers — a key tool initiated by this act.

Results

Diia.Center (National Web Platform of Administrative Service Centers) is a platform enabling the creation and management of electronic queues, online appointment booking for Administrative Service Centers, and access to a user account. It is a modern format of Administrative Service Centers integrated into the Diia ecosystem. It combines physical service points with digital tools to simplify and improve interaction between citizens, businesses, and government services. As of June 2025, there are 86 functioning Diia.Centers in Ukraine, which are modernized and digitized versions of Administrative Service Centers.

Framework Law dated July 15, 2021, No. 1689-IX "On the Specifics of Providing Public (Electronic Public) Services"

This law laid the legal foundation for the digital transformation of government services. It defines principles for providing public services in electronic form, including automatic mode without the involvement of officials. Key innovations:

- Electronic documents have the same legal validity as paper or plastic analogues (paperless principle).
- Introduction of automatic provision of electronic public services without an operator.
- Electronic public services have been defined as a separate type of public service provided using ICT systems upon request, automatically, or without request.
- The concept of comprehensive electronic public services (service packages such as eMaliatko, e-Entrepreneur, e-Resident etc.) has been defined.
- Introduction of new terms such as "Automatic mode of providing electronic public services", "System of electronic interaction of electronic resources", etc.

Framework Law dated November 18, 2021, No. 1907-IX "On Public Electronic Registers"

Establishes unified rules for developing the architecture of public registers in electronic form. It provides for the digitization of basic registers (Unified State Demographic Register; Unified State Register of Legal Entities, Individual Entrepreneurs, and Public

Associations; State Land Cadastre; Unified State Register of Vehicles; Unified State Address Register; State Register of Proprietary Rights to Real Estate) and other registers regulated by central executive authorities.

Results

Resolution of the Cabinet of Ministers of Ukraine dated April 18, 2023, No. 356 "Some Issues on the Creation and Operation of State Electronic Platforms for Public Electronic Registers"

The key development of the resolution is the establishment of the Software Platform for the deployment and support of state electronic registers as the core product for launching all public electronic registers. The resolution also designates State Enterprise "Ukrainian Special Systems" as the technical administrator of the platform and outlines the system's capabilities.

Diia.Engine (official name — Information System "Software Platform for Deployment and Support of State Electronic Registers") is an open-source, low-code platform for fast, transparent, and secure deployment and management of state electronic registers. It provides opportunities for effective interaction between registers, accelerates the development/launch of registers, and allows deployment of multiple registers on one platform for ministries, central, regional, and municipal authorities, as well as other governments. Key advantages of Diia.Engine include automatic e-services for citizens, integration with existing IT systems to provide new services, improved scalability of processes and resources, etc. As of March 2024, more than 20 Ukrainian ministries use Diia.Engine.

Law of Ukraine dated September 19, 2024, No. 3980-IX "On the Information and Communication System 'State Agrarian Register'"

Results

The State Agrarian Register is an information and communication system that ensures the collection, accumulation, integration, storage, protection, accounting, display, processing, and confidentiality of registry data; provision and use of registry

information; provision of administrative and other public services to entities; and electronic data exchange in areas related to forming and implementing state agrarian policy and food security.

Framework Law dated February 17, 2022, No. 2075-IX “On Cloud Services”

The law defines the legal framework for providing cloud services in Ukraine to migrate state information systems and services to the cloud. It lays the foundation for implementing the “cloud first” principle. The provisions of the law form the basis for creating a unified system for registering and accounting for all cloud service providers. Cloud storage allows the state to save money on developing and expanding its IT infrastructure, encourages various sectors of the economy to transition to cloud solutions, and ensures the efficient use of state resources thanks to modern information processing technologies. The law defines cloud service types — Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), Security as a Service (SECaaS) — and methods of delivery (private, public, collective, hybrid). It also assigns responsibility to providers for data security in the cloud and requires them to provide information on data protection systems against cyber threats.

Results

Order of the Administration of the State Service for Special Communications and Information Protection of Ukraine "On Approval of the Procedure for Maintaining the List of Cloud Service Providers and/or Data Center Services and the Application Form for Inclusion of the Cloud Service Provider and/or Data Center Services in the List of Cloud Service Providers and/or Data Center Services"

The List of Cloud Service Providers and/or Data Center Services is an official register maintained by the communications services regulator (State Service for Special Communications), which contains data on all legal providers of cloud services and data center services. The List serves as a transparent register with public access to provider information. The Order defines the content of the List, which must include:

- Name of the legal entity;

- EDRPOU code (legal entity identifier);
- Location;
- Contact information (phone numbers, email, website);
- Full name of the director;
- Type of cloud service;
- Description of the cloud service;
- Information on the availability of compliance documents and certificates;
- Start date of operations.

The Order also defines the procedure for inclusion in the List. Specific threshold requirements (e.g., a compliance document and complete company information) for a provider's inclusion reduce the influence of unscrupulous market players.

Framework Law of December 1, 2022, No. 2807-IX "On the National Informatization Program"

The law outlines the conceptual framework for informatization in Ukraine and accelerates the digitalization of public administration. It enables authorities to exchange data and make decisions more efficiently, and citizens to access government services more quickly and conveniently. A key element is the creation of the Unified Information System for Accounting of the National Informatization Program, which provides centralized accounting, monitoring, and control of all digital projects.

Results

Resolution of the Cabinet of Ministers of Ukraine of December 27, 2023, No. 1400 "On the Unified Information System for Accounting of the National Informatization Program"

The Unified Information System for Accounting of the National Informatization Program is an official digital platform (information system), launched in 2024. The system processes and stores all projects of the National Informatization Program and related materials, ensuring digital accounting and control of digitalization projects. It is the key product implemented based on the Law. The system provides a range of services related to procurement and projects under the National Informatization Program, including:

- Access to project management (organization registration, planning, organization, procurement) in an electronic cabinet where all project documentation is stored;
- Document management functionality (document creation, editing, and material expertise);
- Automated document flow (automated cost calculation, document field filling, project status updates, change notifications);
- Communication access via discussion chats, project status change notifications, and the ability to request information;
- Public access to information on the National Informatization Program implementation status in the system's public section, access to analytics;
- Integration capability with other e-systems ("Trembita", "Prozorro", etc.).

Resolution of the Cabinet of Ministers of June 2, 2023, No. 556 "On the Implementation of the Pilot Project for the Creation of the Web Platform 'Diia.Digital Community'"

The framework law is the Law of Ukraine of September 6, 2012, No. 5203-VI "On Administrative Services".

Results

Diia.Digital Community is a web platform that systematizes materials for local CDTOs (Deputy Heads for Digital Transformation responsible for digitalization in all local authorities). It contains recommendations for implementing digital tools, digital transformation plans, algorithms, and regulatory documents that local CDTOs may need for effective digitalization.

Resolution of the Cabinet of Ministers of Ukraine of November 3, 2023, No. 1150 "On Approval of the Regulation on the Integrated Electronic Identification System"

The framework law is the Law of Ukraine of October 5, 2017, No. 2155-VIII "On Electronic Identification and Electronic Trust Services".

Results

The Integrated Electronic Identification System is the main tool for implementing the principle of technological neutrality in Ukraine. The Regulation obliges the administrator and participants to protect personal data by the laws "On Personal Data Protection" and "On Information Protection in Information and Communication Systems". A Comprehensive Information Protection System is used, which includes access control, identity verification, and defense against network attacks. It interacts with various information and communication systems through software interfaces.

Key schemes include:

- e-Signature — a qualified electronic signature or an advanced signature based on a qualified certificate;
- BankID NBU — remote user identification through banks;
- Diia.Sign EU — a remote electronic signature that meets the requirements of a qualified signature.

Comprehensive Information Protection System ensures:

- implementation of procedural rules and electronic identification of users to receive e-services and access services;
- interoperability with information and communication systems that implement e-identification schemes;
- compliance with legal requirements for information and personal data protection;
- development of the system towards integration with cross-border e-identification systems.

Comprehensive Information Protection System cooperates with four e-identification schemes, 31 electronic trust service providers, 40 BankID NBU identifier banks, 521 authentication systems, and 398 systems for creating and verifying qualified electronic signatures.

Resolution of the Cabinet of Ministers of Ukraine of December 1, 2023, No. 1317 "Certain Issues of Digitalization of Public Authorities"

This resolution institutionalizes using "Trembita" as mandatory digital infrastructure for all public authorities and expands the digitalization policy. The basic legal act that governed the creation of "Trembita" was the Regulation of the Resolution of the Cabinet of Ministers of Ukraine of September 8, 2016, No. 606 "Certain Issues of Electronic Interaction of Electronic Information Resources".

Results

"Trembita" is a system that connects state registers and their information systems and implements secure data exchange mechanisms. It was fully launched in 2020, with Estonia's X-ROAD platform as its prototype. As of September 30, 2024, 244 public authorities, local governments, and economic entities had joined Trembita, with 149 connected registers.

Resolution of the Cabinet of Ministers of Ukraine of December 17, 2024, No. 1441 "On the Information and Communication System for Automating Administrative Service Centers 'Vulyk'"

The framework law is the Law of Ukraine of September 6, 2012, No. 5203-VI "On Administrative Services."

Results

"Vulyk" is an information system that automates administrative service centers. Its goal is to improve the accessibility and quality of services provided by administrative service centers and ensure secure and reliable information storage. "Vulyk" speeds up the administrative service center administrators' work through electronic processing of citizen applications and simplified real-time interaction with state registers. As of June 2025, 295 administrative service centers are connected to the system.

BUSINESS-SECTOR

Law of Ukraine of July 15, 2021, No. 1667-IX "On Stimulating the Development of the Digital Economy in Ukraine" aims to stimulate the growth of the digital economy in Ukraine by creating favorable conditions for innovative business, attracting investment, developing digital infrastructure, and engaging talented professionals.

Results

Diia.City – a legal and tax regime for the IT sector, introduced in early 2022. It creates favorable conditions for developing tech companies, investment attraction, and job creation. Diia.City offers tax incentives, simplified registration, and support for IT enterprises. In 2025, the Cabinet expanded the list of Diia.City residents — all companies involved in research and development (R&D) may join, regardless of the field.

Law of Ukraine of October 6, 2022, "On Amendments to the Tax Code of Ukraine and Certain Other Laws Regarding the Taxation of e-Residents' Business Activities"

Results

The eResidency function in Diia is an e-residency program allowing citizens of other countries (India, Pakistan, Thailand, and Slovenia) to register as private entrepreneurs and pay taxes in Ukraine.

Order of the Secretary of the Cabinet of Ministers of Ukraine of November 13, 2023, No. 120 "On Amendments to the Regulation on the State Institution 'Office for Entrepreneurship and Export Development'"

Results

Diia.Business is a national project for entrepreneurship and export development, initiated by the Ministry of Digital Transformation of Ukraine in February 2020. The project includes two components: an online portal and a network of support centers (15, including one opened in Poland after the full-scale invasion) for entrepreneurs.

Resolution of the Cabinet of Ministers of November 7, 2023, No. 1156 "Certain Issues of Providing the Integrated Electronic Public Service e-Entrepreneur"

Results

e-Entrepreneur is a comprehensive electronic public service that facilitates starting and/or conducting entrepreneurial activities. Currently, more than 10 business-related services can be accessed through the Diia portal.

Cabinet of Ministers Resolution No. 795 of July 5, 2024 “On the Implementation of the First Stage of the Experimental Project on the Introduction of the Unified State Electronic Permit System”

Results

ePermit is a tool that enables entrepreneurs to submit documents online, renew or cancel licenses, track document processing progress, pay for administrative services, and file complaints. The experimental project envisions digitizing the full cycle of permit issuance procedures.

Resolution of the Cabinet of Ministers of Ukraine dated August 30, 2024, No. 821-r “On the Approval of the Strategy for Recovery, Sustainable Development, and Digital Transformation of Small and Medium Enterprises for the Period until 2027 and the Adoption of the Operational Action Plan for its Implementation in 2024–2027”

The document defines state policy in the field of SME support, taking into account the consequences of the war.

The Strategy provides for the restoration of entrepreneurial activity in affected regions, support for self-employed individuals, and the promotion of new business formation. Special emphasis is placed on the digital transformation of small and medium enterprises, particularly through the introduction of electronic services, digital platforms for access to grants, preferential financing, simplified submission of business plans and reporting.

The document also envisions the development of digital skills among entrepreneurs, including veterans, women, internally displaced persons (IDPs), and individuals aged 50+. Monitoring of the Strategy's implementation is planned by the Ministry of Economy with mandatory semi-annual reporting. The implementation of measures should be based on digital tools for tracking, evaluation, and performance control.

Within the document, digitalization is defined not as a separate project but as a cross-cutting mechanism for achieving all objectives, from financial support to access to educational programs and infrastructure.

INNOVATIONS

Cabinet of Ministers Directive No. 526-r of July 10, 2019, "On the Approval of the Strategy for the Development of the Innovation Sector until 2030"
The directive approves tools for the digital development of innovation activity in Ukraine until 2030.

Results

1. WINWIN AI Center of Excellence — a center for AI development and integration that transforms the state, business, and society, enhancing Ukraine's global competitiveness. The center will implement AI in public processes and key sectors: defense, medicine, education, and business.
2. Forest Stewardship Council Blockchain System — a pilot project of the international FSC organization, which uses blockchain to trace wood from its country of origin through its global market movements.
3. Science City — a comprehensive reform of the science park system aimed at fostering cooperation among research institutions, universities, businesses, and the state. The initiative addresses innovation barriers (tax burden, complex procurement procedures, bureaucratic operations), integrates science parks into the Diia.City legal regime under flexible conditions, enables tax exemptions for imported equipment, and facilitates technology transfer in Ukraine.
4. Industrial Parks — the strategy envisions building infrastructure to support a network of innovation centers, research centers, incubators, accelerators, industrial and innovation parks, creating a favorable environment for innovative companies and research groups.
5. National Research Foundation of Ukraine — a structural unit is established within the National Research Foundation of Ukraine to implement projects under EU research and innovation programs or equivalent programs in Ukraine.
6. Organization of research into high-tech tools using the Sandbox method. It is a set of measures that enable research into high-tech tools using artificial intelligence and blockchain for their full use in various fields, in particular with regard to safety, compliance with legislation and standards, as well as patent purity, intellectual property rights compliance, and market demand.

TELECOMMUNICATIONS

Law of Ukraine No. 1089-IX dated February 16, 2020, "On Electronic Communications" is a framework law that reformed the regulation of the electronic communications market in Ukraine and harmonized it with EU norms to foster competition and protect consumers.

Cabinet of Ministers Resolution No. 453 dated April 28, 2021 "On the Provision of a Subvention from the State Budget to Local Budgets to Improve Broadband Internet Access in Rural Areas"

Results

The "Internet Subvention" project is a state program that provides local community budgets with funds to improve broadband Internet access in rural areas, including building optical networks and connecting social infrastructure. Thanks to this project, over one million Ukrainians gained access to high-speed internet for the first time.

Law of Ukraine No. 1971-IX of December 16, 2021 "On the National Commission for State Regulation in the Fields of Electronic Communications, Radio Frequency Spectrum, and Postal Services"

Results

Reorganization of the National Commission for the State Regulation of Communications and Informatization and creation of the National Commission for Electronic Communications — a new collegial regulatory body.

The National Commission for Electronic Communications Electronic Regulatory Platform is a centralized online tool for interaction between the regulator, service providers, and the public. It enables online submission of notifications on starting activities in electronic communications, access to and maintenance of public registers (providers of electronic communications networks and services, licenses for the use of

radio frequency spectrum, radio frequency assignments for general users, etc.), and online access to regulatory information and administrative services.

Law of Ukraine No. 3727-IX of May 22, 2024 “On Amendments to Certain Laws of Ukraine Regarding the Implementation of EU Roaming Legislation”

Results

Harmonization of Ukrainian legislation with the EU Roaming Regulation. With this law and the adoption of the pending draft law on implementing EU electronic communications legislation, Ukraine meets a key EU requirement (Regulation (EU) No. 531/2012 and Regulation (EU) 2022/612), enabling the permanent elimination of roaming charges between Ukraine and the EU.

The harmonization of legislation has allowed Ukrainians to take advantage of temporary preferential roaming conditions under the “Roaming Like at Home” program, which European operators voluntarily introduced after the mass migration of Ukrainians at the beginning of the full-scale invasion by the Russian Federation. “Roaming Like at home” is a European Union policy that allows Ukrainians to use mobile communications and the Internet in EU countries at the same rates as in Ukraine. No additional roaming charges are applied. Ukraine's full accession to this zone will take place on January 1, 2026.

Changes as of November 1, 2024, to Cabinet of Ministers Resolution No. 1340 of December 19, 2023, “On Approval of the Plan for the Allocation and Use of the Radio Frequency Spectrum in Ukraine”

Results

Start of a two-year 5G pilot project compatible with military equipment. Trials will be held in Lviv, Kyiv, and Odesa. The changes defined the frequency bands to be allocated for 5G deployment in Ukraine and the terms of their use.

CYBERSECURITY

Cabinet of Ministers Resolution No. 518 of June 19, 2019 "On the Approval of General Cybersecurity Requirements for Critical Infrastructure Objects"

The document was developed to fulfill the requirements of the Law of Ukraine "On the Basic Principles of Cybersecurity in Ukraine" of October 5, 2017 (framework law). These requirements are harmonized with the EU, NATO, and NIST international standards on cybersecurity. Owners/managers of critical infrastructure must implement a comprehensive information protection system or an information security system with certified compliance at all life cycle stages.

Results

Mandatory Information Security Policy for Critical Infrastructure — each object must have an approved policy defining the approach to protecting information resources and critical business processes. The policy must include:

- Essential description of business/operational processes with diagrams and components;
- Requirements for access control of users and administrators;
- Physical security and protection from the external environment policy;
- Account and authentication management policy;
- Procedures for ensuring uninterrupted operation and backup;
- Network protection and segmentation policy;
- Cyber incident response procedures;
- Requirements for the use of external devices and software, etc.

Mandatory audit and reporting system — a requirement to conduct annual independent information security audits, periodic penetration tests (at least once a year, immediate notification of CERT-UA[1] and the Security Service of Ukraine about cyber incidents, maintenance and storage of event logs for at least one year, and creation of backup copies of critical data).

[1] **CERT-UA** is the Ukrainian government's computer emergency response team. Established in 2007 as a division of the State Center for Cyber Protection of the State Special Communications Service, it protects state information resources and responds to cyber incidents.

Presidential Decree No. 447/2021 of May 14, 2021 "On the Decision of the National Security and Defense Council of Ukraine 'On the Cybersecurity Strategy of Ukraine'" (2021–2025)

The Strategy is based on three fundamental principles: deterrence, cyber resilience, and cooperation. Deterrence entails strengthening capabilities to counter aggression in cyberspace. Cyber resilience aims to ensure the ability to quickly adapt to threats and restore the functioning of the information infrastructure. Cooperation aims to enhance coordination among all actors responsible for cybersecurity at both the national and international levels.

The Strategy establishes specific goals and objectives for each of the three principles. In the area of deterrence, it envisages the creation of cyber forces, strengthening capacities to counter intelligence-subversive activities and cybercrime, and developing asymmetric deterrence tools. In cyber resilience, strengthening national cyber readiness, providing professional development for specialists, and enhancing the security of digital services are planned. The Strategy is focused on strengthening the coordination system, shaping a new model of relations between the state and the private sector, and developing international cooperation.

The practical solutions provided for in the Strategy include the development of a National Cyber Crisis Response Plan, the creation of a national incident management system, the implementation of a risk-oriented approach to cybersecurity, the completion of the register of critical information infrastructure objects, the development of public-private partnerships, and the introduction of a cyber risk insurance system.

Results

Implementing Ukraine's Cybersecurity Strategy involves a combined approach: a general long-term plan for the entire Strategy and detailed annual action plans that may be adjusted depending on the current situation and the results of previous implementation stages. As of the end of 2024, 63% of the set goals have been achieved.

MIL.CERT-UA — a specialized military computer emergency response team operating in the interests of the Ministry of Defense of Ukraine and the Armed Forces of Ukraine, provides cyber protection in the military sphere and cooperates with the European

military CERT network to exchange experience and counter cyber threats. Since 2024, MIL.CERT-UA has operated as part of the Ministry of Defense's Cybersecurity Center, which is integrated into the national cyber defense system.

The Register of Critical Infrastructure Objects is a state information resource containing a list of critically important objects for society and the state, for which special requirements for security and resilience are established. The Register is created and maintained by the Resolution of the Cabinet of Ministers of Ukraine dated April 28, 2023, No. 415 "On the Approval of the Procedure for Maintaining the Register of Critical Infrastructure Objects, Inclusion of Such Objects in the Register, Access to and Provision of Information from It". The Register includes data on:

- sectoral authority;
- critical infrastructure operator;
- document based on which the object is identified and categorized;
- the object itself;
- approval (review) of the object's security passport.

Each object is assigned a unique registration number, which remains unchanged regardless of changes in ownership or form of ownership. From the moment the unique number is assigned, the object officially acquires the status of a critical infrastructure object.

National Security and Defense Council of Ukraine Decision of June 4, 2021, No. 260/2021 "On Improving the Network of Situational Centers and the Digital Transformation of the National Security and Defense Sphere"

The document establishes a unified network that will include the Main Situational Center of Ukraine, the Governmental Situational Center, and the situational centers of various security bodies, executive authorities, and local administrations. Reserve and mobile situational centers also become important elements.

The 2021 National Security and Defense Council (NSDC) decision laid the foundation and formulated the requirements for creating a unified network of situational centers in Ukraine.

Resolution of the Cabinet of Ministers of July 11, 2023, No. 705 "On the Network of Situational Centers"

The Resolution is a logical continuation and practical implementation of the concept defined by the NSDC decision. It details and specifies the legal, organizational, and technical aspects of the operation of the situational center network at all levels. All situational centers must be connected to the information-analytical system of the Main Situational Center of Ukraine under the NSDC for real-time information exchange. Integration is to take place via the National Telecommunications Network.

Results

A government situational center is already functioning in Ukraine, and a network of situational centers is being deployed in central and regional government bodies and the security sector. The official number of centers is not disclosed.

Resolution of the Cabinet of Ministers of April 4, 2023, No. 299 "Some Issues of Response by Cybersecurity Entities to Various Types of Events in Cyberspace"

The document approves the Procedure for Cybersecurity Entities to Respond to Various Types of Events in Cyberspace. Cybersecurity entities must act according to the methodological recommendations of the State Special Communications Service.

Results

A standardized six-stage cyber incident response process is a mandatory sequence of responses to cyber incidents/cyberattacks. Each stage has defined objectives and actions:

- Preparation — studying modern types of cyber threats and developing countermeasures.
- Detection and analysis — identifying the fact of a cyber incident and determining its criticality.
- Containment — reducing negative impact and preventing security breaches.
- Elimination — removing malicious software and mitigating the effects.
- Recovery — returning systems to normal functioning.

- Efficiency analysis — documenting and analyzing experience to improve future responses.

Resolution of the Cabinet of Ministers of December 20, 2024, No. 1468 "On Amendments to the Regulation on the Organizational and Technical Model of Cyber Protection"

The document expands the scope of the organizational and technical cyber protection model: it now applies not only to critical infrastructure objects but to all cyber protection objects.

Results

Terminology has been clarified, new concepts introduced, and details provided on who exactly a cybersecurity entity is and which objects are subject to protection. The Resolution clearly defines the basic cyber protection measures to be implemented at all levels. These include risk management, threat identification, technical and organizational protection tool implementation, incident detection, response, and system recovery after attacks. For each stage, specific requirements for the actions of responsible persons are established.

ARMY

Decree of the President of Ukraine dated September 14, 2020, No. 392/2020 "On the Decision of the National Security and Defense Council of Ukraine dated September 14, 2020, 'On the National Security Strategy of Ukraine'"

The decree officially terminated the previous National Security Strategy of 2015, thereby legally cementing the transition to the new state security doctrine.

The Strategy provides for the development of the national cybersecurity system, including the military sector.

First and foremost, the strategy recognizes digitalization as a critical factor in the state's resilience in the face of hybrid threats. The document clearly indicates the need to strengthen the cybersecurity system in order to respond effectively to threats in cyberspace. This means not only technical modernization, but also a political decision to form an institutional framework for the state's digital security.

In addition, the Strategy notes the growing role of information technology in all spheres of public life and emphasizes the pace of development of artificial intelligence, robotics, and autonomous systems, which directly points to the need to adapt state policy to the digital reality. This refers to the need to integrate the latest technologies into the military sphere, economy, medicine, logistics, and resource management, which is the basis for the development of GovTech solutions.

It is also noted that among the forecasted threats are destructive informational propaganda and the lack of a coherent national information policy. In this context, the Strategy calls for strengthening the system of strategic communications.

The need to implement integrated management of the state border is highlighted. This involves digital control, risk analytics, processing of biometric and other data. Digital tools are an inseparable part of implementation.

In terms of interaction with international partners, the Strategy notes the necessity of digital interoperability, particularly in the defense sector, which also implies harmonization of digital management systems, electronic logistics, reporting, and control.

The strategy became a “matrix” for the development of sectoral documents: energy, environmental, economic, border security, etc., which allowed for a coordinated response to complex threats.

Order of the Ministry of Defense of Ukraine dated December 22, 2020, "On Approval of the Procedure for Organizing and Conducting Defense Planning in the Ministry of Defense of Ukraine, the Armed Forces of Ukraine, and Other Components of the Defense Forces"

It establishes mechanisms for integrating digital technologies into defense planning processes.

The order refers to the creation of a unified secure information environment for defense forces with the support of IT services such as digital voice communication, messaging, and geospatial information exchange.

The document provides for the automation of project management through an information system for data collection, storage, and analysis.

The order also referred to the development of a secure telecommunications network with digital signature authentication and resistance to interference, strengthening cybersecurity to respond to incidents, and integrating C4ISR systems with defense resource management.

The document aimed to introduce software for the Capabilities Catalog and the use of digital technologies, including drones, to improve the effectiveness of combat operations.

Law of Ukraine dated January 16, 2024, No. 3549-IX “On Amendments to Certain Laws of Ukraine on Improving the Procedure for Processing and Using Data in State Registers for Military Registration and Acquiring the Status of a War Veteran During Martial Law”

Results

- Oberih is an electronic database on conscripts, persons liable for military service, and reservists. The register is automatically filled with information from various state registers and data collected by Territorial Centres of Recruitment employees.
- Army+ was created by the Ministry of Defense and the General Staff of the Armed Forces of Ukraine in 2024. The application will offer eleven types of reports. Users will be able to see the status of a document: "under registration", "awaiting signature", "approved", "rejected", etc. If rejected, the commander must fill in a mandatory field indicating the reason for rejection and sign it digitally. As a reminder, the Ministry of Defense requires commanders using Army+ to approve submitted reports within three days or explain the reason for refusal to sign. Access to Army+ is granted only to active military personnel. The target audience at the first stage is military personnel of the Armed Forces and the State Special Transport Service of Ukraine. The application is planned to be scaled up to all the Defense Forces of Ukraine.
- Kropyva is a system tested in real combat conditions. It is designed to automate certain management tasks at the battalion (division), company (battery), platoon, and individual vehicle (gun) levels.
- SAP is an international resource management system that automates supply processes, generates information on warehouse stocks and applications, allows for visibility into actual needs, facilitates procurement, and ensures the timely provision of necessary resources to the military. 28 NATO countries use the system.
- Partner of the Ministry of Defense of Ukraine – a digital tool for suppliers of logistical goods to Ukraine's Defense Forces.
- The Ministry of Defense of Ukraine is launching the DOT-Chain Defence System, a module based on the DOT-Chain IT system that will regulate the procurement and supply of drones to the military.
- The Innovation Center of the Ministry of Defense of Ukraine developed the Avengers platform. It automatically analyzes videos from drones and stationary cameras.
- The “Care for the Service Member” platform provides informational support to service members on various aspects of military service.

Resolution of the Cabinet of Ministers of Ukraine dated February 4, 2023, No. 139 "Some Issues of Increasing the Level of Digitalization of the Security and Defense Forces of Ukraine During Martial Law"

Results

- DELTA is an ecosystem of military products that helps destroy enemy targets daily. In 2017, the organization “Aerorozvidka” transferred property rights to its product to the Ministry of Defense of Ukraine. The ecosystem includes a mobile application, a military messenger, secure livestreaming from the battlefield, a digital map, tools for planning operations, and integration with other systems. Thanks to this development by the Ministry of Defense’s Innovation Center, the military plans operations and combat tasks and exchanges information on enemy force locations in a secure environment.
- VEZHA provides real-time drone transmissions, enhancing operational efficiency through improved coordination between drone crews, artillery, and command centers. The Vezha module complemented the DELTA ecosystem. The platform gives Ukrainian forces a technological advantage, eliminating dependence on third-party services.

Resolution of the Cabinet of Ministers of Ukraine dated March 8, 2024, No. 262 "Some Issues of Ensuring the Development of Innovations and Technologies for Defense Needs"

Results

BRAVE1 is Ukraine’s leading defense technology cluster, launched in 2023 by the Ministry of Digital Transformation in cooperation with the Ministry of Defense, NSDC, the Ministry of Economy, and the General Staff of the Armed Forces of Ukraine. The cluster brings together specialists, engineers, and startups to create products that set a new standard in security and technology.

JUDICIAL SYSTEM

Order of the Ministry of Justice of Ukraine dated June 26, 2018, No. 2023/5 "On Approval of the Procedure for Forming and Maintaining the Unified Register of Convicted Persons and Persons Taken into Custody"

Results

The special system "Kassandra" is a subsystem of the Unified Register of Convicted Persons that records data from risk assessments of repeated criminal offenses by the accused or convicted. Kassandra analyzes risks automatically using a scoring algorithm and assigns them to established risk levels. The system assesses personal risk factors such as alcohol or drug abuse or greed that lead to poor spending choices. The person's flaws that led to the commission of the crime will be identified, and then the probation service will work individually with that person to reduce the risk of reoffending. The development of the subsystem is one of the priorities of the digital transformation for 2024-2026.

Order of the Ministry of Defense of Ukraine No. 440 dated November 25, 2020, "On Approval of the Regulation on the Directorate of Digital Transformation and Information Security Policy in the Defense Sector of the Ministry of Defense of Ukraine"

Results

The unified judicial information and communication system is a set of information and telecommunication subsystems that automate processes specified by law, including document flow, consideration of court cases, preparation of operational and analytical reports, provision of information assistance to judges, as well as processes that meet the financial, property, organizational, personnel, information and telecommunications, and other needs of System users.
The following subsystems (modules) operate within the System:

- Electronic Cabinet
- Electronic Court
- Video Conferencing

Law of Ukraine dated July 27, 2022 "On Amendments to the Law of Ukraine 'On the Judiciary and Status of Judges' Regarding Additional Methods of Notifying About Court Cases and Holding Judges' Meetings Under Martial or Emergency Conditions"

Results

Electronic tools are used to inform participants in court processes and to conduct judges' meetings under special conditions. The law provides for the possibility of informing participants in court proceedings about court hearings through the Unified State Web Portal of Electronic Services, including the Diia mobile app. During martial law, a state of emergency, or quarantine, judges' meetings may be held remotely via videoconference.

Law of Ukraine dated June 29, 2023, No. 3200-IX "On Amendments to Certain Legislative Acts of Ukraine Regarding Mandatory Registration and Use of Electronic Cabinets in the Unified Judicial Information and Telecommunication System or Its Separate Subsystem (Module) That Ensures Document Exchange"

Results

Mandatory registration of e-cabinets in the unified judicial information and communication system has been established for specific categories of individuals: lawyers, notaries, public and private enforcement officers, arbitration administrators, court experts, state authorities, local government bodies, and other legal entities. The law also allows parties to send documents via the System to other parties in a case, provided they also have an electronic cabinet.

CONSTRUCTION SECTOR

To implement the Law "On Electronic Services", 13 construction services are available on the Diia portal and are provided automatically without officials' involvement.

Law of Ukraine dated October 10, 2024, No. 199-IX "On Amendments to Certain Legislative Acts of Ukraine Regarding the Improvement of the Procedure for Providing Administrative Services in the Field of Construction and the Creation of the Unified State Electronic System in the Field of Construction"

Results

The Unified State Electronic System in the construction field is designed to streamline the construction process in Ukraine and, through maximum publicity of information, make it transparent and free from corruption. The System implements the entire life cycle of a construction project, from obtaining urban planning conditions and restrictions to its commissioning. In particular, the portal provides access to registers containing information on declarative and permissive documents, construction documentation, energy efficiency, certified persons, construction participants, organizations in the field of urban planning and architecture, special property rights, and a map showing construction projects, statistical analysis of registers, electronic services, and services in the field of construction.

Resolution of the Cabinet of Ministers of Ukraine dated August 9, 2024, No. 909 "Some Issues Regarding the Implementation of the Experimental Project on the Introduction of the Urban Planning Cadastre at the State Level"

Results

The Urban Planning Cadastre will integrate the Register of Damaged and Destroyed Property, the DREAM system, the Geoinformation System of Regional Development, the Environmental Assessment Register, the State Land Cadastre, the Public Procurement System, and the State Register of Real Estate Monuments. All national, regional, and local urban planning information will be displayed electronically. The system will include spatial development plans of communities, master plans, detailed

territory plans, and regional and district planning schemes. This is expected to speed up construction and infrastructure development and increase transparency and protection against manipulation.

DREAM is a digital platform that contains data on reconstruction projects for housing, buildings, and roads. It is the single digital channel for all national, regional, and local reconstruction projects. The system gathers all available data from state registers and adds it to each object's profile online, allowing the public to monitor project implementation.

HOUSING POLICY

Resolution dated November 22, 2024, No. 1336 "On the Implementation of an Experimental Project Regarding the Creation, Introduction, and Ensuring the Functioning of a Multi-Apartment Building Management System"

Results

The Information and Communication System for Managing Multi-Apartment Buildings introduces a unified and digitalized approach to managing apartment buildings. It expands access to information on the technical condition of shared property. It implements tools for collecting information, analytics, and statistics to support effective housing policy decisions at both the local and national levels. The system will have electronic accounts for co-owners, managers, associations' boards, local governments, and the Ministry of Infrastructure. It can generate protocols, notices, questionnaires, administrative documents, reports, budgets, and other materials required by the building association's statutes. System creation was included in the 2021–2024 Digitalization Strategy (Certain Issues of Digital Transformation).

Resolution of the Cabinet of Ministers of Ukraine dated September 3, 2024, No. 1039 "On the Implementation of an Experimental Project for the Creation and Introduction of a Digital Integrated Information and Analytical System 'Unified Platform of Housing and Communal Services'"

Platform users will have an electronic account and can access information about managers, service providers, prices and tariffs, the status of their complaints, and sign or terminate contracts online.

ECOLOGY

Law of Ukraine dated March 20, 2023, No. 2973-IX "On Amendments to Certain Legislative Acts of Ukraine Regarding the State Environmental Monitoring System, Environmental Information, and Information Support for Environmental Management"

Results

EcoSystem is a single online platform for environmental protection. It includes monitoring data on air, water, and soil quality in settlements; all registers maintained by the Ministry of Environment and the central authorities it coordinates; and a full range of online services for citizens and businesses, including updates by topic, reporting calendars, and newsletters. EcoSystem currently includes sections such as: e-Environment, e-Air (information on permitted emissions into the atmosphere), e-Forest (public forest oversight), e-Subsoil Use, e-Water (users and pollution monitoring), e-Waste, e-Pesticides, e-EcoControl, e-Strategic Environmental Assessment, e-Nature Reserve Fund, e-Environmental Impact Assessment.

FINANCIAL SYSTEM

The "Strategy for Digital Development, Digital Transformation, and Digitalization of the Public Financial Management System Until 2025", approved by Cabinet Order No. 1467 on November 17, 2021, improved many public web portals and created new automated systems.

Results

- a web portal containing all information about military bonds to promote this type of securities among potential investors;
- the Reform Matrix portal, which makes it easy to track Ukraine's progress in fulfilling its obligations to the EU and other foreign partners;
- a new information system for planning and monitoring the implementation of the state budget (under development). The system will allow participants in the budget process to exchange documents online;
- an automated information system for online interaction with state budget administrators, allowing them to send budget requests and proposals electronically using a digital signature;
- improvement of the “Transparent Budget” information and analytical system;
- AIC “LOGICA” is a tool for monitoring compliance with budget legislation at every stage of the budget process for local budgets in Ukraine. The main goal of this project is to increase the automation of processes in public finance management at the local level by introducing new information technologies in the process of creating budget documents;
- The State Customs Service of Ukraine initiated the national use of the computerized transit system (NCTS) and introduced the automated customs clearance system “Center”;
- The State Tax Service of Ukraine ensured the implementation, functioning, and continuous improvement of the electronic taxpayer office, the mobile app “My Tax Service” and other systems;
- The State Audit Service has started creating and implementing the automated system “e-Auditor”, which integrates tools to support decision-making in state financial control.

Law of Ukraine No. 1591-IX of June 30, 2021 “On Payment Services”

The law regulates the introduction of electronic money and digital wallets. It also establishes the procedure for payment service providers to access user accounts — open banking — which will launch on August 1, 2025. This concept allows for the free exchange of financial information between banks, fintech companies, and other providers via APIs (Application Programming Interfaces). Open banking provides third-party providers access to consumer financial data from banks and financial institutions using APIs. It fosters increased competition in the banking sector, pushing banks to improve services and lower fees. Consumers can conveniently manage their finances through a single app, consolidating data from multiple banks and fintech providers. Open banking also promotes the development of new financial services and products, such as personalized recommendations, debt management, and investment portfolios.

Cabinet of Ministers Resolution No. 1034 of September 16, 2022, “Certain Issues of Implementing Applications for Purchasing Domestic Government Loan Bonds ‘Military Bonds’ via the Unified State Web Portal of Electronic Services”

The resolution allows Ukrainian citizens who have reached the age of 18 to purchase military bonds (which the state issues during martial law to finance defense needs or social payments) through the Diia app starting October 3, 2022. Diia does not sell securities, but only helps to purchase bonds from one of its partners – banks or licensed brokers.

Resolution of the NBU Board No. 210 of September 29, 2022 “On Approval of the Regulations on the Issuance of Electronic Money and the Execution of Payment Transactions with It”

The National Bank of Ukraine introduced a new procedure for the provision of financial payment services by issuers of electronic money, both banks and non-bank

institutions. This procedure covers the issuance of electronic money, the execution of payment transactions with it, and the opening and maintenance of electronic wallets.

Law of Ukraine No. 3173-IX of June 29, 2023 "On Amendments to the Tax Code of Ukraine and Other Laws of Ukraine Related to the Introduction of Electronic Traceability of the Circulation of Alcoholic Beverages, Tobacco Products and Liquids Used in Electronic Cigarettes"

The law introduces an electronic system for monitoring the circulation of alcoholic beverages, tobacco products, and e-cigarette liquids. Starting January 1, 2026, all produced or imported excisable goods in these categories will be recorded electronically using an electronic excise stamp (eExcise). The main goals are to ensure complete digital traceability of product movement, increase market transparency, and reduce the shadow market.

Results

An Electronic Circulation System will be created to generate serial numbers, form unique identifiers, activate or deactivate excise stamps, and maintain electronic documents recording all product movements. The electronic stamp will have a graphic (datamatrix) and digital form, making counterfeits impossible. Thus, users will have the possibility to verify the product's legality by scanning the code with a smartphone camera via the Diia app.

Thanks to this system, it will be possible to track the movement of excisable goods from the manufacturer or importer to the end consumer and control the completeness and timeliness of excise tax payments. Each stage of the movement of marked products will be recorded in the system using software, and each transaction will be documented with an electronic excise document. This will ensure a transparent and controlled model for the circulation of excisable goods in Ukraine.

Law of Ukraine No. 2074 of November 15, 2024 “On Virtual Assets” (not entered into force)

The law legalizes the virtual asset market, introduces its comprehensive regulation, and defines the state policy principles of its regulation and rights and obligations of market participants. At the same time, the National Bank of Ukraine and the National Securities and Stock Market Commission, following IMF recommendations, are working together (as of 2024) on updated legislation to divide regulatory functions and align the regulation with the EU’s best practices. Therefore, the existing law “On Virtual Assets” will likely be revised soon.

CUSTOMS AND BORDER

Cabinet of Ministers of Ukraine Resolution No. 1349 of December 2, 2022 "On the Specifics of Implementing a Pilot Project on Managing Vehicle Queues at International Border Checkpoints via the 'Electronic Border Crossing Queue' System"

Results

- eQueue is an electronic border crossing queue system that allows drivers and transporters to manage their time instead of waiting in physical queues at checkpoints.
- Shliakh system — an online platform that (until February 28, 2025, when the government suspended it for drivers transporting humanitarian aid) legally allowed men aged 18–60 subject to military duty, such as truck and passenger vehicle drivers and volunteers, to cross the border, thereby supporting the Armed Forces, IDPs, and other Ukrainians affected by war.
- Automated systems for humanitarian aid registration and the Unified Register of Humanitarian Aid Recipients were launched in 2023. From April 1, 2024, bringing humanitarian aid into Ukraine is possible only using the Automated Humanitarian Aid Registration System. The automated registration system is designed to ensure the following processes: automated access to the Unified Register of Humanitarian Aid Recipients and registration actions; creation, submission, and monitoring of information about goods recognized as humanitarian aid, as well as the receipt, accounting, and distribution of humanitarian assistance; creation, submission, receipt, processing, use, storage, destruction, downloading, viewing, and publishing electronic documents and electronic copies of original paper documents (photocopies) related to humanitarian aid using qualified electronic signatures; conducting electronic information interaction with electronic information resources (information and communication systems) of central executive authorities, the state-owned enterprise "Medical Procurement of Ukraine", which is under the jurisdiction of the Ministry of Health; performing search and analytical functions, as well as other functions and processes defined by law. The donor must be registered in the Unified Register of Recipients of Humanitarian Aid to deliver humanitarian aid.

The automated humanitarian aid registration system has demonstrated positive results: it has significantly reduced abuse in the circulation of humanitarian cargo thanks to mandatory electronic accounting, transparent tracking of each shipment, and

automatic data verification. The system has eliminated paper bureaucracy, accelerated the process of importing and distributing aid, and introduced mandatory reporting, which prevents the uncontrolled use of resources.

EDUCATION, SCIENCE, AND CULTURE

Cabinet of Ministers Directive of March 3, 2021 "On Approval of the Concept for Developing Digital Competencies and the Action Plan for Its Implementation"

Results

In January 2020, the Ministry launched the national digital literacy and skills web platform, Diia.Digital Education. In less than three years, the goal of engaging 6 million Ukrainians in digital literacy programs was achieved. In May 2023, the project's next stage was implemented — the national educational platform Diia.Education. The goal is to make a breakthrough not only in digital skills but also in general competencies relevant in today's world. Diia.Education is a free and accessible platform offering up-to-date knowledge and practical tech skills through educational series, simulations, aptitude tests for digital and entrepreneurial skills, and career guidance.

Presidential Decree No. 225 of May 14, 2021 "On the Decision of the National Security and Defense Council of Ukraine 'On the Human Development Strategy'"

The strategy describes the main problems and challenges that exist in the field of education. In particular, it states that preschool education has limitations. The New Ukrainian School reform is ongoing, but needs further development, in particular in the direction of developing a digital educational environment. Vocational education is losing students due to demographic changes and a focus on higher education, and suffers from outdated facilities and weak cooperation with employers. The strategy notes that higher education focuses on the number of students rather than quality, lacks autonomy, and lacks modern infrastructure. Science is underfunded, and young people are unmotivated due to low salaries. COVID-19 has complicated the situation due to distance learning and funding cuts.

The operational objectives of the strategy include, in particular, ensuring the organization of distance learning by educational institutions, the use of digital technologies in education, and improving the digital skills of educators.

Cabinet of Ministers Resolution of September 27, 2022, No. 1067 “On Approval of the Regulation on the National Electronic Scientific and Information System”

Results

The National Electronic Scientific and Information System "URIS" is a multifunctional information and telecommunication system that ensures the collection, formation, processing, storage, and use of data and information about the field of scientific and scientific-technical activity in Ukraine. Currently, the system contains information about Ukrainian research institutions and higher education institutions, scientific equipment, products, services, resources, spaces and premises of scientific institutions and higher education establishments, publications, projects, professional activities, and publications of Ukrainian scientists, both imported from ORCID and entered manually, as well as other data on Ukrainian researchers. It includes the Open Ukrainian Citation Index (OUCI), a search engine and citation database that receives scientific citations from all publications using the Cited-by service from Crossref and supports the Initiative for Open Citations.

Cabinet of Ministers Resolution of November 4, 2022, No. 1242 “On the Implementation of a Pilot Project on the Formation and Use of the eDocument on Education”

Results

On March 22, 2024, a new service, the eDocument on Education, was launched in the Diia app. It is integrated with the Register of Education Documents of the Unified State Electronic Education Database. The service allows users to generate educational documents in the Diia mobile app and use them to access public services.

Order of the Ministry of Education and Science of Ukraine of June 16, 2023, No. 746 "On Approval of the Regulation on the Distance Learning Web Platform 'All-Ukrainian Online School'"

Results

Launch of the "All-Ukrainian Online School" web platform for distance and mixed learning for students in grades 5–11 and methodological support for teachers. The platform contains video lessons, tests, and materials for independent work across 18 core school subjects (over 3,500 lessons). Recommendations for teachers were developed for mixed and distance learning using the platform's educational content. The Ministry of Education and Science of Ukraine created the platform during the COVID-19 crisis. Russia's invasion of Ukraine only highlighted the importance of online education, as many Ukrainian students lost the ability to attend their schools physically. As of the latest data, the All-Ukrainian Online School has over 820,000 users from Ukraine and more than 80 countries worldwide.

Order of the Ministry of Education and Science of Ukraine of December 21, 2023, No. 1547 "On Approval of the Procedure for Conducting the National Multi-Subject Test"

Results

The "National Multi-Subject Test" became a new format of entrance examination for bachelor's degree programs in Ukraine, introduced in 2022 (alongside the Master's Comprehensive Test and the Master's Test of Educational Competence) due to the full-scale Russian invasion of Ukraine. It is intended to temporarily replace traditional entrance exams in the form of External Independent Testing in 2022–2025. The exam will be conducted in person at special Temporary Examination Centers, school or university premises equipped with the required number of computers/laptops. Each classroom will host 10–20 participants and one instructor. Due to martial law in Ukraine and the high probability of air raid alerts in various regions, testing will not occur on the same day and simultaneously across the country.

Cabinet of Ministers Resolution of February 16, 2024, No. 177 “Certain Issues Concerning the Functioning of the Educational Mobile Application ‘Mriia’”

Results

Mriia is an information and communication system for automating the management of general secondary education institutions. It supports students and parents, ensures equal access to knowledge and educational content, collects and processes data on the educational process, promotes the development of students’ abilities, tracks their academic performance, and helps develop key competencies for self-realization.

Order of the Ministry of Education and Science of Ukraine of October 10, 2024, No. 1451 “On Approval of the Conceptual Framework for the Reform of Specialized Secondary Education (Academic Lyceums)”

Results

Introduction of digital technologies in specialized secondary education, including creating electronic learning materials and platforms for distance learning.

Cabinet of Ministers Resolution of December 2, 2021, No. 1388 “On Approval of the List of Museums and Reserves Storing Museum Items that Are State Property and Belong to the State Part of the Museum Fund of Ukraine”

Results

The Register of the Museum Fund of Ukraine is an information and communication system that ensures the collection, storage, accumulation, protection, accounting, presentation, processing, movement, and provision of register data and information about museum items and collections that are state property and belong to the state part of the Museum Fund of Ukraine.

Law of Ukraine of July 27, 2022 "On Amendments to Certain Laws of Ukraine Regarding the Functioning of Integrated Information Systems in the Field of Education"

Results

Automated information complex for educational management is a state-integrated information system tasked with collecting, accumulating, processing, and protecting information in the education sector and granting it official status (when created, stored, and used within the System); combining electronic information resources and/or public electronic registers in the field of education; ensuring their internal and external information interaction, in particular on issues of distribution and redistribution of interbudgetary transfers, ordering textbooks, documents on education, professional development of employees of educational institutions and establishments, enrollment, expulsion, transfer of students, organization of the educational process, etc.

Law of Ukraine of June 10, 2023, No. 3152-IX "On Amendments to the Law of Ukraine 'On Culture' Regarding the Transfer of Property and the Creation, Implementation, and Maintenance of Electronic Registers in the Field of Culture"

Results

Creation of an Electronic Register for accounting Ukraine's cultural heritage and values.

HEALTHCARE

Order of December 28, 2020, "On the Approval of the Concept for the Development of eHealth"

The order is a continuation of the reform of the electronic healthcare system, which began in 2017.

Results

- eBlood — a system that digitizes all processes in the blood system: donor registration, blood stock accounting, laboratory testing of donated blood, etc. The registries will allow for aggregating all information on donations, certain types of tests, planning, and monitoring.
- MedData — an information and analytical resource created in 2020 during the first wave of COVID-19 to share information about drug and medical device inventories (at the time, paper medication requests were abolished). During the full-scale Russian invasion, additional modules were developed to record demand for particular medical drugs and devices. Facilities can promptly update this data, for instance, if a hospital suddenly receives many patients. Over 4,000 institutions at different levels, primary, secondary, specialized, etc., are registered in the system. All of them can input up-to-date data on their medical supply needs.
- "e-Stock" — an electronic inventory management system for medical drugs and devices. It contains the full cycle of data on the circulation of medical goods. The system aggregates information on needs, delivery, availability of medicines in hospitals, usage, disposal, etc. "e-Stock" will collect data on all medical goods the state supplies to hospitals. The system will include procurements by "Medical Procurement of Ukraine", international organizations, the "Affordable Medicines" program, local budget procurements, etc. The system is integrated with MedData.
- Electronic system for continuous professional development of healthcare workers. In 2024, the Ministry of Health launched an electronic system to ensure the continuous professional development of healthcare workers. The system is intended to store information on development providers and events, track development points, and maintain a personal education portfolio for healthcare workers.

- Unified State Information System for Transplantation — the system's task is to determine donor-recipient pairs and effectively and promptly provide participants in the national organ transplantation system with information about potential human anatomical material donors, available anatomical materials for transplantation and/or bioimplant manufacturing, individuals needing medical care involving transplantation, those under medical observation after transplantation, and other information necessary for the proper functioning of the transplantation system in Ukraine.
- Electronic epidemiological surveillance system — a system for identifying, collecting, compiling, analyzing, interpreting, and disseminating data on public health, diseases, and environmental indicators. It is carried out to study the epidemic situation, forecast it, determine cause-and-effect relationships between health risk factors and the outcomes of specific exposures or interventions, determine the nature and scale of necessary medical and sanitary measures, and plan, implement, and evaluate appropriate public health measures.
- Information system “Monitoring of socially significant diseases” — a set of tools enabling the automation of the activities of economic entities involved in the prevention, diagnosis, and treatment of socially significant diseases, as well as the registration and tracking of patients with socially significant diseases.
- Telemedicine — a set of actions, technologies, and measures used to provide patients with medical and/or rehabilitation assistance remotely using telemedicine tools, forming part of the electronic healthcare system. Telemedicine can be used by family doctors, rehabilitation specialists, and emergency services.

Law of Ukraine of December 19, 2024, No. 4170-IX “On Amendments to Certain Legislative Acts of Ukraine Regarding the Reform of Medical and Social Expertise and the Introduction of Daily Functioning Assessment”

Results

The commission's assessment can be conducted remotely via video communication. Electronic document management is introduced. The patient or their representative can record the assessment via video and audio.

SOCIAL PROTECTION

Cabinet of Ministers Order of October 28, 2020, No. 1353-p "On the Approval of the Digital Transformation Strategy of the Social Sphere"

In 2020, the Digital Transformation Strategy of the Social Sphere was approved, laying the foundation for modernizing Ukraine's social services delivery system. The main goal is to ensure transparent, convenient, and effective access for citizens to all types of social support regardless of their residence, with minimal human involvement and automated document flow. The strategy provides for developing a unified digital ecosystem connecting all social sector participants, from local departments to central authorities, within a common digital infrastructure.

Results

- The Unified Information System of the Social Sphere is a comprehensive system designed to automate all areas of social support by all social institutions within a single information environment and technological platform. The system includes dozens of social sphere registries and databases and provides for information exchange with other state registers, allowing data to be retrieved automatically. This enables individuals or families needing social support to request it online or in person from anywhere in Ukraine without collecting numerous certificates for various institutions, with their request being processed as quickly as possible.
- The Unified portal of the Ministry of Social Policy — "Social Web Portal of Electronic Services of the Ministry of Social Policy" is part of the Unified Information System of the Social Sphere. The portal contains all necessary information on social services, allows users to submit online applications or requests, and to report individuals or families in need of social support. Citizens no longer need to wait long for decisions from authorized bodies, as requests are handled locally and promptly — the Unified System automatically retrieves the required information. Citizens can also track the status of their requests in their accounts.
- Integration of social services into Diia: eMaliatko, applications for subsidies, benefits, ePidtrymka, eVidnovlennia.
- E-pension is a government project that transfers the provision and management of pension services online. The project's first stage was the creation of a web portal allowing people to apply for a pension remotely and access related services. In 2020, the Pension Fund of Ukraine introduced automatic pension

assignment. The service is available through the Pension Fund's electronic services web portal using a qualified electronic signature, enabling pensions to be automatically assigned upon retirement age, considering all available Pension Fund data previously submitted by future pensioners.

Law of Ukraine of January 17, 2019, No. 2671-VIII "On Social Services"

Results

To implement the Law of Ukraine "On Social Services", a Registry of Social Service Providers has been developed. It is part of the Unified Information System of the Social Sphere and contains information about legal and physical persons who provide social services and the recipients of such services.

Cabinet of Ministers Resolution of December 10, 2024, No. 1401 "On the Implementation of the Experimental Project for the Introduction of a Comprehensive Electronic Public Service for the Provision of State Support to Military Personnel, Persons Discharged from Military Service, and Their Family Members"

Results

An experimental project for digitizing services for current and former military personnel and their families. It enables servicemembers to use the Diia portal to apply for war-related disability status; financial assistance for the wounded; disability pension assignment; provision of rehabilitation equipment; access to social services; housing and utility benefits; and allows family members to apply for the status of a family member of a deceased (fallen) soldier, financial assistance in the event of death, pension assignment to family members of servicemembers, and other services provided by the state to families of fallen soldiers.

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CONCLUSIONS

From 2019 to 2024, Ukraine achieved significant progress in digital transformation, implementing large-scale and systemic changes that went far beyond the initial goals.

At the start of the digital transformation in 2019, the following objectives were set:

- to ensure 100% availability of public services online for citizens and businesses;
- to provide high-speed internet coverage to 95% of the population, social facilities, and main highways;
- to involve 6 million Ukrainians in digital skills development programs;
- to reach a 10% share of IT in the country's GDP.

Over five years Ukraine not only made substantial progress in achieving these goals but also exceeded them by introducing innovative services that have become a model for digital solutions in other European and global countries. Key achievements include:

- the creation of a unique digital ecosystem centered around the Diia web portal and mobile application, along with its tools — Diia.Education, Diia.City, Diia.Business, and others;
- the development of digital infrastructure even amid a full-scale war. Specifically, the target for population coverage by digital literacy programs was met or exceeded, and 4G coverage increased from 76% to 91%;
- institutional transformation of the state from bureaucratic to service-oriented;
- the growing international role of Ukraine as a digital leader exporting technologies, experience, and new approaches to digital governance;
- the formation of a culture of openness, transparency, and innovation in the public sector.

The impact of digitalization has been significant. According to the 2024 E-Government Development Index, Ukraine rose from 102nd in 2018 to 5th place in 2024 worldwide in the level of digital public services development. It is a major achievement that likely exceeded initial expectations for international recognition.

The war accelerated adaptation and the emergence of new services, including military bonds, the eVorog (eEnemy) chatbot, ePidtrymka payments, the International Damage Registry, eVidnovlennia for housing, national and European roaming for Ukrainians, the "Mriia" app, UNITED24 for fundraising, the "Army of Drones" project, BRAVE1 for defense, the "Army+" and "Reserve+" apps, the "Demine Ukraine" platform, digital

tools for the judiciary under martial law, and the digitalization of social support for servicemembers and their families.

The Ukrainian experience of digital transformation demonstrates that technology has become an essential tool in maintaining the functioning of the state during times of crisis. It enabled uninterrupted access to public services, supported the shift of institutions toward greater transparency and user orientation, and contributed to growing public trust in the state. In particular, studies show a steady increase in user satisfaction with digital services: 84% of users rated their experience with electronic public services positively in 2024, compared to 78% in 2021.

At the same time, it is important to recognize the limitations of digital transformation. A portion of the population does not use electronic services due to age, social, or technical barriers. Maintaining alternative, non-digital channels of access remains essential to ensuring inclusivity. Moreover, in the context of growing cyber threats, the protection of personal data requires consistent attention and the strengthening of security standards. In this regard, further harmonization of Ukrainian legislation with European norms is crucial.

The period from 2019 to 2024 marked a shift from digitalization as a standalone initiative to its consolidation as an integral component of public policy. The next phase involves institutionalizing the progress achieved, scaling successful solutions, and enhancing the resilience of the digital infrastructure in response to future challenges.

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ABOUT THE TEAMS

Kyiv
Global Government
Technology Centre

GGTC Kyiv is the world's second center focused on GovTech, supported by EGAP program, implemented by East Europe Foundation with support from Switzerland. It was initiated by the Ministry of Digital Transformation and the World Economic Forum.

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Vox Ukraine

Vox Ukraine, a civil society organization, was founded in 2014 after the Revolution of Dignity. Its mission is to modernize Ukraine and raise the level of economic discourse to ensure effective public governance and the well-being of Ukrainians. For over 10 years, Vox Ukraine has been conducting quantitative assessments of reforms through its Reform Index project.

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EGAP PROGRAM

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