

e-Governance Implementation in Ukraine: Achievements and Lessons

Oleksandr Ryzhenko
Head of the State Agency for e-Governance of Ukraine



STATE AGENCY
FOR E-GOVERNANCE
OF UKRAINE

About the State Agency for e-Governance of Ukraine

The Agency was founded
on October 1, 2014

The Agency implements
state policy
in e-government,
informatization
and information society
development

The Agency is a
central executive
body overseen by
the Cabinet of
Ministers of Ukraine

Priorities and activities



Modernization of the public services:

- e-Services
- e-Identification
- Open Data



Management of e-government development:

- IT infrastructure
- Effectiveness and efficiency



Modernization of public administration:

- Interoperability of registers
- Electronic document flow
- E-governance for basic industries

Ukraine in the international digital ratings

+25
for 2 years

62nd

E-Government
Development Index
(EGDI) – United
Nations
E-government
Survey 2016

+45
for 2 years

32nd

E-Participation –
United Nations
E-government
Survey 2016

+18
for 1 year

44th

Open Data
Barometer 2017

+30
for 1 year

24th

Open Data
Index 2017

e-Services

Legal mechanisms

The Law of Ukraine On Administrative Services (amended in 2015)

The e-Services Development System Concept in Ukraine (2016)

- 1. The Action Plan for the Implementation of the Concept for 2017-2018 (2017)**
- 2. The Action Plan for the Implementation of the Concept for 2019-2020 is currently being developed**

Achievements

50+ priority e-services for citizens and business are launched

The “One Stop Shop” principle through the Single Government Portal kmu.gov.ua is implemented



Land and Ecology

10

services



Citizenship and Migration

5

services



Business Registration and Management

11

services



Construction and Property

16

services



Social Protection

10

services

Key tasks

To increase the number of e-services to 100

To encourage Ukrainian citizens and businesses to use e-services

To develop the software for public services centers

e-Identification

Legal mechanisms

The Law On Electronic Trust Services that defines the legal basis for e-identification (2017)

The Government has adopted an Implementation plan for this law in 2017

The Ministry of Justice has adopted updated specifications on formats, structure and protocols to be implemented in robust digital signature primitives (ECDSA) in 2017

Achievements

Integrated eID system
(all means of eID in one
service – eSignature,
BankID, MobileID, ID-
card)

MobileID

Key tasks

To develop the requirements for e-identification tools

To develop the requirements for e-identification levels of trust

To develop e-identification scheme for low, medium and high level

Open Data

Legal mechanisms

The Law on
Access to Public
Information
(2011)

The Act of Cabinet of Ministers of
Ukraine № 835 (adopted in 2015)
(amended in 2017). It doubles the
number of datasets required to be
opened by public authorities

Ukraine joined
the International
Open Data
Charter in 2016

Achievements

The Single State Web-Portal of Open Data data.gov.ua

40000+ data sets from 2900+ information owners are published

Two rounds of Open Data Challenge – the national competition of open data based IT projects were held (360 applications)



Single State
Web-Portal
of Open Data
data.gov.ua

Key tasks

To modernize the
Single State Web
Portal of Open
Data data.gov.ua

To publish priority datasets
in accordance with the
public request, best
international practices and
established requirements
for openness and
transparency of activities

To facilitate the
development of
publicly accessible
social, civic, media
and commercial open
data-based projects

Interoperability: Trembita

Legal mechanisms

Act of the Cabinet of
Ministries of Ukraine On
Some Issues of
Interoperability of State
Electronic Information
Resources (2016)

Act of the Cabinet of
Ministries of Ukraine On
Approval of the Provision
on the Electronic
Information Resources
National Register
(amended in 2018)

Achievements

The audited state registers

The Interoperability System for government agencies owning state electronic information resources (Trembita) created on the basis of X-Road

The “digital by default” principle (digital expertise and digital realization)

Key tasks

To connect
19 key state
registers till
2019

To finalize
implementation
of the information
security system
for Trembita

To finalize modernization
of Electronic Information
Resources National
Register (concept model
of RIHA, Estonia)

Interoperability: EISPA

Legal mechanisms

Act of the Cabinet of Ministries of Ukraine
on Some Issues of Documenting
Management Activity (2018)

Achievements

In 2016 Ukraine moved to electronic document flow of central public authorities with the help of EISPA. Now about 5000 documents are sent daily in electronic format

Key tasks

To introduce of
Single
e-Governance
Web-portal
gov.ua

To approve
legal acts in
electronic
format

To transfer the
law-making
process to
electronic
format

To develop inter-agency and
internal electronic document
flow:

1. approval of draft acts
in electronic form;
2. connection of city councils,
state enterprises, banks, etc.
to inter-agency document flow
3. implementation of the systems
of electronic document flow
in government agencies

Conclusions

Ukraine has already done a good job but there is still much work to do

While digitalizing we remember that our goal is to serve citizens' need

All this work is up to us, given the support of Ukrainian business experts, civil society and international partners

**Thank you
for attention!**