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

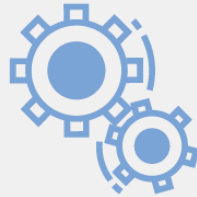The Agency implements state policy in e-government, informatization and information society development

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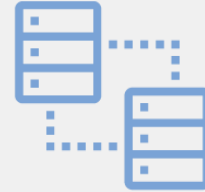
Priorities and activities

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](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