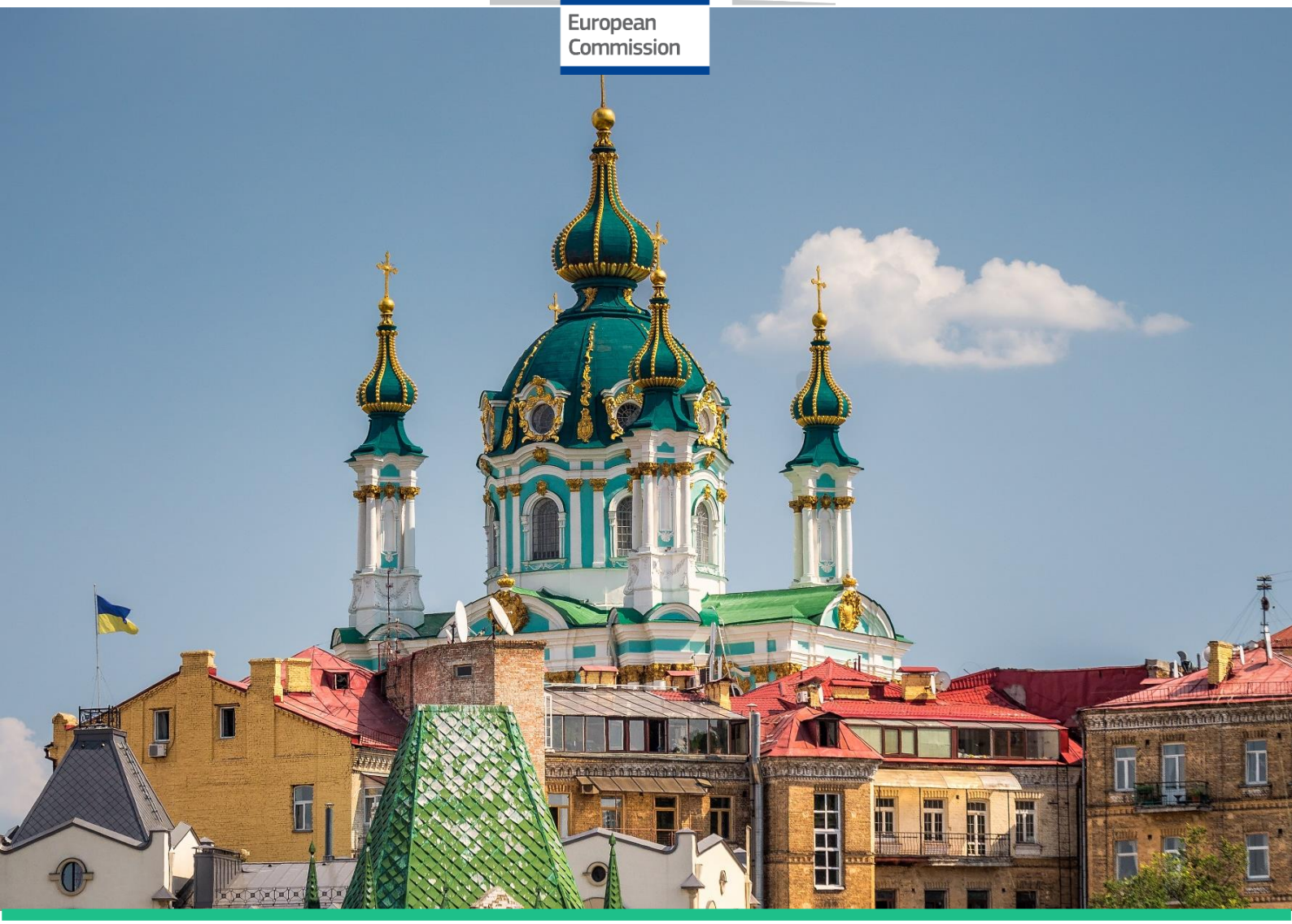
European Commission



Digital Public Administration factsheet 2020

Ukraine

ISA²

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1 Country Profile

1 Country Profile

1.1 Basic data

Population: 41 879 904 (2020)
GDP at market prices: UAH 3 974 564* (2019)
GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): N/A
GDP growth rate: 3.2% (2019)
Inflation rate: 4.1%* (2019)
General government gross debt (Percentage of GDP): 50.3%* (2019)
General government deficit/surplus (Percentage of GDP): -1.96%* (2019)
Area: 603 628 km^2
Capital city: Kyiv
Official EU language: Ukrainian
Currency: UAH

Source: UkrStat, * Ukrainian Ministry of Finance (last update: March 2020)

1.2 Digital Public Administration Indicators

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

However, the following are some relevant statistics for Ukraine:

- Mobile-cellular subscriptions per 100 inhabitants: 127.8*;
- Fixed (wired)-broadband subscriptions per 100 inhabitants: 14.4*;
- Mobile-broadband subscriptions per 100 inhabitants: 45.2*;
- 62.3% of households have a computer*;
- 71 % of Ukrainian citizens use the internet**;
- 65 % of Ukrainian citizens have internet access at home**.

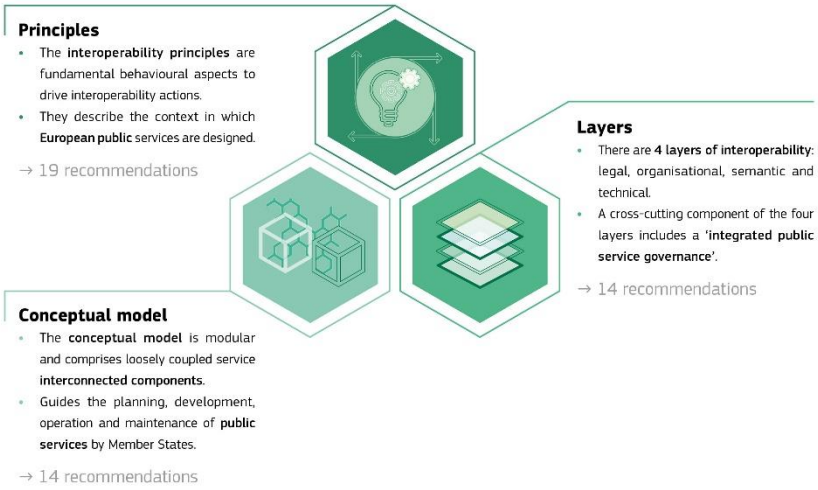
Out of those using the internet***:

- 90.9% use the internet every day;
- 7.6% use the internet at least once per week;
- 1.5% use the internet at least once per month.

Source:
* ICT statistics on Ukraine (Latest data available: 2018) –ITU;
** Research of Factum Group made on request of Ukrainian Internet Association (2019);
*** Ministry of Digital Transformation survey on digital skills and Internet use in Ukraine (2019).

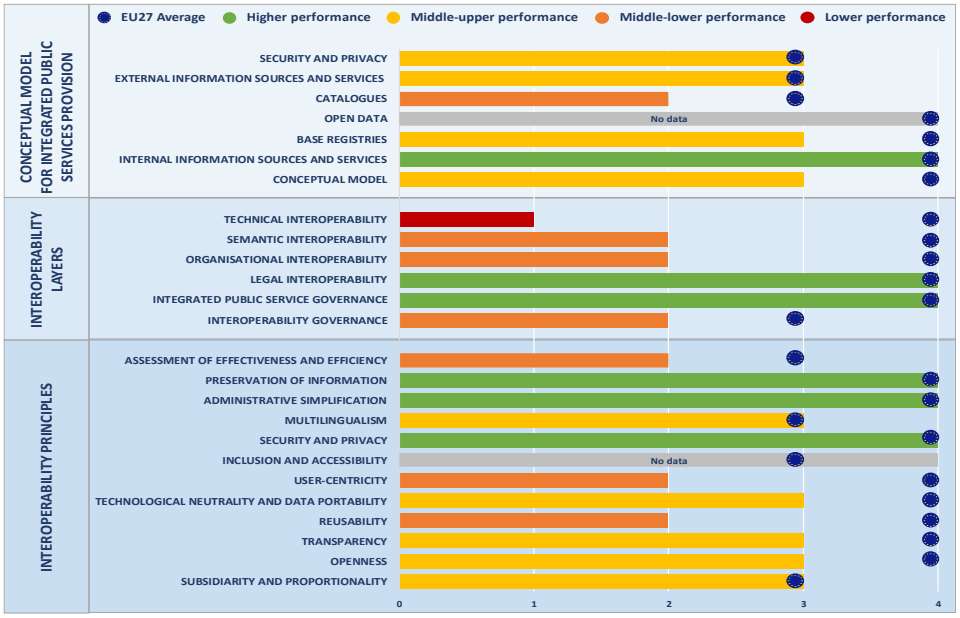
1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.



Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Ukraine in 2019. It is possible to notice an overall medium performance of the country. The areas of improvements are concentrated within the second scoreboard, particularly the principle of technical interoperability. Not enough data was collected to measure the principle of open data and inclusion and accessibility.



Source: European Interoperability Framework Monitoring Mechanism 2019

1.4 eGovernment State of Play

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

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

2 Digital Public Administration Highlights

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Digital Public Administration Political Communications

The Ministry of Digital Transformation of Ukraine (MDT) published the draft concept of the digital infrastructure development in Ukraine. The document provided the vision of the MDT on the development of digital infrastructure and the key objectives of digital transformation in Ukraine. The draft concept underlines three priorities to be achieved by 2023. These priorities are:

- The enhancement of public eServices;
- The development of broadband internet connections;
- The implementation of innovative technologies and optical networks.

The Cabinet of Ministers of Ukraine Action Programme is the key strategic document identifying the Government's priority goals, ways to achieve them and key performance indicators set for each of them. The Action Programme was approved by the Cabinet of Ministers by Decree No 849 on 29 September 2019.

Digital Public Administration Legislation

On 4 September 2019, the President of Ukraine issued the Order No 647/2019 On Some Activities to Ensure Access to High-quality eServices. The order introduced the principle of state as a service. The principle aimed to the development of a new digital infrastructure and the enhancement of the accessibility of public eServices to citizens and businesses.

Digital Public Administration Governance

On 2 September 2019, a new Ministry of Digital Transformation of Ukraine (MDT) replaced the State Agency for eGovernance of Ukraine. The MDT oversees the digital transformation of Ukraine both at the national and local levels. The MDT formulates and implements public policies in several domains (i.e. digital economy, eDemocracy, information society, digital skills, open data, eCommerce).

Digital Public Administration Infrastructure

On 4 December 2019, the Cabinet of Ministers of Ukraine adopted the Decree No 1137/2019 On a Single State eServices Portal and on State Portal of Administrative Services, introducing the DIIA State eServices Portal. The decree defines the objective, major tasks and functional opportunities of the DIIA eServices portal as well as the content to be published on the portal.
The DIIA mobile application was released on 6 February 2020 and is available now in AppStore and Play Market. DIIA State eServices Portal was officially launched in April 2020. The platform will represent an entirely new approach to the eServices delivery and will provide citizens and businesses with comprehensive information on state eServices while providing them with the opportunity to benefit from high-quality eServices.

3 Digital Public Administration Political Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

Draft concept of the digital infrastructure development in Ukraine

In December 2019, the Ministry of Digital Transformation of Ukraine (MDT) developed and placed for public discussion the draft concept of the digital infrastructure development in Ukraine for the period 2020-2023. The document provided the MDT's vision on the development of digital infrastructure and the key objectives of digital transformation in Ukraine. While developing this concept note, the experts used a multi-stakeholder approach. By doing so, the main purpose of state authorities was to determine, prioritise, and coordinate the stakeholders' interests. The draft concept underlines three priorities to be achieved by 2023. These priorities are:

- the enhancement of public eServices;
- the development of broadband internet connections;
- the implementation of innovative technologies and optical networks.

The enhancement of public eServices aims to facilitate the delivery of eServices to both citizens and businesses. The digitalisation of business processes of public bodies will simplify the interaction between citizens, businesses and the state, resulting in higher efficiencies.
The development of the broadband represents the basis for the development of public digital infrastructure. In order to ensure the demand of broadband connections, the MDT insists on prioritising the connection of social infrastructure objects to the broadband connection (i.e. schools, libraries, museums, healthcare institutions, administrative service offices etc.).
The implementation of innovative technologies and optical networks is paramount to enable the development of the 5th generation connection in Ukraine. As optical networks are a basic infrastructure for 5G connection, their development is a priority for the next five years.

Cabinet of Ministers of Ukraine Decree No 849 on the Approval of the Cabinet of Ministers of Ukraine Action Programme

On 29 September 2019, the Cabinet of Ministers of Ukraine adopted its Action Programme. The programme contains a set of priorities and key performance indicators assigned to each Ministry for the next five years. After the presidential and parliamentary elections, the government has streamlined and transformed the structure of the government itself. On 2 September 2019, a new Ministry of Digital Transformation of Ukraine replaced the State Agency for eGovernance of Ukraine. The MDT currently drives the digital transformation of Ukraine both at national and local levels. The government of Ukraine set three key objectives for the MTD:

1. complete availability of public services in electronic format;
2. full access to the internet broadband from all international roads and urban locations;
3. full access to opportunities to acquire digital skills granted to citizens.

Concerning the availability of public services in electronic format, the MDT shall make an inventory of all public services provided to citizens and businesses in order to proceed to their optimisation and digitalisation. Additionally, the MDT will continue developing means of electronic identification (e.g. smart ID), together with the setup of a DIIA eServices portal where all public services will be placed.

Regarding the full access to opportunities, the MDT plans to develop an online platform for digital education that will allow Ukrainians to improve their digital skills.

Digital Agenda for Ukraine

In 2018, with the publication of the new Digital Agenda for Ukraine, the government and the state agency for eGovernance of Ukraine laid the groundwork for the future. eGovernance is one of the main policy directions of its current Government. The Digital Agenda for Ukraine was adopted on 17 January 2018. It was the main strategic document providing the direction for Ukraine's government and the country's economic development. The plan outlined the principles of Ukraine's development in the digital space and the basis for the development of the digital economy.
The Digital Agenda for Ukraine consists of seven main pillars:

1. telecommunications and ICT infrastructure;
2. digital skills;
3. eMarket;
4. digital governance;
5. innovation and R&D;
6. trust and cybersecurity;
7. benefits from ICT for society and economy.

The digital skills pillar aims at guaranteeing equal opportunities to all citizens that seek to obtain services, information and digital skills via ICT technologies. It is being implemented by granting free access to public information and digital skills for all. Additionally, it foresees the development of a list of digital skills required by target audiences, the development of high-quality digital education content, the provision of online and offline courses on digital education, the assessment and certification of digital competences, the development of digital education regulatory framework, and the provision of obligatory digital skills for public officials.
The digital governance pillar lays down actions to foster the modernisation of Ukraine's public administration. The pillar has developed a new architecture of ministerial functions (e.g. data collection, data application, information security, etc.) and has introduced unified document templates and standard solutions for common business processes.
The trust and cybersecurity pillar lays down actions that shall help to modernise Ukraine's national system of cybersecurity. The pillar includes, among others, the development of a front-line system against cyber threats and technical vulnerabilities, the enhancement of the protection from the cyber threats, and the provision of learning courses on cybersecurity.
More information on the Digital Agenda for Ukraine are available in English here.

Concept of Digital Economy and Society Development

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

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

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

Among the main priorities of the action plan are:

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

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

On 22 August 2018, the government adopted the Action Plan for the Implementation of the eGovernment Development Concept for the Years 2018-2020. The document explained the concrete activities to be undertaken by state entities to ensure the development of eGovernance by the end of year 2020.
The action plan focuses on three key initiatives:

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

3.2 Interoperability

No political communication has been adopted in this field to date.

3.3 Key enablers

3.3.1 Access to public information

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

On 18 December 2018, the Cabinet of Ministers of Ukraine adopted the Action Plan on Open Government Partnership Initiative Implementation for the Years 2018-2020. The detailed plan is aimed to help the country to increase its transparency.
The document provided detailed implementing activities such as adopting the best international standards of open information so as to ensure the transparency of construction activities (CoST), enhancing the transparency of the public finances budget through the development of the Open Budget Portal, providing information on the projects that are funded by international organisations (IFI), enhancing transparency and efficiency of state control in the sphere of public procurement, implementing verification mechanisms on information about end beneficiaries, etc.

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

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

3.3.2 eID and Trust Services

No political communication has been adopted in this field to date.

3.3.3 Security aspects

Action Plan on Implementation of Cybersecurity Strategy in Ukraine

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

3.3.4 Interconnection of base registries

Mapping Report on State Electronic Information Resources. Status and Perspectives

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

3.3.5 eProcurement

No political communication has been adopted in this field to date.

3.4 Domain-specific political communications

eHealth Action Plan

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

3.5 Emerging technologies

Ukrainian Artificial Intelligence Strategy

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

The Expert Consultancy Committee on Artificial Intelligence of the Ministry of Digital Transformation of Ukraine is currently working on the development of the Concept of Artificial Intelligence.

4 Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

Presidential order No 647/2019 on Some Activities to Ensure Access to High-quality eServices

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

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

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

Decree No 56 on Some Questions of Digital Development

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

4.2 Interoperability

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

On 4 December 2019, the Cabinet of Ministers of Ukraine adopted the Decree approving the provision on the State DIIA State eServices Portal (*Портал Дія*). The decree defined the objective, major tasks and functional opportunities of the DIIA

eServices portal as well as the content to be published on the portal. The portal provides information about electronic, administrative and other public services and eServices are delivered using data from the national electronic information resources. Digital images of documents are created via the portal's means (i.e. DIIA mobile application) and the user's eCabinet on the portal provides information about the user from the national electronic information resources. The DIIA State eServices Portal has technical capacity for identification via the national identification system, qualified electronic signatures and stamps. Moreover, the DIIA State eServices Portal is integrated with the national interoperability system that provides the portal with the data needed for the delivery of eServices.

Decree No 956 on Pilot Project for the Use of Electronic Driver's Licenses and Electronic Document on Vehicle Registration

On 23 October 2019, the Cabinet of Ministers of Ukraine adopted the Decree No 956 on Pilot Project for the Use of Electronic Driver's Licenses and Electronic Documents on Vehicle Registration. The decree defined the ordering, using and tracking of electronic driver licenses and electronic documents related to the registration of vehicles. In order to obtain these electronic documents, citizens have to download their electronic driver licenses and/or electronic documents on vehicle registration via the DIIA mobile application and conduct an electronic identification process. The exchange of data between the mobile application and the single information system of the Ministry of Internal Affairs of Ukraine takes place in real time using means of technical and cryptographic protection of information according to the Law of Ukraine on the Protection of Information in the Information Telecommunications Systems.

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

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

Decree No 357 on Some Questions on Interoperability of State Information Resources

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

Decree No 55 on Some Questions of Administrative Activity Recording

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

exchange. The document identified procedures for the interaction between state entities in an electronic format.

Decree No 60 on Requirements to Data Formats of Electronic Documents Flow in State Entities

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

4.3 Key enablers

4.3.1 Access to public information

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

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

Law of Ukraine on Access to Public Information

This law was adopted by the Ukrainian parliament in 2011, with latest amendments made in 2015. The law determined the citizens' right of access to public information held by the state and other owners, as listed in the law.
The law contained important and progressive statements on the obligatory disclosure of information by the central and local state authorities. It ensured the implementation of the international principle of access to public information: all the information stored by state authorities should be open unless when prohibited by law. The law adheres to the basic principles and practices established by the European Court of Human Rights, the UNECE Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters, the Recommendation of the Council of Europe No R(81)19 on the access to the public information stored by the state authorities, and the Council of Europe Convention on Access to Official Documents.

4.3.2 eID and Trust Services

Decree No 546 on Approval of the Provision on eID integrated system

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

Law on Electronic Trust Services

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

Procedure of Compliance Assessment in the Sphere of Trust Electronic Services

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

Order on Requirements to the Electronic Identification Tools and their Use in eGovernance

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

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

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

Decree No 60 on Procedure of Mutual Recognition of Ukrainian and Foreign Public Key Certificates

The decree defines the mechanism of mutual recognition of Ukrainian and foreign public key certificates, electronic signatures, and the use of information systems for the central certification body to recognise electronic trusted services and foreign public key certificates in Ukraine. The Ministry of Digital Transformation will be responsible to ensure these activities via international agreements on mutual recognition.

4.3.3 Security aspects

Amendments to the Law on Protection of Information in Information Telecommunication Systems

The draft law No 2043 on the amendments to the Law of Ukraine On Protection of Information in Information and Telecommunication Systems was adopted at first reading on 3 September 2019. It represents an essential step towards the harmonisation of Ukrainian law with European legislation.

Decree No 518 on the Approval of the General Requirements to Cybersecurity of Critical Infrastructure Objects

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

Law on Basic Principles of Cybersecurity in Ukraine

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

4.3.4 Interconnection of base registries

Decree No 1078 on Pilot Project for Verification of Data about Physical Persons Processed in Some National Electronic Information Resources

On 4 December 2019, the Cabinet of Ministers of Ukraine adopted the Decree No 1078 on Pilot Project for Verification of Data About Physical Persons Processed in Some National Electronic Information Resources. At the time being, complete and accurate data that can support the implementation of eServices in Ukraine is only partially available. The pilot project seeks to match data from five state registries (namely, State Civil Acts Status Registry, State Registry of Taxpayers, State Registry of Obligatory Social Insurance, Single Electronic Database on Education, eHealth) with the aim of tracking the validity, accuracy, applicability and redundancy of the data. The data resulting from this process will be uploaded on a separate database. It will then be used to update and populate the State Demographic Registry using verified data for each person. This will enable the issuing of temporary unique registration numbers that are crucial for individual identification.

Law on Public Electronic Registries

The draft law on Public Electronic Registries was registered in the Verkhovha Rada of Ukraine (the Ukrainian Parliament). The draft law aimed to ensure a single interoperable system of public electronic registries. The draft law determined the institutional structure of public electronic registries and the standards of their development, maintenance, interoperability, administration, modernisation, and reorganisation. It set standards for the development of registries' information and their use in other information systems. The draft law established the basic registries list and a common legislative terminology for all state registries. It declared the implementation of a business model for the commerce needs and registries. Furthermore, the document mandated the use of the TREMBITA interoperability system for all the interactions between state registries. The draft law ensured prevention of data duplication in existing

basic registries and forbade public authorities from requesting data from citizens that already existed in the registries. Finally, the law ensured the right of every citizen to have free access to information about themselves. According to the draft law, the state registries should be registered in the Registry of Registries.
The draft law No 2110 on Public Electronic Registries adopted in the first reading on 31 October 2019 will facilitate the creation of a single legal framework that simplifies the creation, operation and interaction of public registries, inventories and other information systems.

4.3.5 eProcurement

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

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

Law of Ukraine on Public Procurement

The law was adopted by the Verkhovna Rada of Ukraine (the Ukrainian Parliament) in 2016 with final amendments made in 2018. The law stipulated legal and economic principles on goods and services procurement to satisfy the needs of state and territorial communities. The aim of the law was to ensure effective and transparent procurement procedures at national level, and also to create a competitive environment in the sphere of public procurement, eliminate possible corruption risks, and foster healthy competitiveness.
On 19 September 2019, the Ukrainian Parliament approved a revised Public Procurement Law, aimed at making public procurement more efficient and aligning the national legislation with the European Directives 2014/24 and 2014/25. More specifically, the new law introduced electronic catalogues for minor tenders that enable procuring entities to order goods through the online marketplace.

4.4 Domain-specific legislation

The Concept of Development: the State Automated System Open Environment

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

Decree No 411 on Some Questions on the Electronic Healthcare System

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

4.5 Emerging technologies

No legislation has been adopted in this field to date.

5 Digital Public Administration Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Ministry of Digital Transformation of Ukraine

Following the presidential and parliamentary elections, the government has streamlined and transformed its own structure, combining ministries, eliminating others and creating new ones. On 2 September 2019, a new Ministry of Digital Transformation of Ukraine (MDT) replaced the State Agency for eGovernance of Ukraine. The MDT will oversee the digital transformation of Ukraine both at national and local level. This is a single state body that formulates and implements state policies in the sphere of digital economy, digital innovation, eDemocracy, development of information society, development of digital skills and rights of citizens, open data, eCommerce and eBusiness, smart infrastructure of cities and communities, information protection, development of IT industry, etc.
The Vekhovna Rada Committee of Digital Transformation was created to advocate the legislative framework in the sphere of eGovernance and digitalisation. The priorities of the Committee include the development of a digital society, driving innovation for digital entrepreneurship, the development of eCommerce, the implementation of eDemocracy, digital identification, etc.

5.1.2 Coordination

Ministry of Digital Transformation of Ukraine

Established in 2019, the Ministry of Digital Transformation of Ukraine is the main body responsible for the policy formulation and implementation in the sphere of digital public administration and information society creation.

5.1.3 Implementation

Ministry of Digital Transformation

Established in 2019, the Ministry of Digital Transformation of Ukraine is the main body responsible for the policy formulation and implementation in the sphere of digital public administration and information society creation.

5.1.4 Support

Ministry of Digital Transformation

The Ministry of Digital Transformation of Ukraine is supported by international technical assistance projects focusing on the development of eServices, eGovernment and registries interoperability.

5.1.5 Interoperability coordination

Ministry of Digital Transformation

The governmental body in charge of interoperability activities for Ukraine is the Ministry of Digital Transformation.

5.1.6 Base registry coordination

Ministry of Digital Transformation of Ukraine

The Ministry of Digital Transformation of Ukraine is responsible for the interoperability of state registries and base registries coordination. The interaction of state registries provides an efficient means to achieve state optimisation by eliminating excessive bureaucracy, and also by providing convenient access to high-quality administrative services. Interaction of state registries is ensured via the TREMBITA system. These activities are regulated by the Decree of the Cabinet of Ministers of Ukraine No 357 on Some Questions on Electronic Interaction Between State Electronic Information Resources. The Ministry of Digital Transformation of Ukraine coordinates the interaction of four base registries: the State Demographic Registry (State Migration Service of Ukraine), the State Business Registry (Ministry of Justice of Ukraine), the State Registry of Vehicles and their Owners (Ministry of Internal Affairs of Ukraine), and State Land Cadastre (the state service of Ukraine for geodesy, cartography and cadastre).

5.1.7 Audit

The Ministry of Digital Transformation of Ukraine continued supporting a tool for the monitoring and evaluation of IT systems in state authorities. An audit was held based on the ISO/IEC 27001:2013 requirements. In 2019, the Ministry analysed 1 141 information systems of state authorities and provided key recommendations on how to improve the development of the IT infrastructure and maintain the existing information systems. According to the inventory, 89 new information systems were launched in 2019.

5.1.8 Data Protection

State Service of Ukraine on Special Communication and Information Protection

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

5.2 Subnational (federal, regional and local)

5.2.1 Policy

No responsible organisations have been reported to date.

5.2.2 Coordination

No responsible organisations have been reported to date.

5.2.3 Implementation

No responsible organisations have been reported to date.

5.2.4 Support

No responsible organisations have been reported to date.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

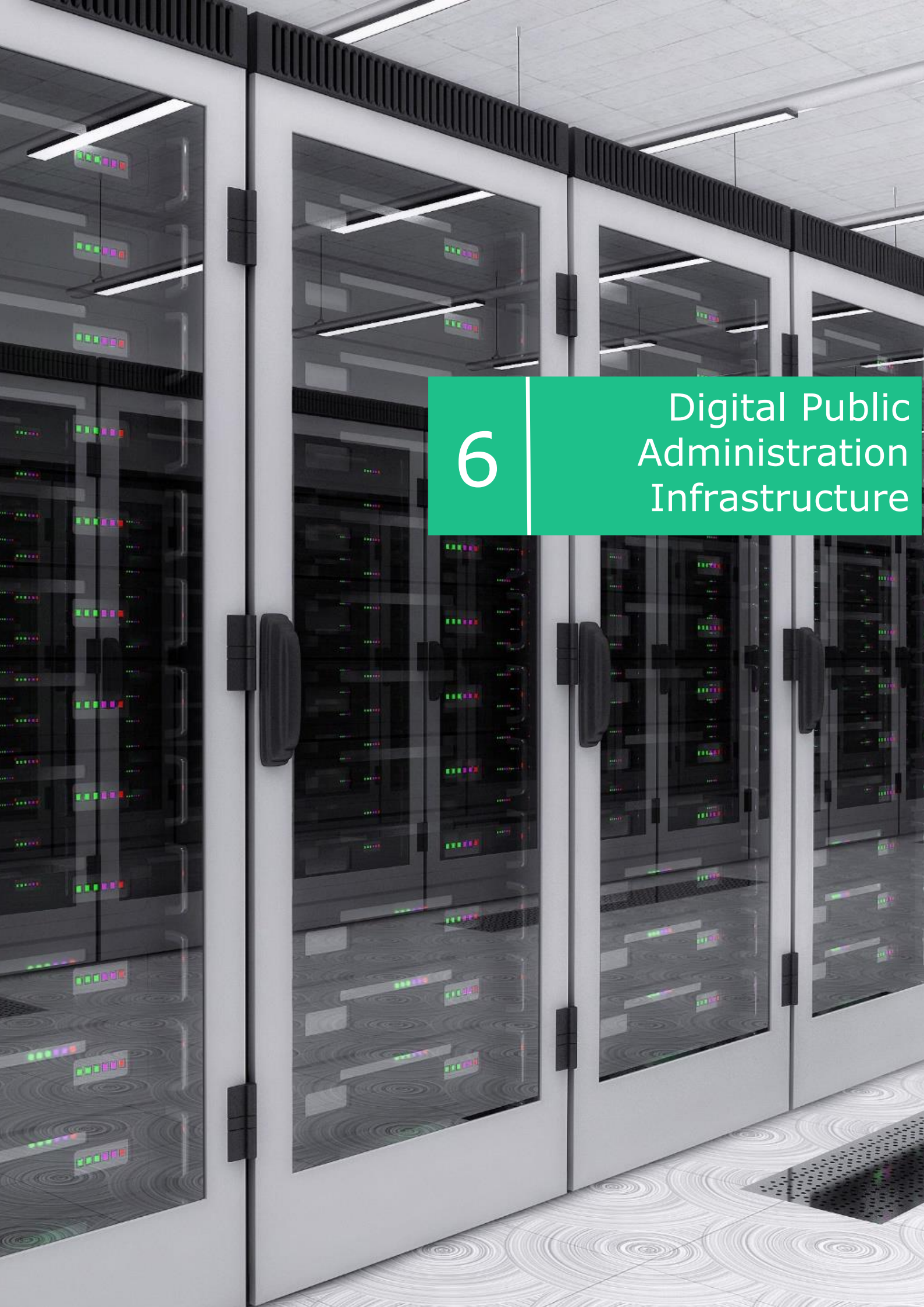
No responsible organisations have been reported to date.

5.2.7 Audit

No responsible organisations have been reported to date.

5.2.8 Data Protection

No responsible organisations have been reported to date.



6 Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

Single State eServices Portal DIIA

With the creation of the Ministry of Digital Transformation of Ukraine, Ukraine has begun a process of standardising and unifying all eServices within a single efficient, user-facing digital platform called DIIA (State and Me). This is an entirely new approach of eService delivery system. This platform will contain both an eServices portal (one-stop-shop platform) and an information system (middleware, or process engine). The platform will provide citizens and businesses with comprehensive information on available state eServices and will give them the opportunity to obtain high-quality eServices based on a unique service design. Subsequently, the platform will contain a User's eCabinet. The main concept behind the creation of the User's eCabinet is to create a single point of entry that will allow citizens to access and retrieve information about themselves. Integration with the Trembita electronic interoperability system and the Unified Electronic Identification System will allow the User's eCabinet to obtain information about the user from various state registries and display the data in the form of dashboards within the eCabinet. The User's eCabinet will not store any personal data. Instead, it will display current information about the citizen from state registries and provide convenient access to other eCabinets and services without the need for additional authorisation. The User's eCabinet will be a component within the state eServices platform. The eCabinet will also track changes and automatically notify citizens if, and when, their personal information has been altered or deleted. In situations where unauthorised changes have been made to personal information, the user will be able to react in a timely manner and rectify the situation by petitioning the relevant government entity responsible for the data, or by appealing to a court about the unauthorised activity. DIIA State eServices portal with its User's eCabinet was introduced in April 2020. The DIIA mobile application was introduced two months before, in February 2020. The first user-friendly eServices contained in DIIA mobile application are the electronic driver's licenses, the electronic vehicle registration documents (vehicle technical passports), the passport of the citizen of Ukraine (id card), the passport of the citizen of Ukraine for traveling abroad, the student ID and the car insurance.

National Open Data Portal

Launched on 7 September 2018, the Open Data Portal was designed to provide access to open data to business and citizens for purposes such as innovation, business projects, accountability, public oversight and research. For the latest version, a new platform using the Comprehensive Knowledge Archive Network (CKAN) was developed. CKAN replaced the previous DKAN platform for the Unified Open Data Portal. Currently, 25 287 datasets are available. Since its launch, more than 830 thousand unique users have visited the portal. Starting from 15 October 2018, the European Open Data Portal began harvesting open data sets from the Ukrainian open data portal. The owner of the portal is the Ministry of Digital Transformation of Ukraine.

Transportation eServices Portal

The Ministry of Infrastructure of Ukraine launched the Transportation eServices Portal. The portal contains the transportation eServices provided by the Ministry of Infrastructure of Ukraine. Operators can apply online for their transportation licenses and permits. The portal will be periodically updated with new services.

eData

The official eData public finance portal is the service which publishes the information on the use of public funds and implements the idea of transparent budget. The purpose of the project is to create an open resource, which will ensure the full transparency of public finances and allow citizens to have access to information.
The eData portal is an umbrella for two modules: Spending and Open Budget. The system owner is the Ministry of Finance of Ukraine.

Spending Portal

The first module of eData is the Spending Portal.
The Spending Portal is a national portal that reveals information about spending from the public budget and hence implements the idea of a transparent budget. The project's objective is to create an open resource available to citizens that ensures complete transparency of public finances and the public's right for access to information.

Open Budget Portal

The second module of the open data portal is the Open Budget Portal.
The Open Budget Portal is an initiative of the Ministry of Finance of Ukraine that tracks spending from the state budget on central and local levels. As of now, data from 9 139 local budgets have been published on the portal. Currently, the portal is fully operational.

IFIs Projects Portal

The third module of eData is the IFIs Projects Portal.
IFIs Projects portal is the official state portal for the registration of projects of social and economic development in Ukraine, which are implemented with the assistance of international financial institutions. The portal provides information on projects as well as acting as a tool for statistical analysis and providing tools for analysing aggregated data on the financial composition of projects, project implementation areas, and responsible executives.

Inspections Portal

The Inspections Portal is an online service, which helps Ukrainian small and medium entrepreneurs navigate business inspection rules and procedures. It also serves as a risk-management tool that promotes and improves interaction between businesses and state inspection authorities, improving the enabling environment for real economic growth in Ukraine. The portal publicly shows the plans for inspections conducted by the controlling authorities regarding small and medium entrepreneurs. In 2019, 190 538 planned inspections were registered in the system. All inspections results are publicly available.

Electronic Petitions Portal

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

Public Finance Transparency

As part of the Public Financial Management reform and the budget transparency initiatives, the Ministry of Finance of Ukraine has developed and launched a business intelligence module on general secondary education public spending. The module provides an overview of the efficiency of public spending in secondary education with the data available up to a single school level.

The Ministry of Finance of Ukraine also publishes regular and detailed reports on State debt and State-guaranteed debt, domestic bonds and Eurobonds procedures.
The Ministry also provides analytics and key performance indicators of State-owned banks, the implementation status of the 'Principles of Strategic Reform of the State Banking Sector' and NPL portfolio resolution efforts.

Single Treasury Account for Customs Duties Prepayment

Ukraine launched the Single Treasury Account for Customs Duties Prepayment which aims to simplify the administration of customs prepayments during the process of customs clearance.
Under the previous system, an economic operator had 26 separate accounts for the goods customs clearance with each individual customs office in Ukraine. The Single Treasury Account now allows for the usage of the single account for customs clearance of goods with all Ukrainian customs offices. The legal basis for the Single Treasury Account was established by the Ministry of Finance of Ukraine and the accompanying IT-tool was implemented jointly by the State Fiscal Service and the State Treasury of Ukraine.
The Single Treasury Account is a significant step towards simplified customs procedures intended to reduce clearance times and costs for economic operators.

Computerised Transit System (NCTS)

Ukraine started the process of launching its NCTS, according to its obligations based on the EU-UA Association Agreement to ensure security and on-line access to customs-related information of 35 countries, as well as facilitate controlling procedures related to goods moved in transit customs regime through or within the customs territory of Ukraine.
The NCTS is an IT tool, which is used by 35 countries who are parties to the Convention on a Common Transit Procedure. Accession to the Convention on a Common Transit Procedure and use of the NCTS allow businesses to move goods from one country to another based on the single transit customs declaration (the so-called T-1 customs declaration). This also allows customs authorities to facilitate and increase the efficiency of the controls performed with regard to transited goods.
The procedure of Ukraine's accession to the Convention on a Common Transit Procedure and the full-mode application of the NCTS require the national implementation of the Convention's rules and development of IT tools similar to the NCTS. This normally takes about a year. For this purpose, Ukraine adopted a dedicated Roadmap and agreed with the EU on the supply of an IT tool similar to the NCTS. The required amendments to the customs legislation to use T-1 customs declarations in test mode have been already introduced.
Moreover, the draft law No 9532, implementing provisions of the Convention on a Common Transit Procedure, was developed by the government and voted by Parliament in the first reading. The adaptation of the draft law draft law No 9532 is expected by 2020.

6.1.2 Subnational Portals

No particular portal at the subnational level has been reported to date.

6.2 Networks

National Telecommunications Network

As a part of its cyber security strategy implementation, the government of Ukraine is planning to develop the national telecommunication network and protected data centres for the state entities. This network is a single telecommunication network protected from cyberattacks. The objective is to protect the processing and security of state

information resources. Protected data centres were first developed for security, defence, finance, energy and transport branches.

6.3 Data Exchange

Electronic Court

The Electronic Court is one of the services of the Single Court Information and Telecommunication System that exchanges electronic documents between participants engaged in the legal process. It provides them with the opportunity to electronically submit statements of claim and other procedural documents and receive court decisions. The registration and authentication for users is available via an electronic digital signature.

National Interaction system TREMBITA

In 2018, the National Interaction system TREMBITA was finalised. It was based on the Estonian interaction system X-Road and aimed at the exchange of data between state information resources, so as to ensure the highest quality level of eService delivery system. At the end of 2019, 47 state authorities joined TEMBITA. The owner of the system is the Ministry of Digital Transformation of Ukraine. This interaction system guarantees state authorities and service centres access to the information contained in national registries and thereby will enable fast and high-quality provision of public services.

The Electronic Interoperability System for Public Agencies

The Electronic Interoperability System for Public Agencies (EISPA version 2) was designed to automate the processes of creating, sending, transferring, processing, using, and storing electronic documents, and/or copies of paper-based documents electronically using the electronic digital signature and to track the execution of Cabinet of Ministers' orders, resolutions and other documents. The system's objectives are: to create a single information space to register, analyse and process the organisational documents of state authorities in the electronic format with the use of electronic digital signature; to improve the quality and efficiency of management decisions; and to decrease the expenses from the state budget due to transfer to electronic document management. The owner of the system is the Ministry of Digital Transformation of Ukraine. At the end of 2019, the system was implemented by 1878 organisations. Every day, central government agencies send more than 5 000 documents electronically.

Single Window for Customs

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

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

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

6.4 eID and Trust Services

National Identification System

The National Identification System ensures the procedures of personal identification for users of different online services. It combines all electronic identification tools: electronic digital signature, bank ID, and Mobile ID. The three biggest mobile operators in Ukraine have already launched Mobile ID.

6.5 eProcurement

ProZorro

ProZorro is an online public procurement platform and collaboration environment that ensures open access to public procurement (tenders). Fully implemented in 2016 as a hybrid system (containing both centralised public and decentralised private marketplaces), it has since been globally recognised as one of the most innovative public procurement systems delivering government services in a stakeholder-focused, transparent, effective, fair and low-cost way.
The system is managed by the Ministry for Development of Economy, Trade and Agriculture of Ukraine. According to the law on Public Procurement, the ProZorro portal is an open resource that has been providing access to database information on electronic tenders since July 2016. This system is obligatory for all state ordering customers. State organisations acting as ordering customers publish bid opportunities via the module of electronic auction, having registered themselves on authorised electronic platforms. This module ensures the transfer of information to the central database and simultaneously publishes it on the portal and other platforms. The portal database and the module of electronic auction create the single system of electronic public procurement ProZorro. More than UAH 55 billion (around EUR 1.82 billion) of state budget were saved thanks to ProZorro.

DOZORRO

The monitoring platform DOZORRO is a national public procurement watchdog portal that allows users to provide feedback on any procurement procedure, tender, etc. In 2019, the Dozorro watchdog community analysed 10 236 red flag tenders. Each high-risk tender was brought to the attention of the public purchaser, their managing entity and their oversight authorities through formal letters. Following the analyses, 6 928 tenders were brought to the attention of oversight authorities, public purchasers and their managing entities through formal complaints. 1 104 high-risk tenders (11% of the total analysed) were fixed as a result.
DOZORRO regional community published 101 guidelines on how to use procurement monitoring instruments (such as BI Prozorro and the DOZORRO portal) and how to best apply them in order to be able to extract value from open data. The DOZORRO risk indicator system has the option of filtering tenders according to specific risks or groups of risk indicators. The system includes 40 AI-powered risk indicators that can point out the likelihood of corruption in a particular tender.

ProZorro Sale

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

6.6 ePayment

No particular infrastructure in this field has been reported to date.

6.7 Knowledge Management

National online platform of digital literacy

The national platform of digital literacy has been developed with the aim of digitally educating at least 6 million Ukrainians. The key learning approach of the platform relies on educational series. The platform currently contains three educational series - Basic Digital Literacy, Digital Literacy for Teachers, and series for parents – and on an educational series for kids, namely Online Security for Kids. While producing the series, the MDT experts used European standards of teaching and evaluation of digital competences. For instance, the Basic Digital Literacy series was developed on the Digital Competence Framework for citizens DigComp. The platform contains a free test on general digital literacy that helps to find out everyone's level of digital literacy. The platform will be updated on a regular basis. MDT plans to launch specialised courses for entrepreneurs, lifestyle courses, and courses on new digital professions.

Knowledge Management Educational Portal for Civil Servants

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

Single State Electronic Database on Education

This database collects, registers, processes, stores and protects data related to education. According to the Law on Education, the database contains four registries: the registry of educational institutions, the registry of educational documents, the registry of independent external assessment certificates, and the registry of student ID cards. Hence, users can check the validity of their diplomas and academic credentials and the validity of their ID cards. Additionally, users can find information about their educational establishment and its license. One more feature of the system is the opportunity for users to find information on admissions and including the ratings of those that submitted the documents to universities and recommended for enrolment etc. As of end of 2019, 1 143 higher educational establishments and 143 separate departments, 867 vocational and technical institutions and 153 separate departments, and 343 education management departments were registered in the system.

eHealth Information System

eHealth is an information system that allows patients to receive high-quality medical assistance from healthcare centres and monitor the efficiency of the state budget. Patients sign declarations with their doctors, and the doctors register them in the system. The state pays doctors for each patient and ensures patients are guaranteed free-of-charge medical services.
As of end of 2019, more than 1 600 medical centres, 25 000 doctors, and 29 million patients were registered in the system.

6.8 Cross-border platforms

No particular infrastructure in this field has been reported to date.

6.9 Base registries

The State Registry of Registries

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

7 Cross-border Digital Public Administration Services

7 Cross-border Digital Public Administration Services for Citizens and Businesses

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

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

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:

- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:

- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).

The Digital Public Administration Factsheets

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

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

An action supported by ISA²

ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU.
ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action.
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