

# How it was

State registers did not interact with each other

Citizens collected a bunch of various certificates and documents for services

Each authority provided services according to different standards – a "zoo" of websites and offices

Information about services was not clear and difficult to access

The official made a decision about the result – the risk of corruption

Complex procedures for providing services and many offline visits

The state was far behind the business in terms of service level

High costs of providing services

Corruption



Our mission

**To build the most convenient  
state in the world**

## Our goals

Internet

# 95%

coverage of transport  
infrastructure  
and settlements

Education

# 10M+

of Ukrainians are involved  
in a digital skills development  
program

Services

# 100%

services online

Business

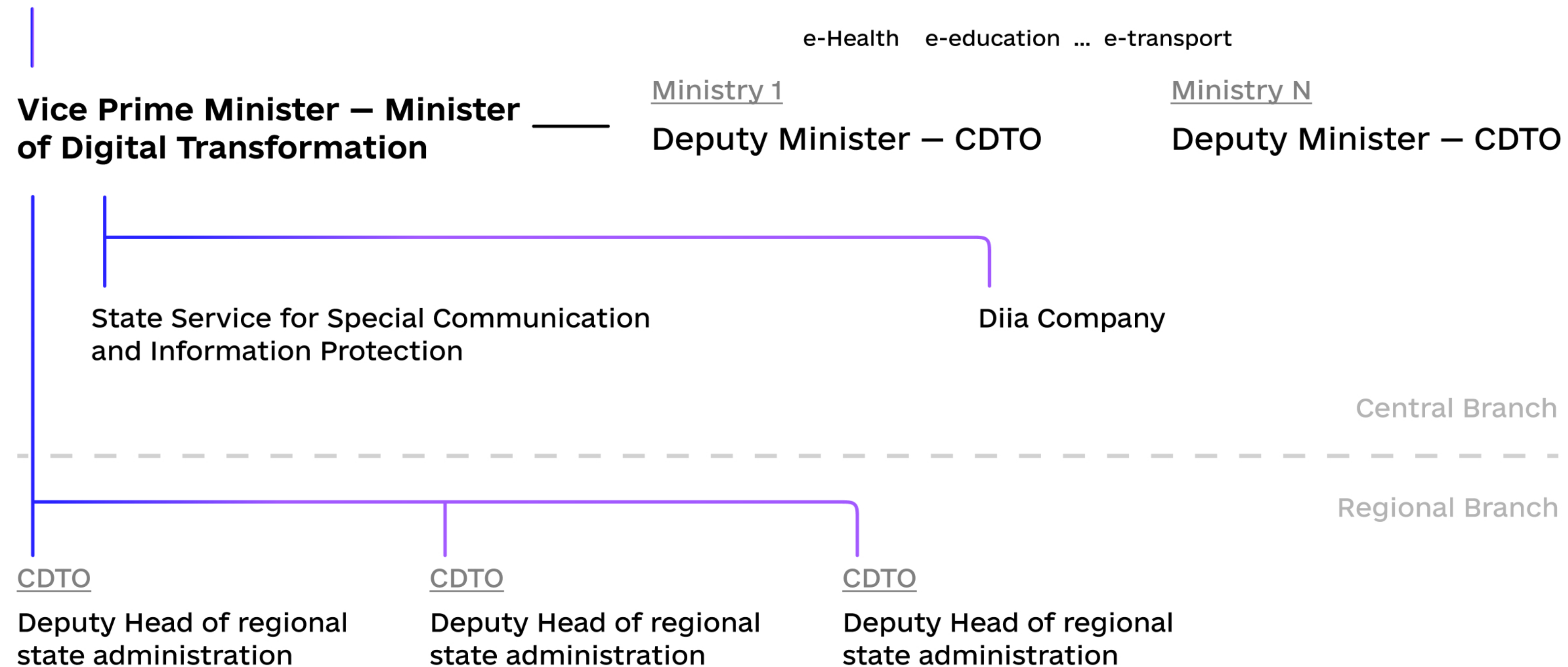
# \$6.5 → \$17B

share of IT in the country's GDP

# Our structure

## Executive power

### Prime Minister



\*CDTO – chief digital transformation officer

## Digital Legislation

### Verkhovna Rada (Parliament)

The Parliament's Committee on Digital Transformation

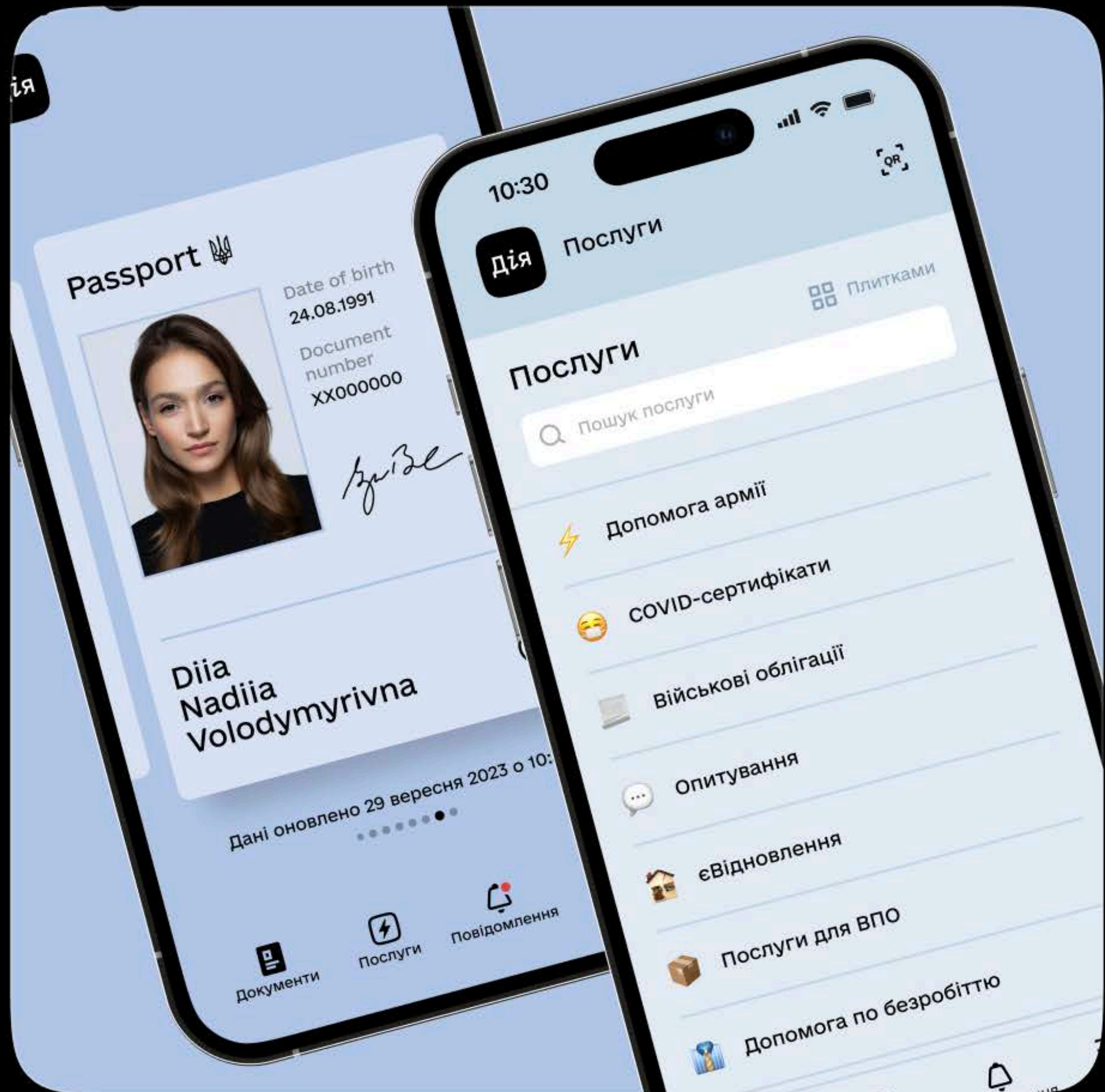
Diia

# State super-app

19.5M+

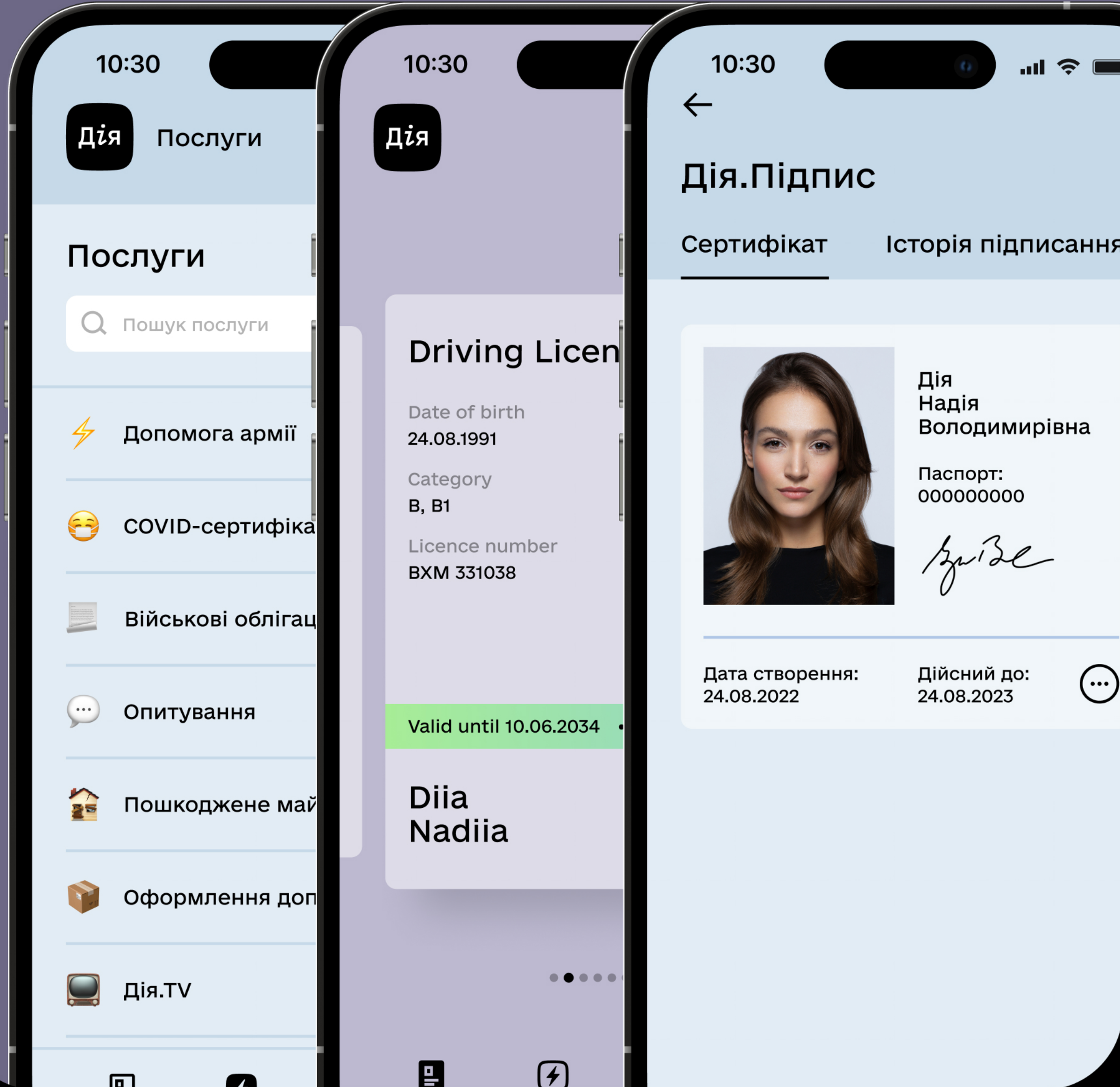
Ukrainians already use Diia

Diia is a brand of the digital state. In translation from Ukrainian, this word means "action". The Diia ecosystem includes 5 different projects.



# State superapp

One-stop shop for everything



public services

ID wallet

digital signature

transformation of social support of citizens

fintech development

e-democracy

state bank

paying of taxes/fines

transformation of education

transformation of business models

efficient response to challenges  
(war, natural disaster, etc)

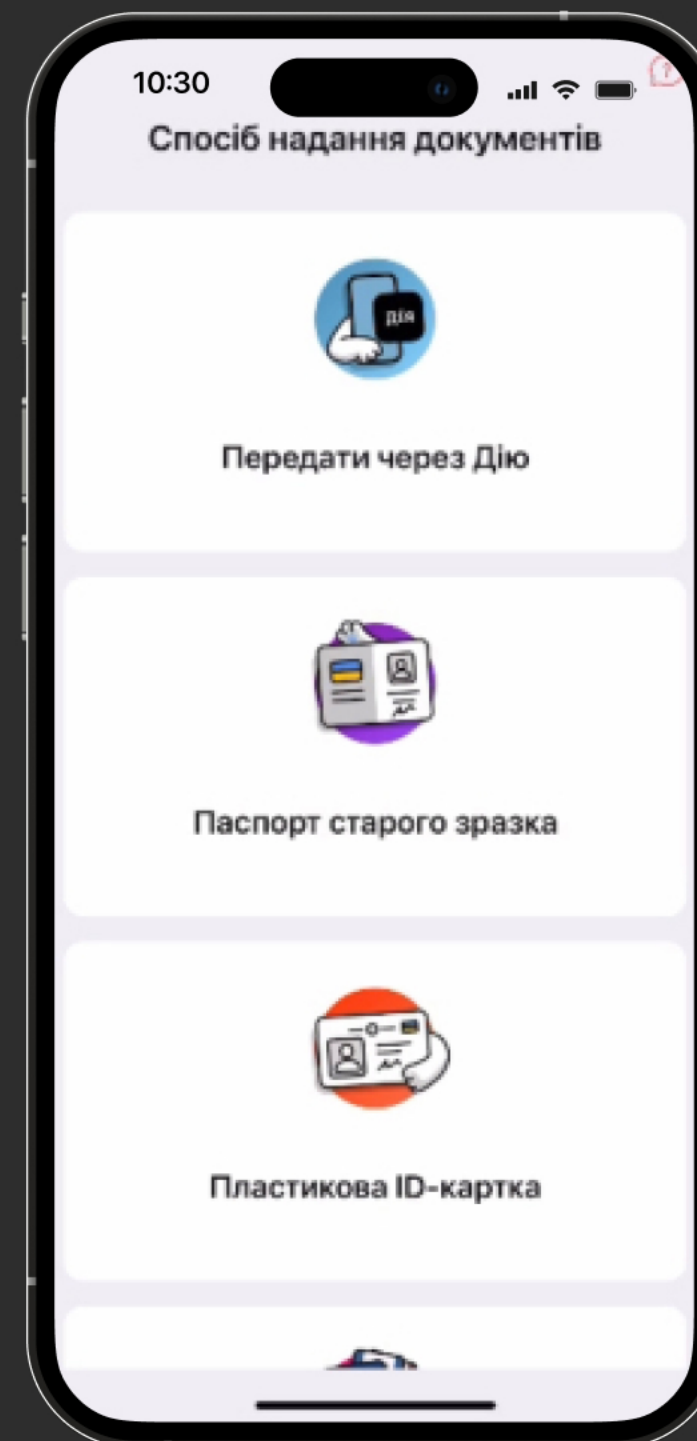
# Sharing

## Popular user cases:

- opening a bank account online;
- check-in in a hotel;
- admission to the university;
- employment;
- auto and life insurance;
- in medical institutions to create a medical card;
- returning the evacuated car;
- and a lot of other life situations

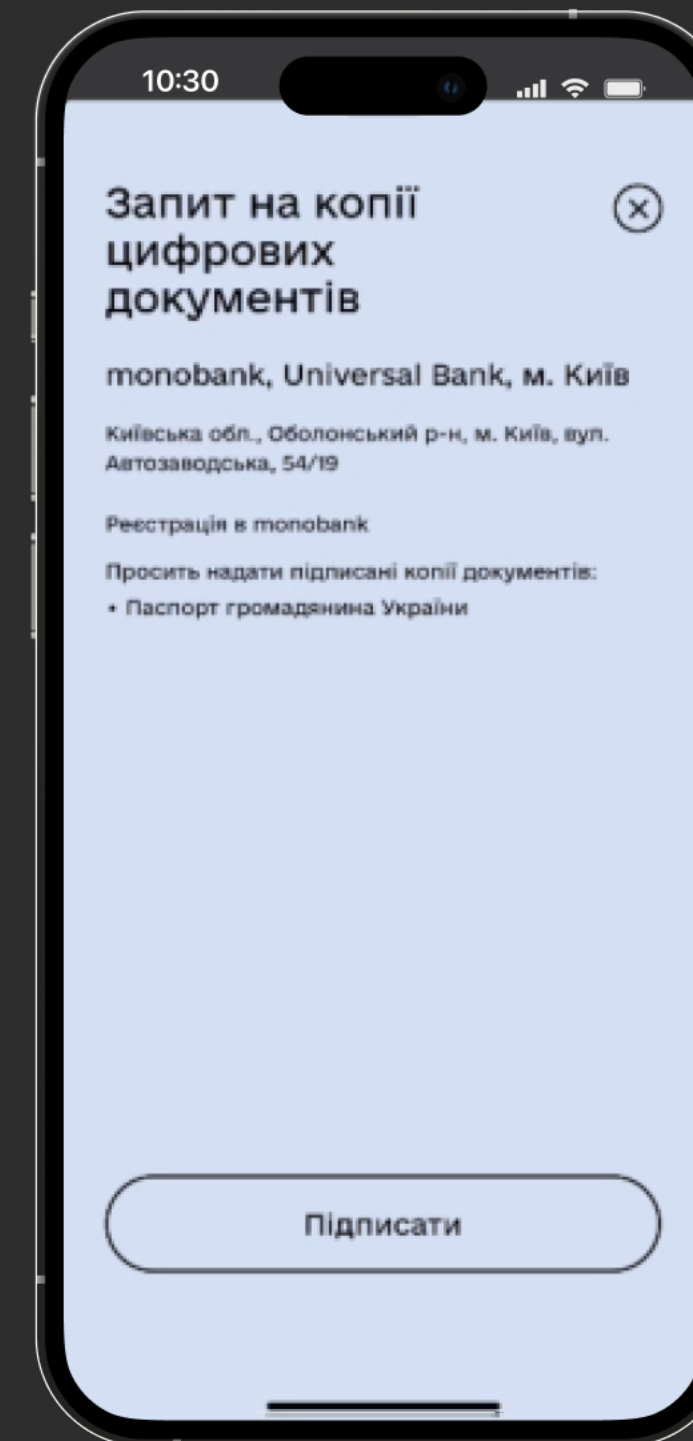
Step 1

User clicks the button with the diplink



Step 2

User confirm document sharing



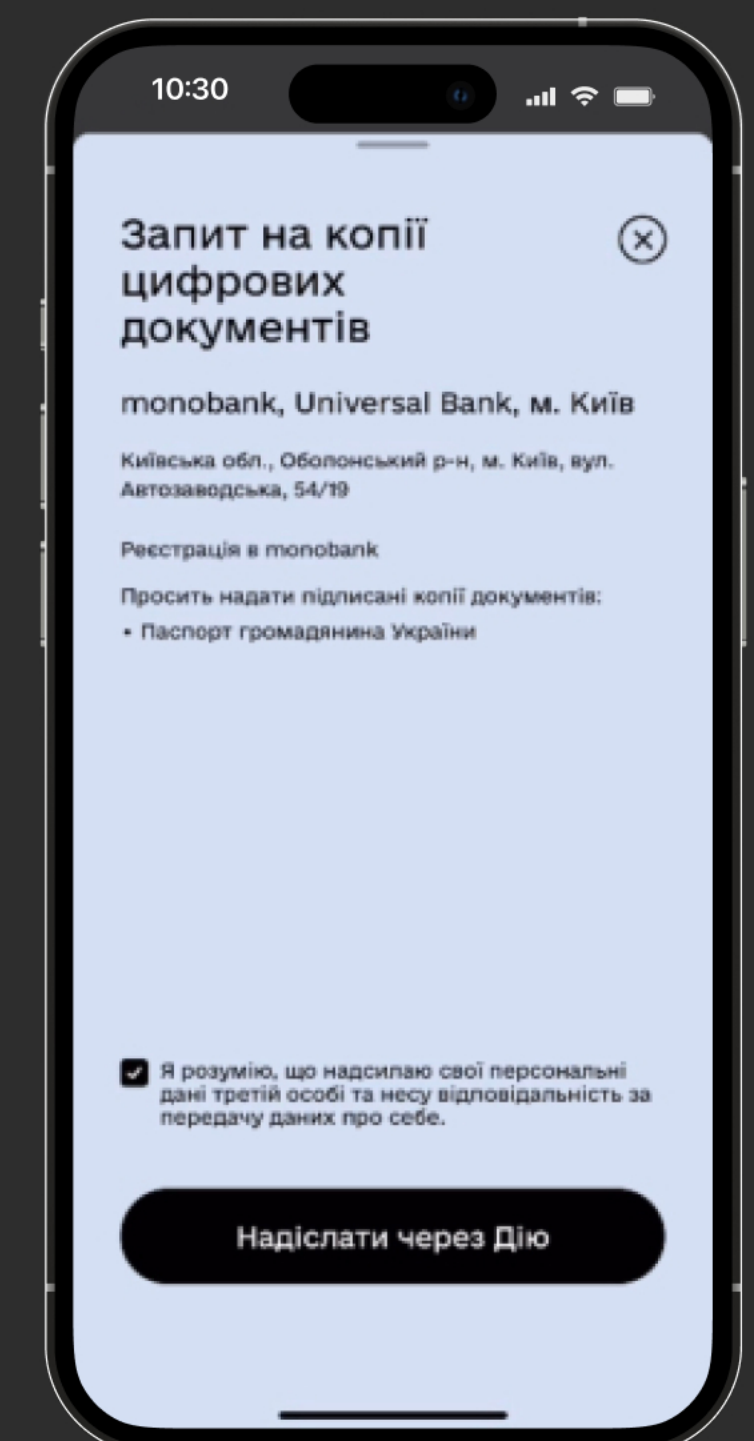
Step 3

User confirm his identity by face verification



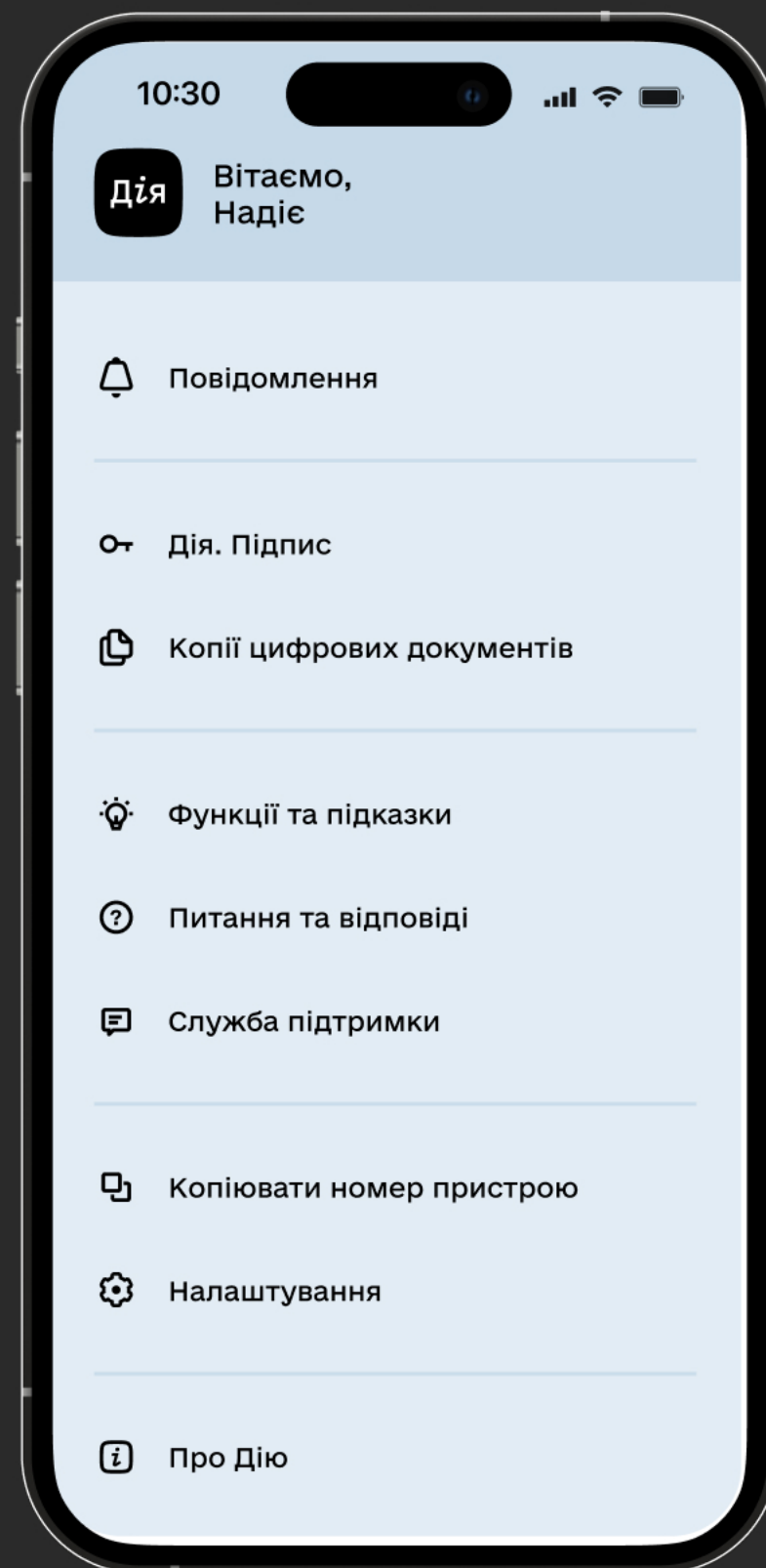
Step 4

The user sends the document to the institution's system



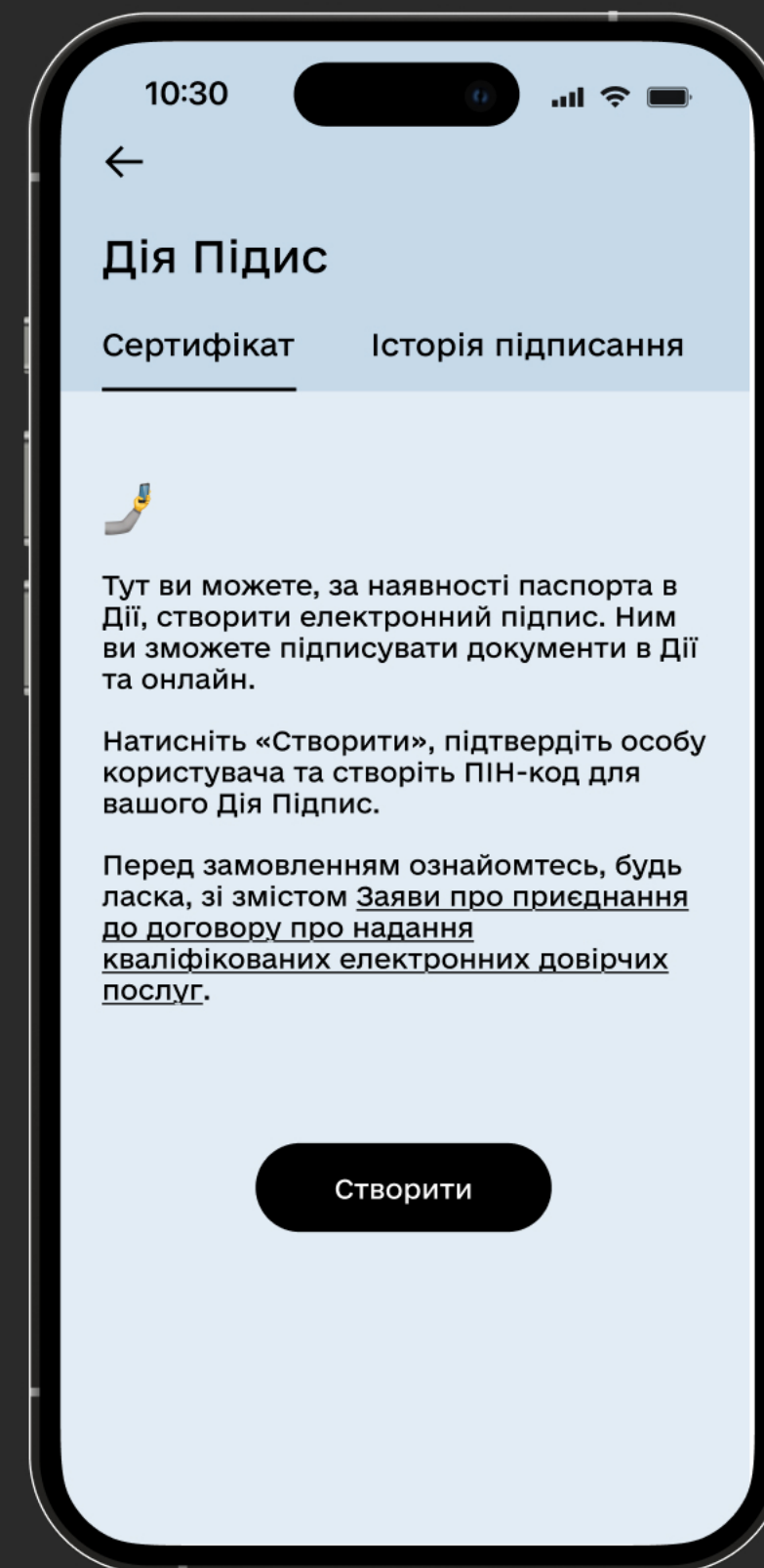
1

How to create  
Diia.Signature



2

Put "Create" button



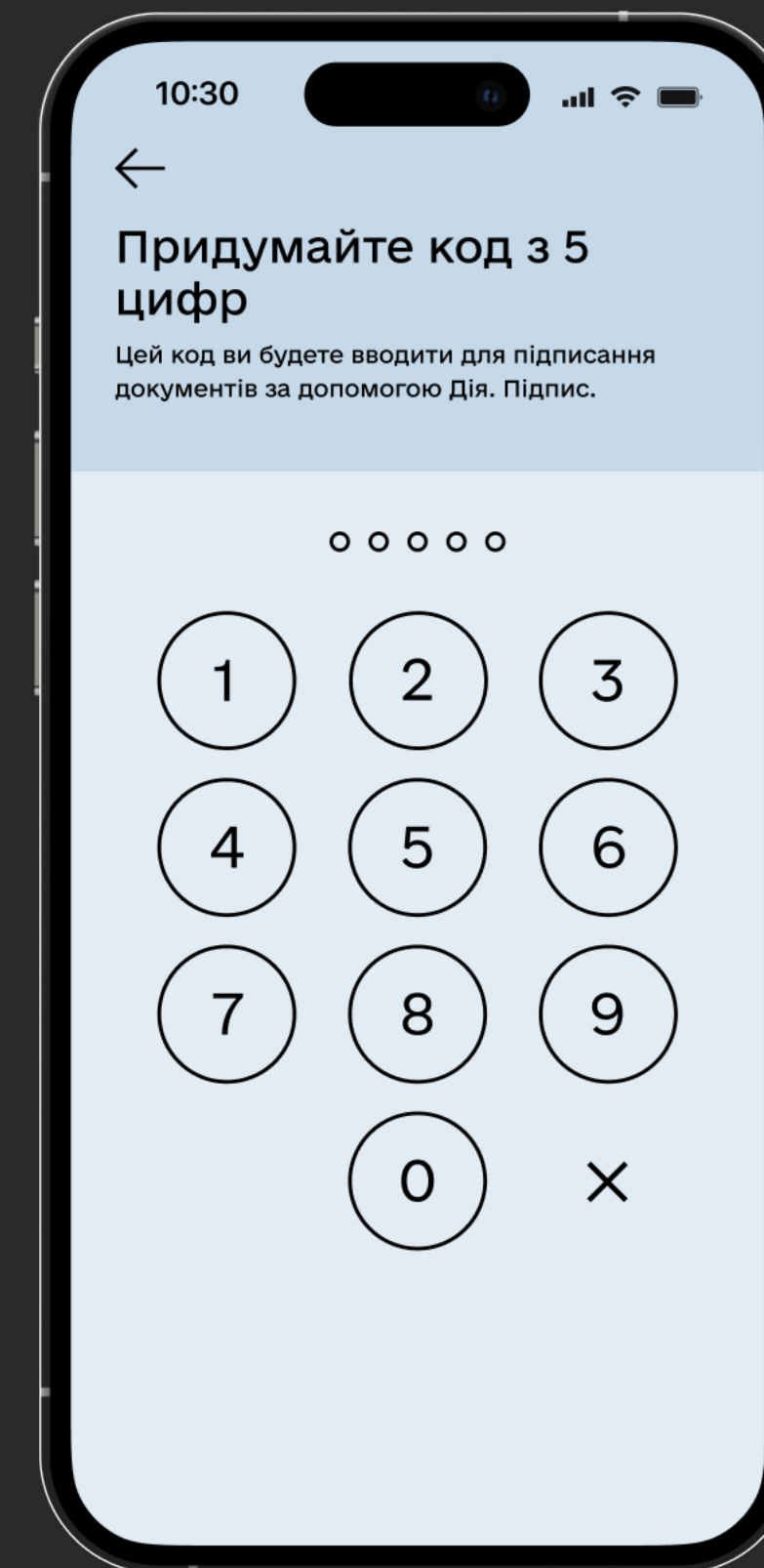
3

Verify identity in the  
most convenient way



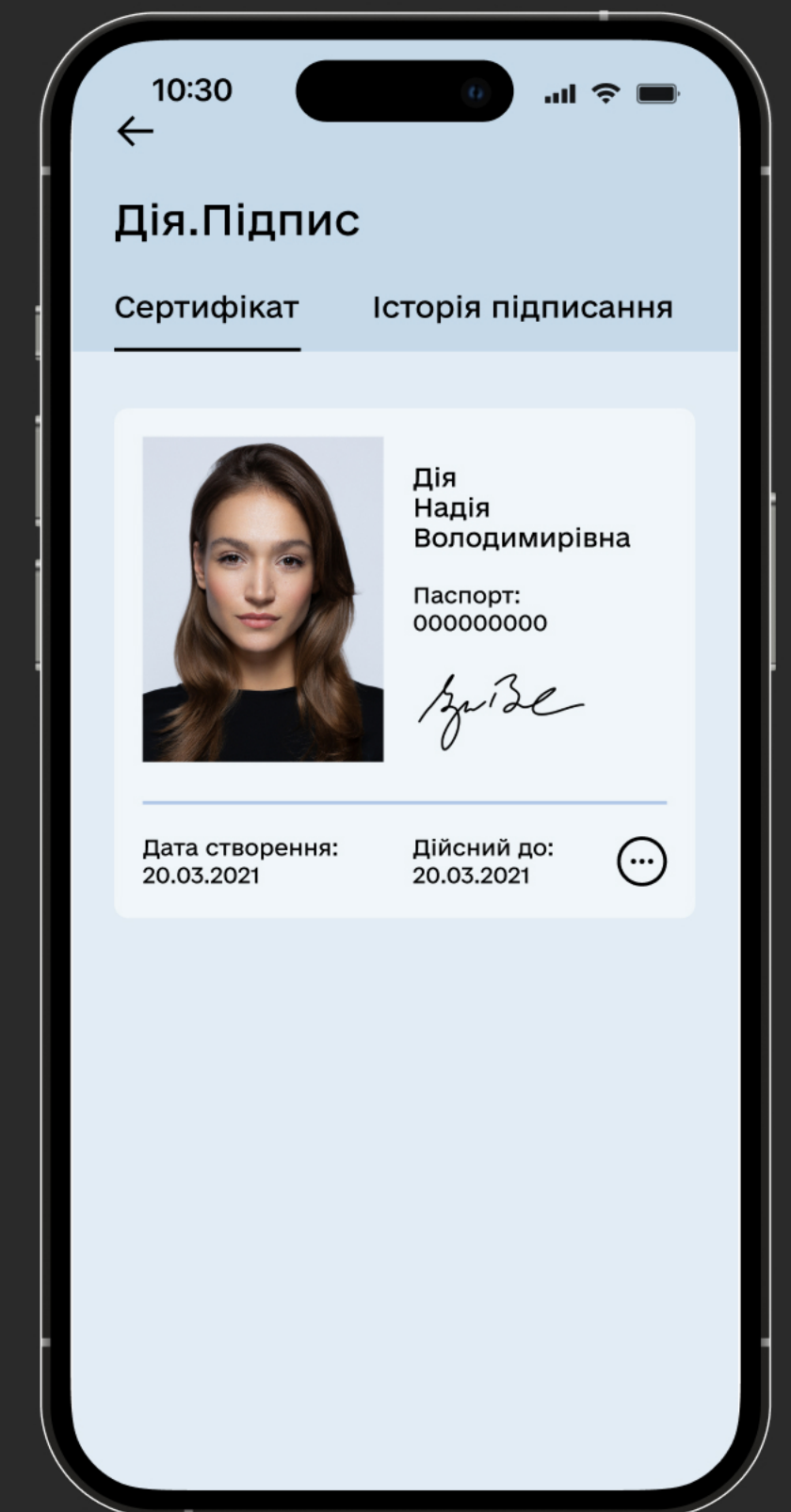
4

Set-up 5 digit code



5

Diia.Signature  
is created





# eSupport

## Payments for vaccinated

Spend it on

- 🎭 theaters
- 🎤 concerts
- 🎬 cinemas
- 📖 books
- 🏛️ museums
- 🚌 transportation
- 🏊 gyms
- etc

## Assistance to employees and private entrepreneurs

11 regions

4.9M application forms



15.5 million social accounts

UAH 6,500

UAH 1,000

**Total: UAH 31,9B**

## Electronic democracy

# 6,678,017 votes total

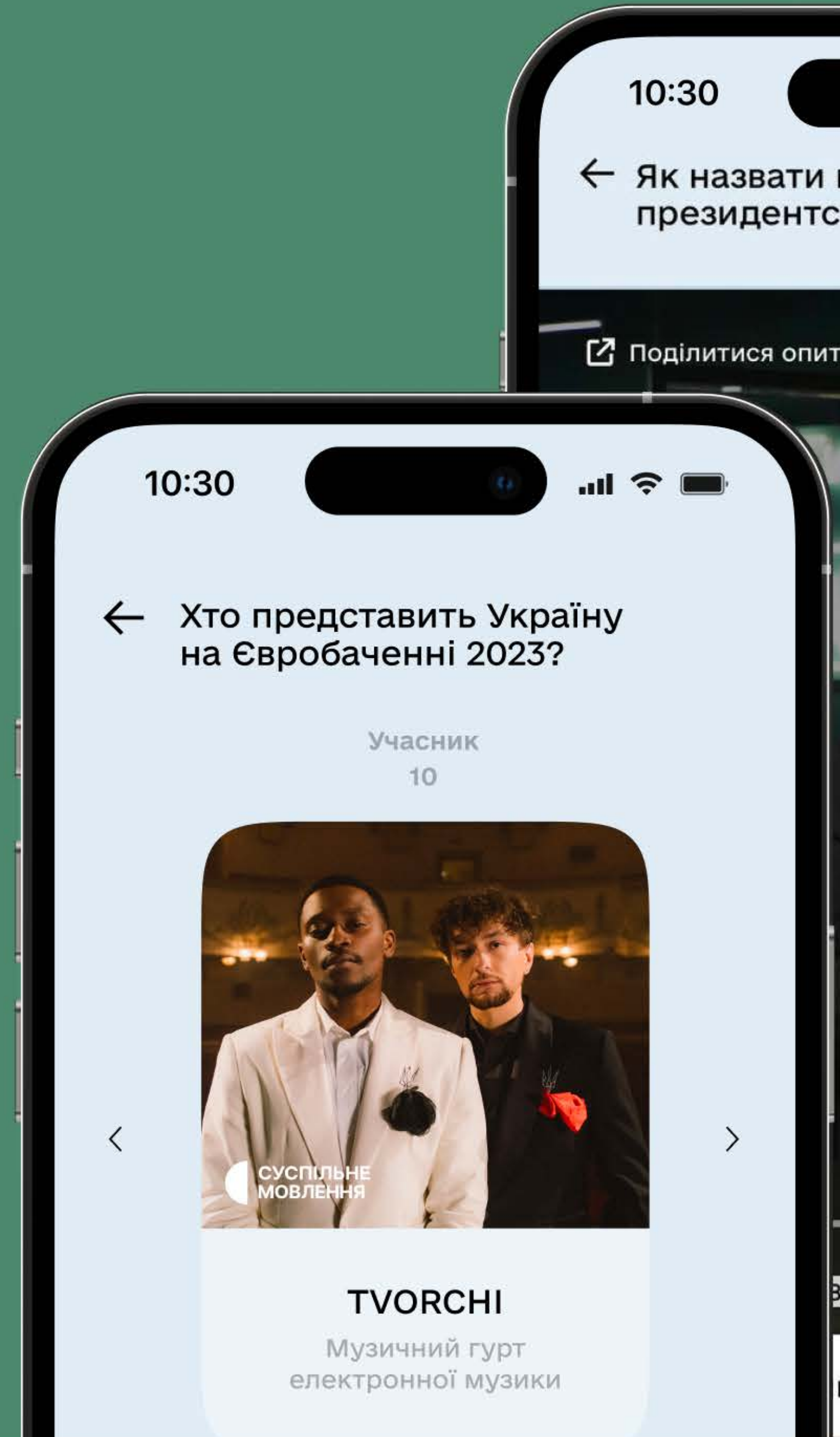
Direct communication with citizens

Solving socially significant issues

Influence of citizens on management decisions

Voting, allocation of finances

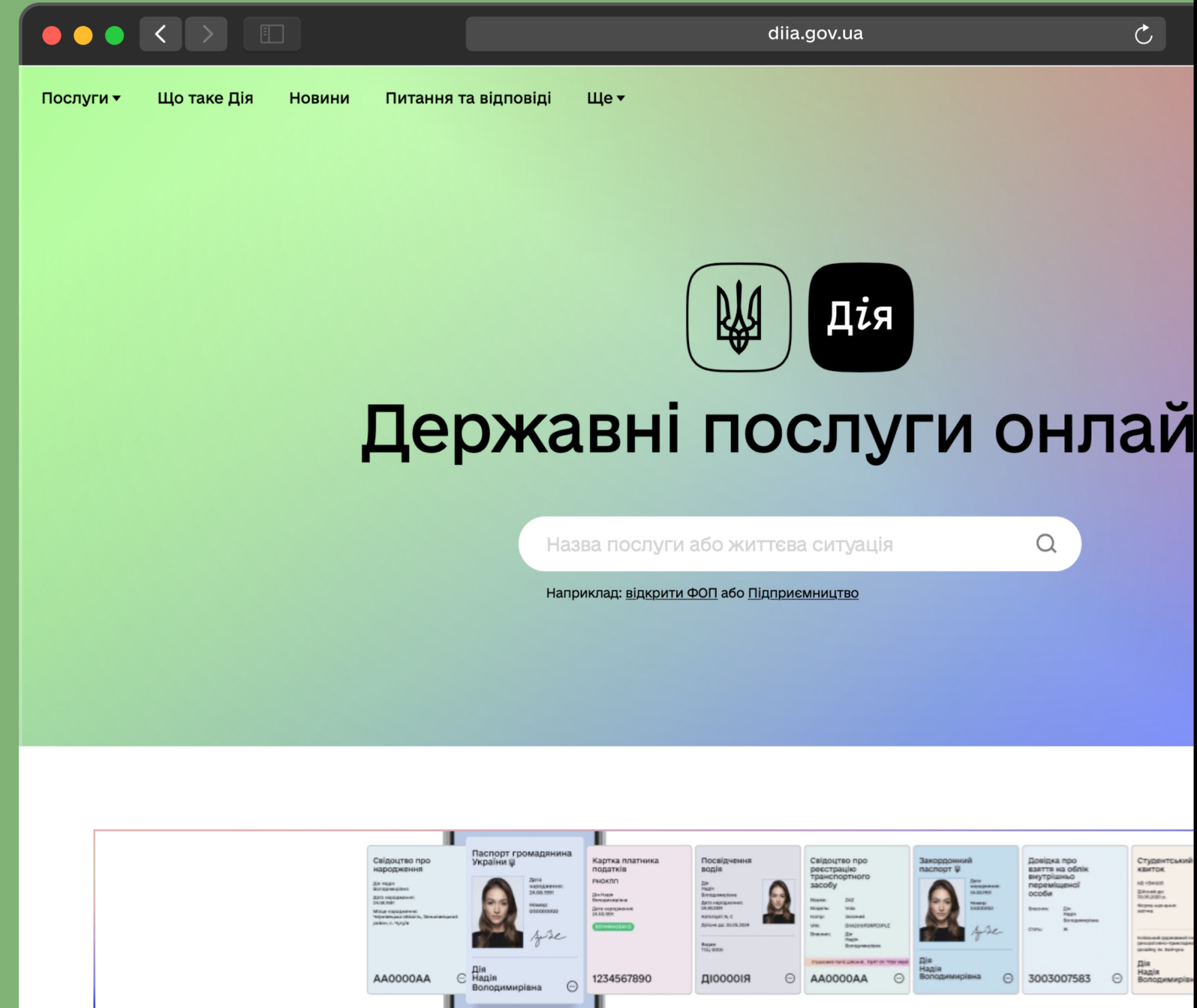
And even Eurovision Ukraine



# Diia (Web Portal)

A unified web-portal for government services is a step of the Ministry's goal to digitise all government services by 2024.

Currently, 70 public services are available, such as registering as a private entrepreneur, acquiring certain licenses or registering a car.



## Anti-corruption and economic effect of digitalization



Real effect  
in two years

**16.3 billion**

UAH



Potential effect

**over 48 billion**

UAH

# Case-study of the top digital reform

## Before

Permit for constructions and commissioning only by a bribe

Illegal construction

Closed registry with constant juggling of data and documents

The level of corruption is up to UAH 3 billion per year

## Now

Open register with all construction sites on the map; all documents are signed with an e-signature

QR code at each object with the opportunity to verify all documents

Automatic approval and commissioning without officials and bribes

The screenshot displays the website business.diia.gov.ua/en. The header includes the Ukrainian coat of arms and the text 'Портал Єдиної державної електронної системи у сфері будівництва' (Portal of the Unified State Electronic System in the Field of Construction). Navigation links for 'Реєстри' (Registers), 'Карта' (Map), 'Аналітика' (Analytics), and 'Сервіси' (Services) are visible. The main content area features a breadcrumb trail: 'Головна | Реєстри | Незавершене будівництво | Будівництво готельно-офісного комплексу з підземним паркінгом та громадськими приміщеннями з відтворен...'. The title of the page is 'Будівництво готельно-офісного комплексу з підземним паркінгом та громадськими приміщеннями з відтворенням фасадних стін та надбудовою поверхів за адресою: вул. Набережно-Хрещатицька, 21, вул. Іллінська, 22/13 у Подільському районі м. Києва'. Below the title is a map showing the location of the construction site in Kyiv, with a blue pin and a scale bar (50m/200ft). The 'Описова інформація' (Descriptive Information) section contains a table with the following data:

Описова інформація	
Ідентифікатор об'єкта будівництва	ВІ01:4927-9983-8296-6213
Дата реєстрації в системі	27.08.2020

On the right side, there is a 'Розділи' (Sections) menu with the following items: 'Описова інформація', 'Дозвільні документи', 'Пов'язані документи', and 'Відповідальні особи'.

# Top services under development for 2023

**Deposit  
guarantee fund**

return of deposits



**Destroyed property**

compensation for destroyed  
property (certificate)

**Car clearance**

**e-service centers**

re-registration of a car,  
registration of a car, issuance  
of a driver's license



**eMortgage 2.0**

**Place of  
residence  
registration**

**State Fund of  
Regional  
Development**



**eMarriage + act  
records**

**eNotary**

**Educational  
documents**

**Executive  
court letter  
& fine**



**Permit for  
kid's traveling**

**USAID Poll**

**eQueue (cars)**



**Diia.Education**

**+20  
e-services**

National edutainment platform  
for reskilling and digital literacy

# 2M users

Almost

# 150+

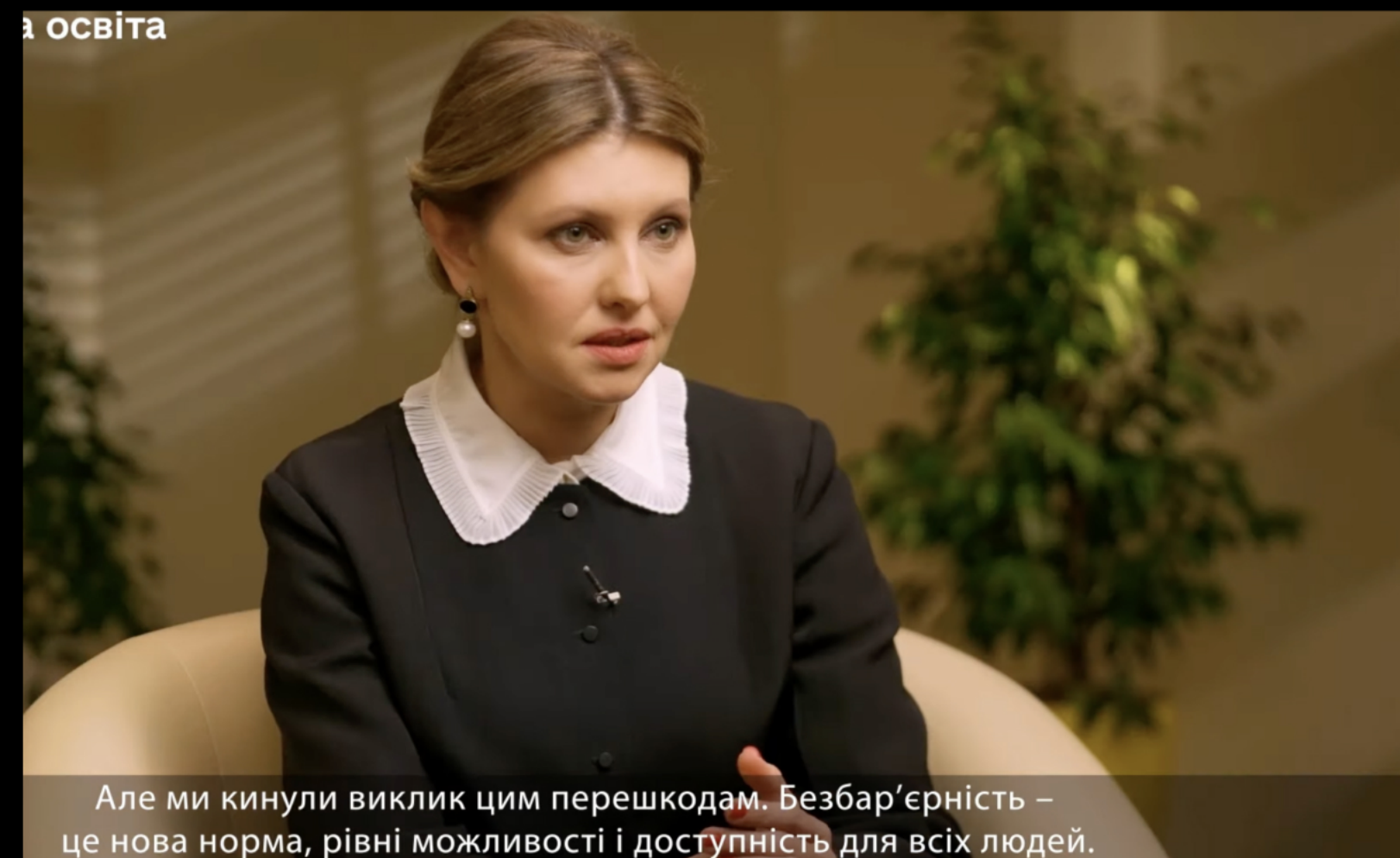
educational series

from graphic designer  
to baker, from basic  
digital literacy to AI

# 50+

immersive  
simulators

Supported by 





## One stop shop for entrepreneurs

**28.5K**

consultations

**60+**

free consultation topics

**14**

centres

2 were opened in 2023 and 1 in 2022 in Warsaw

Export directions

Pop-up locations for testing products





