



Member States Questionnaire (MSQ) for the  
**United Nations E-Government Survey 2020**

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020.

Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA<sup>1</sup> assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact

Ukraine

28/03/2019

[dpidg@un.org](mailto:dpidg@un.org).

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

### I. Institutional Framework

1. What is the official **e-government<sup>2</sup> portal** at the national level? If more than one, please list all.

The portal of the Cabinet of Ministers of Ukraine: <https://www.kmu.gov.ua/ua>

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services<sup>3</sup>:

eServices on the Cabinet of Ministers of Ukraine portal: <https://www.kmu.gov.ua/ua/services>  
Justice Ministry: <https://online.minjust.gov.ua/>  
State Construction Inspectorate: <https://e-dabi.gov.ua/>  
State Land Cadaster: <https://e.land.gov.ua/>  
State Fiscal Service: <https://cabinet.sfs.gov.ua/>  
State Pension Fund: <https://portal.pfu.gov.ua/>  
State Migration Service: <https://dmsu.gov.ua/>  
Ministry of Social Policy: <https://www.msp.gov.ua/main/Eservices.html>  
State Emergency Service: <https://e-services.dsns.gov.ua/>  
Main Service Center of Interior Ministry: <http://hsc.gov.ua/poslugi/>  
State Agency for Water Resources: <https://e-services.davr.gov.ua/>  
State Agency for Transport Safety: <https://e-services.dsbt.gov.ua/#/>  
Start Business Challenge: <https://sbc.regulation.gov.ua/>  
Electronic court: <https://id.court.gov.ua/>  
State vacancies portal: <https://career.gov.ua/>  
Public services eCatalog: <https://my.gov.ua>

<sup>1</sup> This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

<sup>2</sup> **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

<sup>3</sup> A specific portal where you can see the list of all online services available for the public

b. E-participation<sup>4</sup>:

The unified system of local electronic petitions: <https://e-dem.in.ua/>  
 Electronic petitions to the Cabinet of Ministers of Ukraine: <https://petition.kmu.gov.ua/>  
 Electronic petitions to the President of Ukraine: <https://petition.president.gov.ua/about>  
 Electronic petitions to the Vekrhovna Rada of Ukraine: <https://itd.rada.gov.ua/services/petitions>  
 Platform of eDemocracy: <https://e-dem.tools/>

c. Open government data:

National Open Data Portal: <https://data.gov.ua/>  
 State portal on budget spending: <https://e-data.gov.ua/>  
 Vekrhovna Rada of Ukraine open data portal: <https://data.rada.gov.ua/open/main/index>  
 Monitoring on spending for the roads repair: <http://roads.brdo.com.ua/>  
 Open Spatial Planning: <https://pmap.minregion.gov.ua/index.php?r=map%2Findex&typeAto=region>

d. Public procurement:

Online public procurement platform: <https://prozorro.gov.ua>  
 System for transparent sale of communal property: <https://prozorro.sale/>  
 National public procurement watchdog portal: <https://dozorro.org/>

e. Other major portals at the national level:

Portals to track the spending from the state budget on central and local levels: <https://openbudget.gov.ua/> ,  
<https://spending.gov.ua/>  
 Anti-Corruption portal: <http://www.acrc.org.ua/#>  
 National Portal of Vekrhovna Rada of Ukraine: <https://rada.gov.ua/>  
 Public cadaster map of Ukraine: <https://map.land.gov.ua/kadastrova-karta#>  
 Inspections portal: <https://inspections.gov.ua/>  
 National interoperability portal: <https://trembita.gov.ua/ua>  
 National identification system: <https://id.gov.ua/>  
 Registry of registries: <https://e-resources.gov.ua/#/>  
 The framework for visual formatting of state websites of Ukraine: <https://design.gov.ua/ua>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

The State Agency For eGovernance of Ukraine is the public authority implementing the policy in the sphere of eGovernance.  
<https://www.e.gov.ua/ua>

4. Does your country have a **Chief Information Officer (CIO)**<sup>5</sup> to manage national cross-agency e-government programs/strategies?

<b>Name:</b>	Oleksandr Ryzhenko
<b>Title:</b>	Head of the State Agency for eGovernance Of Ukraine
<b>Organization:</b>	State Agency for eGovernance Of Ukraine

<sup>4</sup> **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

<sup>5</sup> **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

<b>E-mail:</b>	agency@e.gov.ua
<b>Phone:</b>	+380 44 207 17 30

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

a. Planning and Development

Cabinet of Ministers of Ukraine  
<https://www.kmu.gov.ua/en>

b. Education

Ministry of Education and Science of Ukraine  
<https://mon.gov.ua/eng>

c. Health

Ministry of Healthcare of Ukraine  
<http://en.moz.gov.ua/>

d. Social Protection and Welfare

Ministry of Social Policy of Ukraine  
<https://www.msp.gov.ua/en>

e. Employment and Decent Work

1. Ministry of Social Policy of Ukraine  
<https://www.msp.gov.ua/en>  
 2. State Labour Service of Ukraine  
<http://dsp.gov.ua/>

f. Environment

Ministry of Ecology and Natural Resources of Ukraine  
<https://menr.gov.ua/en>

g. Energy/Water

Ministry of Regional Development, Construction and Housing and Communal Services of Ukraine  
<http://www.minregion.gov.ua/>  
 State Water Resources Agency  
<https://www.davr.gov.ua/>  
 Public Service on Geology and Natural Resources  
<http://www.geo.gov.ua/en/>  
 State Ecological Inspection of Ukraine  
<http://eng.dei.gov.ua/>

h. Finance/Taxation

Ministry of Finance of Ukraine  
<https://www.minfin.gov.ua/en/>  
 State Fiscal Service of Ukraine  
<http://sfs.gov.ua/en/>  
 National Bank of Ukraine  
<https://www.bank.gov.ua/control/en/>  
 State Treasury Service of Ukraine  
<https://www.treasury.gov.ua/en>

i. Industry/Trade

Ministry of Economic Development and Trade of Ukraine  
<http://www.me.gov.ua/?lang=en-GB>

## II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

[Government Priority Action Plan for 2020](#) is the key strategic document defining the priorities and directions of Government of Ukraine for years 2017- 2020. The document is the basis for the budget planning, yearly operational actions plans of Government, strategic plans of the central ministries, allocating of the donor support etc. The Action Plan was approved by the Cabinet of Ministers [decree № 275-p](#), 03.04.2017, Annex 1, Part 2, Section 3. The Action Plan incorporates such Sustainable Development Goals as decent work and economic growth, no poverty, good health and well-being. The planned activities are focused on improving the social standards of living due to economic growth, efficient public administration, rule of law, fight against corruption, development of human capital etc. The ultimate goal of the action plan is the quality of the living standards as a part of sustainable economic development.

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

1. On September 20, 2017, the Government approved the [Concept of eGovernance Development](#) in Ukraine until 2020. The document defines the directions and mechanisms of development of the eGovernance system to meet the needs of citizens, improve the system of public administration, and to drive social and economic development.
2. On August 22, 2018, the Cabinet of Ministers adopted the [Action Plan](#) for eGovernance development for 2018-2020. It determines activities to be undertaken to ensure the development of eGovernance in Ukraine till 2020. It focuses on modernization of eServices and establishing of electronic interaction between state entities, citizens and businesses and modernization of public administration via the means of IT.
3. On January 17, 2018, the Cabinet of Ministers adopted the [Concept](#) of digital economy and society development and action plan for implementation for 2018 - 2020. The document's objective is implementation of Digital Agenda of Ukraine initiative for digital transformation in the most perspective areas.
4. On January 30, 2019, the Cabinet of Ministers adopted the [Action Plan](#) for implementation of eServices development for 2019 - 2020. It aims at improving the administrative services quality for citizens and businesses; improving the public sector efficiency based on the principles of effectiveness, transparency, accessibility and accountability; eliminating corruption risks; improving the investment promotion, driving the development of information society.
5. On January 30, 2019, the Cabinet of the Ministers approved the Decree ' [Some Questions of Digital Development](#)' defining the digital by default principle.
6. On November 16, 2016, the Cabinet of Ministers approved the Decree defining the "[Concept of eServices system development in Ukraine](#)".

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to

ensure e-government is accessible by the most vulnerable groups<sup>6</sup>

makes specific reference to e-participation, digital inclusion and/or engagement.

makes specific reference to the use of social media in the government.

makes specific reference to the use of new technologies<sup>7</sup> such as artificial intelligence, blockchain, big data

*(If any checked, please explain further. Maximum 250 words)*

The National Ukrainian eGovernment Strategy and action plans are developed in compliance with the best European Practices in the sphere of eGovernance and adopted according to Ukrainian legislation. The strategy is based on such basis as digital by default principle and incorporates the sustainable development goals. For example, the strategic document [Government Priority Action Plan for 2020](#) incorporates such Sustainable Development Goals as decent work and economic growth, no poverty, good health and well-being. The Cabinet of Ministers Decree no. 56 [Some Questions of Digital Development](#) emphasizes the key principle of the digital development - digital by default, and other principles, such as mobile-first principle, and necessity of e-participation, digital inclusion and engagement. The implementation of the digital by default policy will model the joint approach for the access to services via the Internet, free of charge integration, management of the electronic information resources, administration of security questions and data protection. Thus, the state entities, could save the time, reduce the spending for services delivery, increase the transparency and quality of services provided to the citizens and businesses.

### III. Legal Framework

9. Is there any legal framework on:

access to information such as Freedom of Information Act

personal data protection including digital security

open government data

digital identity

digital certification/signature

e-procurement

digitally publishing government expenditure<sup>8</sup>

data interoperability

digital government as a right

*(If any checked, please provide name of the legislation and links. Maximum 250 words)*

1. Access to information such as Freedom of Information Act:  
[Law of Ukraine on Access to Public Information](#)

2. Personal data protection including digital security  
[Law of Ukraine on Personal Data Protection](#)

3. Open government data  
[Decree of the Cabinet of the Ministries of Ukraine on Datasets to Be Published in the Form of Open Data](#)

4. Digital identity  
[The Law on Electronic Trust Services](#)

<sup>6</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<sup>7</sup> Also referring to emerging technologies

<sup>8</sup> Related to SDG Indicator 16.6.1

5. Digital certification/signature

[Law of Ukraine on Electronic Signature](#)

6. e-procurement

[Law of Ukraine on Public Procurement](#)

7. digitally publishing government expenditure

[Law of Ukraine on Transparent use of public funds](#)

8. Data interoperability

Decree of the Cabinet of Ministers of Ukraine on [Approval of the Concept for Establishment and Functioning of the Electronic Interaction Information System of Public Electronic Information Resources](#)

Decree of the Cabinet of Ministers of Ukraine on [Some Issues of Electronic interoperability of Public Electronic Information Resources](#)

Decree of the Cabinet of Ministers of Ukraine on [Some questions on interoperability of state information resources](#)

9. Digital government as a right

The Cabinet of Ministers Decree no. 56 [Some Questions of Digital Development](#)

#### IV. Usage of online services

10. Do you collect usage statistics of e-government services?

Yes      No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

The statistics on the eServices is gathered based on the criteria of quality, quantity, gender, age, type of user (private entrepreneur, legal entity, physical person etc). This data is collected by the responsible entity and monitored and analyzed in order to fix the possible bags and/or improve functionality of the service. For some services, the statistics on quantity is available publicly on the website of the responsible entity. E.g. the State Emergency Service of Ukraine: <https://e-services.dsns.gov.ua/>, (number of fire-safety licenses and fire-safety declarations issued is publicly available), State Construction Inspectorate: <https://e-dabi.gov.ua/> (number of eServices provided is available online), the Platform of eDemocracy <https://e-dem.tools/> provides the number of active local petitions, number of projects on local budget, number of consultations with the publicity etc).

#### V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes      No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

State Agency for eGovernance regularly collects data on citizens satisfaction rate on eGovernment services. Based on the collected data, the overall percentage of user satisfaction rate for eServices delivery is up to 50 %. For example, the Agency collects data on the eServices provided by the Social Policy Ministry (namely, childbirth allowance, social subsidies). Almost 44 % of all the users marked the eServices delivery as excellent, and 36 % as good. Detailed statistics can be found via [link](#). The same statistics is collected for the eServices provided by the Justice Ministry (namely, the eService of private entrepreneur registration). More than 30% of users marked the quality of eServices as excellent. Detailed statistics is available via [link](#).

#### VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

All government bodies and government representatives use all the communication channels to interact with the audience including websites, Facebook, Twitter etc. Each entity publishes information on its strategies, key results, news, reforms via their communication channels. For example, the Prime Minister of Ukraine actively uses the Facebook page and Twitter to inform the audience about key achievements of the country, results of the reformation process, key milestones of international cooperation etc. [Facebook page of Prime Minister of Ukraine](#) has more than 320,000 followers, the [Twitter account](#) has 131,000 followers. All the guidelines for government officials on how to use social media are published on [design.gov.ua](#). This framework

contains special section devoted to the [content for the websites](#) and to [optimization of social media](#) for government officials. It focuses mainly on the user-oriented principles of keeping the social media means and on the optimized ways of content sharing to reach wide audience.

## VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI)    Blockchain    Big data    Smart cities  
 Robotics    Internet of Things (IOT)    Quantum computing    Virtual reality  
 Augmented reality    Other:

*(Please explain further including relevant links. Maximum 250 words)*

On January 17, 2018, the Cabinet of Ministers of Ukraine adopted the [Concept](#) of digital economy and society development and action plan for its implementation for years 2018 - 2020. The Concept itself determines the principles of digitization and digital development directions as well as declares the harmonization with digital initiatives such as Digital Agenda for Europe and Digital Single Market. Also, the document contains the implementation steps for such new technologies as artificial intelligence, blockchain technology, and smart cities. One of key Concept's sections is implementation of Industry 4.0. This is the updated concept of "smart industry" which is identified as a "fourth industrial revolution". The Industry 4.0 is determined as an upcoming stage of industry digitization with the impact of such new technologies as Internet of things, big data, predictive analysis, machine learning, machine interaction, artificial intelligence, robotics, 3D printing, augmented reality. Moreover, currently, the State Agency for eGovernance of Ukraine is developing separate strategies on implementation of artificial intelligence and blockchain that are supposed to be approved on the national level.

Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

Currently, in Ukraine there are two government bodies working specifically with the new technologies. These include the [State Agency for eGovernance of Ukraine](#) and the public association [Hi-Tech Office](#) of the Ministry of Economic Development and Trade.

## VIII. Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services? *(Max. 250 words)*

Based on the expert opinions, currently, the percentage of eServices use fluctuates from 5 to 100 %. Based on the collected data, the overall percentage of user satisfaction rate for eServices delivery is up to 50 %. For example, the Agency collects data on the eServices provided by the Social Policy Ministry (namely, childbirth allowance, social subsidies). Almost 44 % of all the users marked the eServices delivery as excellent, and 36 % as good. Detailed statistics can be found via [link](#). The same statistics is collected for the eServices provided by the Justice Ministry (namely, the eService of private entrepreneur registration). More than 30% of users marked the quality of eServices as excellent. Detailed statistics is available via [link](#).

18. What percentage of your GDP is allocated for ICT investment in the public sector? *(Max. 250 words)*

According to the latest research published on February, 2019, the ICT investment in the public sector accounts 3,5% of country's GDP (more information available via link: <https://www.n-ix.com/ukrainian-software-development->

<sup>9</sup> This can be an agency, cabinet, commission, committee, initiative etc.

<sup>10</sup> Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: [https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement\\_Eng.pdf](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

[industry-year-review-prospects-2019/](#)),

19. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)

100% of persons employed in central government organizations routinely use ICTs (use the EISPA ([The electronic interoperability system for public agencies](#)), publish the open data sets, develop and implement electronic services etc.).

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

100% of persons employed in central government organizations have the access to the Internet.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Section 9 of the [Concept](#) of digital economy and society development ensures the development of digital competencies at the national level. According to the Concept, the national educational program of digital competencies will be developed. Also, the state classifier of professions will be updated by adding the list of digital profession with their further implementation by qualified educational establishments. Also, the Concept ensures the implementation of the concept of digital working places. Consequently, the special indicators for collecting the data on digital literacy at the national level are now under development. They are supposed to be finalized and implemented in the nearest future in 2019-2020.

## IX. International and Regional Cooperation<sup>11</sup>

22. Is your government part of any sub-regional, regional or international cooperation on e-government? (Max. 250 words)

The State Agency for eGovernance of Ukraine cooperates closely with ISA2 Program in the sphere of eGovernance and interoperability. In December 2018, Oleksandr Ryzhenko, Head, SAEG, and Gertrud Ingestad, Director-General, Directorate-General for Informatics, concluded an administrative agreement. The agreement foresees cooperation between the SAEG and the ISA2 Programme in (1) the exchange of best practices, standards, frameworks, data models and tools, (2) identification of reusable technical solutions that may prove useful for public administrations; and (3) support in the assessment of Ukrainian interoperability and eGovernance levels according to EU digital standards. This year, Ukraine participates in the yearly assessment of eGovernment state of play prepared by ISA2 Programme. The experts have already filled in the questionnaire that will be used to publish the [eGovernment factsheets](#). Also, ISA2 Programme experts have already shared the NIFO (National Interoperability Framework Observatory) methodology for conducting the benchmarking assessment of interoperability level in Ukraine.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

Ukraine has reached great results in the sphere of eProcurement. The Ukrainian government supported other countries in implementing the best practices in this sphere. In year 2017, the Republic of Moldova launched the first system of the electronic public procurement based on the [ProZorro](#) algorithm. Utilizing the Ukrainian successful experience, the Ministry of Economic Development and Trade supported the Moldova government in creating the transparent and efficient system of eProcurement. Also, Portugal, Slovakia, and Lithuania are planning to implement the ProZorro logic of hybrid system. Kyrgyzstan and Kazakhstan are planning to implement ProZorro system of analytics, risks indicators, and OCDS.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

The State Agency for eGovernance in Ukraine launched the national identification system [id.gov.ua](#) that ensures the procedures of personal identification for users of different online services. It combines all the electronic identification tools: electronic digital signature, bank ID, and Mobile ID. Thus, the State Agency for eGovernance of Ukraine

<sup>11</sup> WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>



cooperates with the three biggest mobile operators as they possess the database of more than 54 mln users. As a part of BankID implementation, the Agency cooperates with the number of bank institutions.

**X. Contact and Additional Information**

Name:	Oleksii Vyskub
Title:	First Deputy Head
Email:	alexey.vyskub@gmail.com
Organization:	State Agency for E-Governance of Ukraine

1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other: (Max. 250 words)

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: (Max. 250 words)

---

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.  
We appreciate your participation.