



Ministry
of Digital Transformation
of Ukraine

State in a smartphone

The Experience of Implementing a Full Suite E-Governance Application
and Web Portal

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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

State Super App

19.5M+

users

27

services



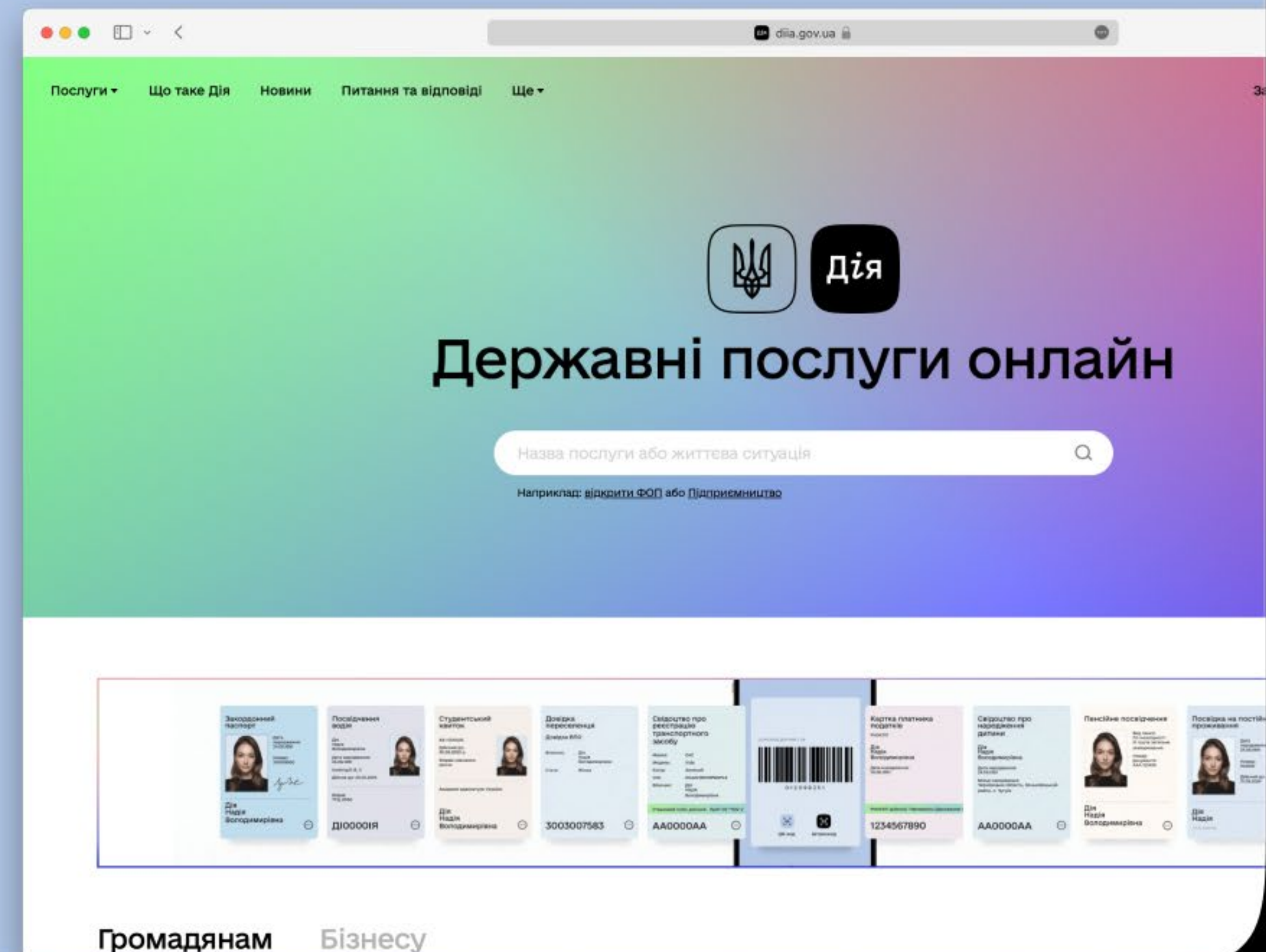
Web Portal

4M+

accounts

100+

services



Users

19.5M

Daily number of users

1.3-2.2M

Proof that Diia is for everyone

Up to 24

18,47%

25 to 34

20,66%

35 to 44

21,81%

45 to 54

17,09%

55 to 64

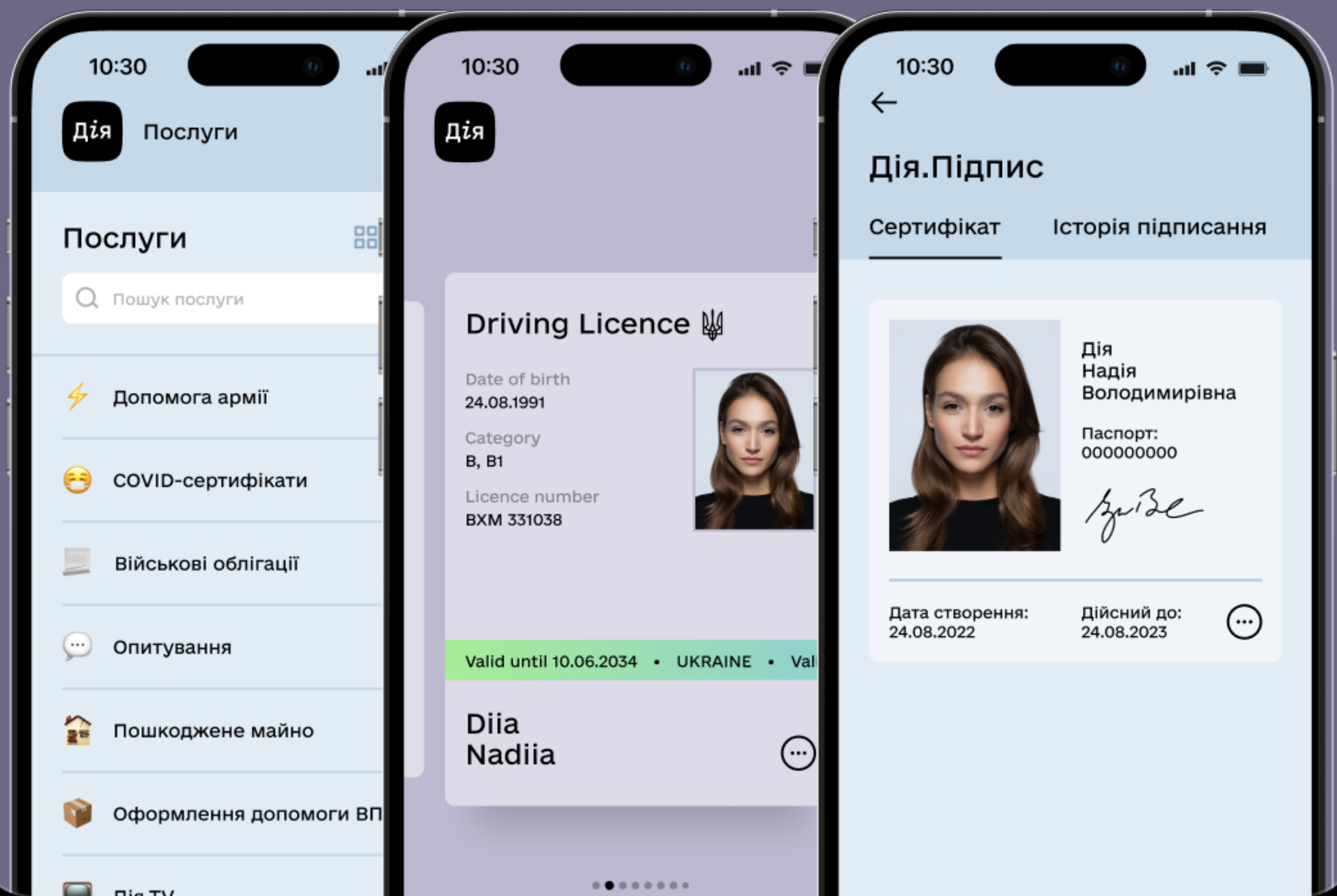
13,87%

65 and more

8,10%

State SuperApp

One-stop shop for everything



Public services

14 digital documents

Digital signature

Transformation of social support of citizens

Donations

e-Democracy

TV & Radio Broadcasting

War Bonds

Documents are a win-win for quick audience engagement instead of services

With e-documents people will be able to:

Receive parcels in post office

Open a bank account online from anywhere in the world

Buy train & bus tickets

Hotel check-in

Confirm age in the store when buying alcohol

Submit documents to university

Purchase life or car insurance

Drivers will not carry paper or plastic driver's licences

Apply for offline services

Create a medical records in the hospital



14 digital documents equivalent to physical ones

ID-card (Passport)

International passport

Permanent and temporary residence permit

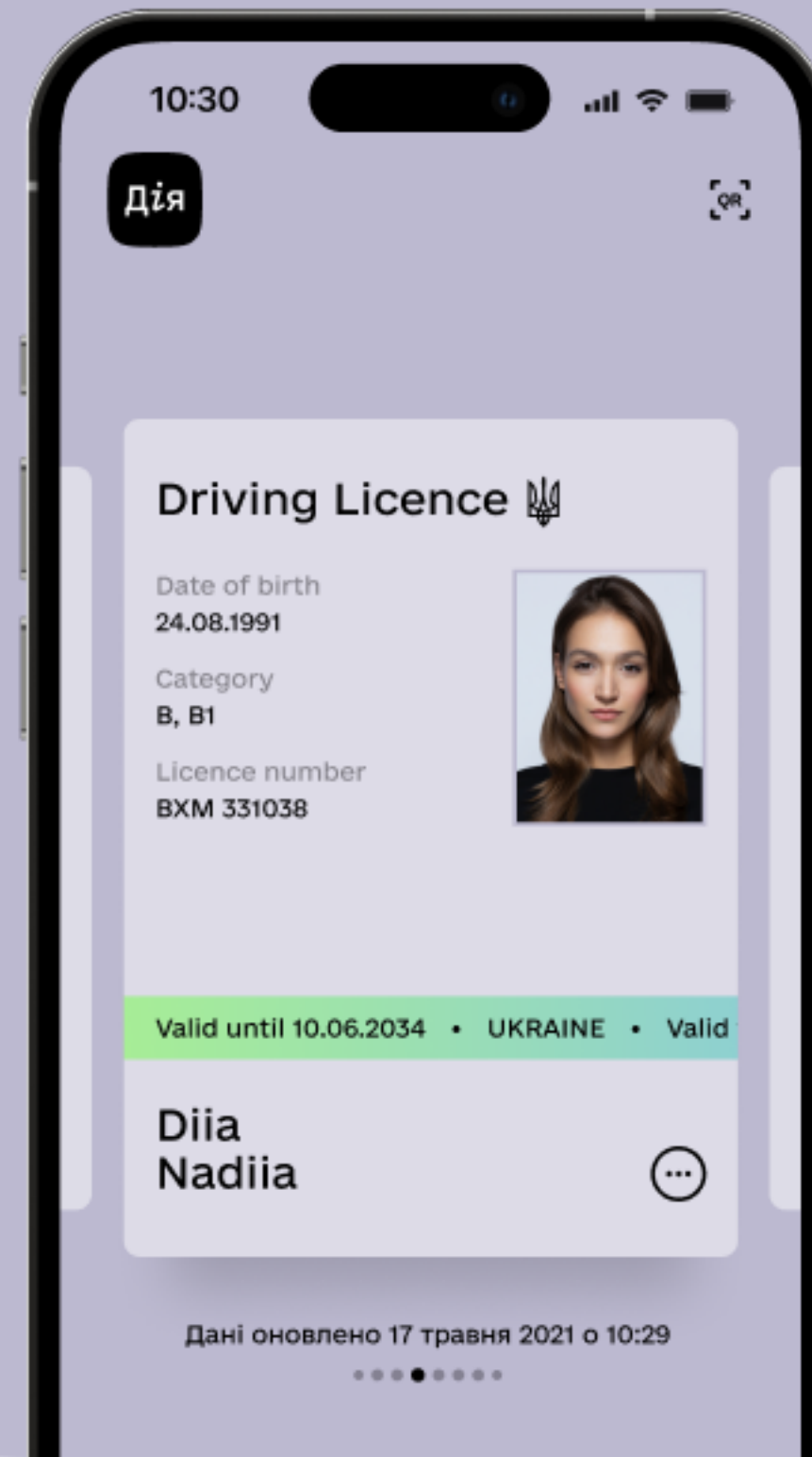
eDocument



Driving License

Vehicle registration certificate

Vehicle insurance

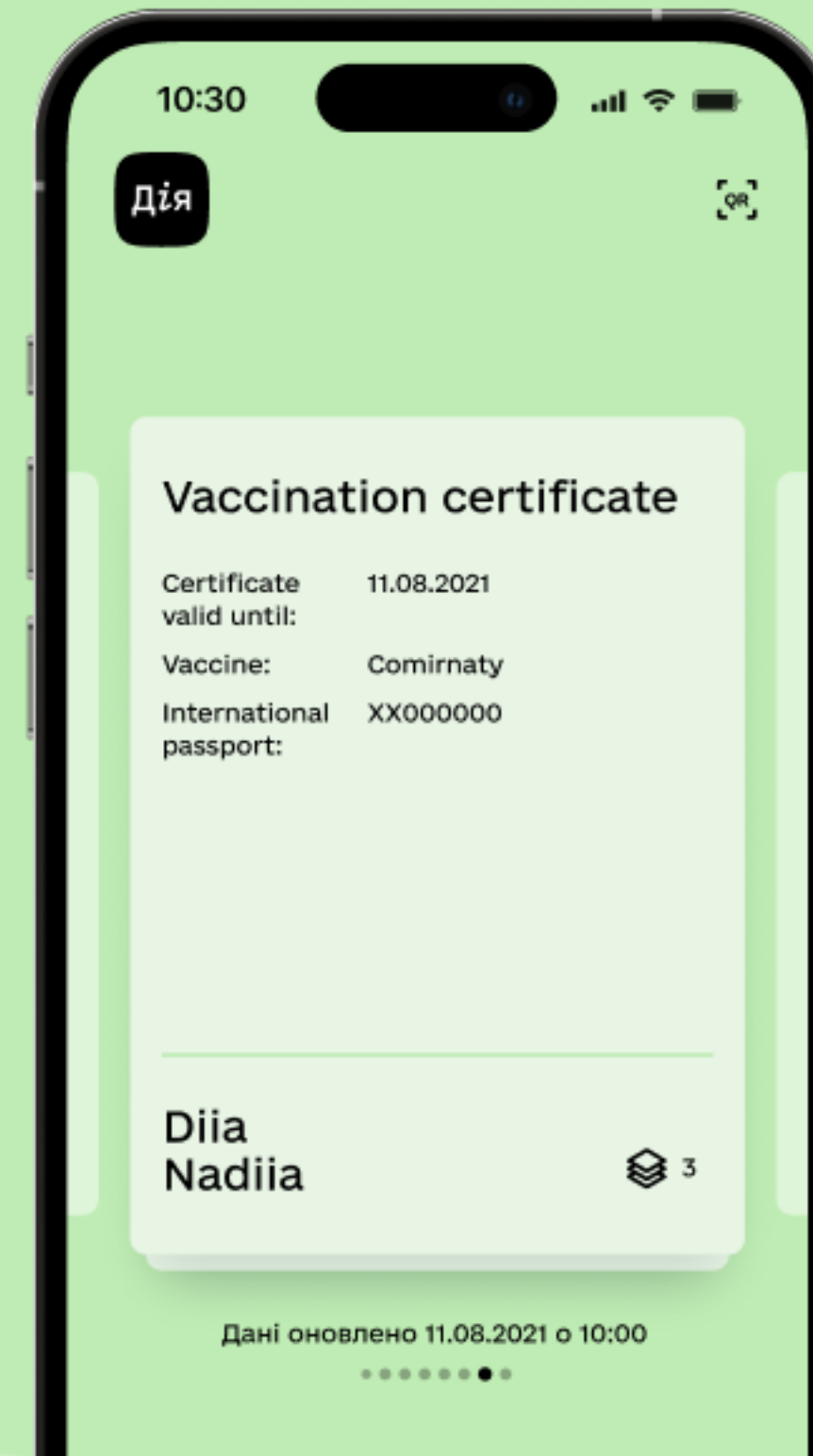


Green COVID certificate:

- domestic & international
- children's
- based on recovery
- based on PCR test

Yellow COVID certificate:

- domestic & international



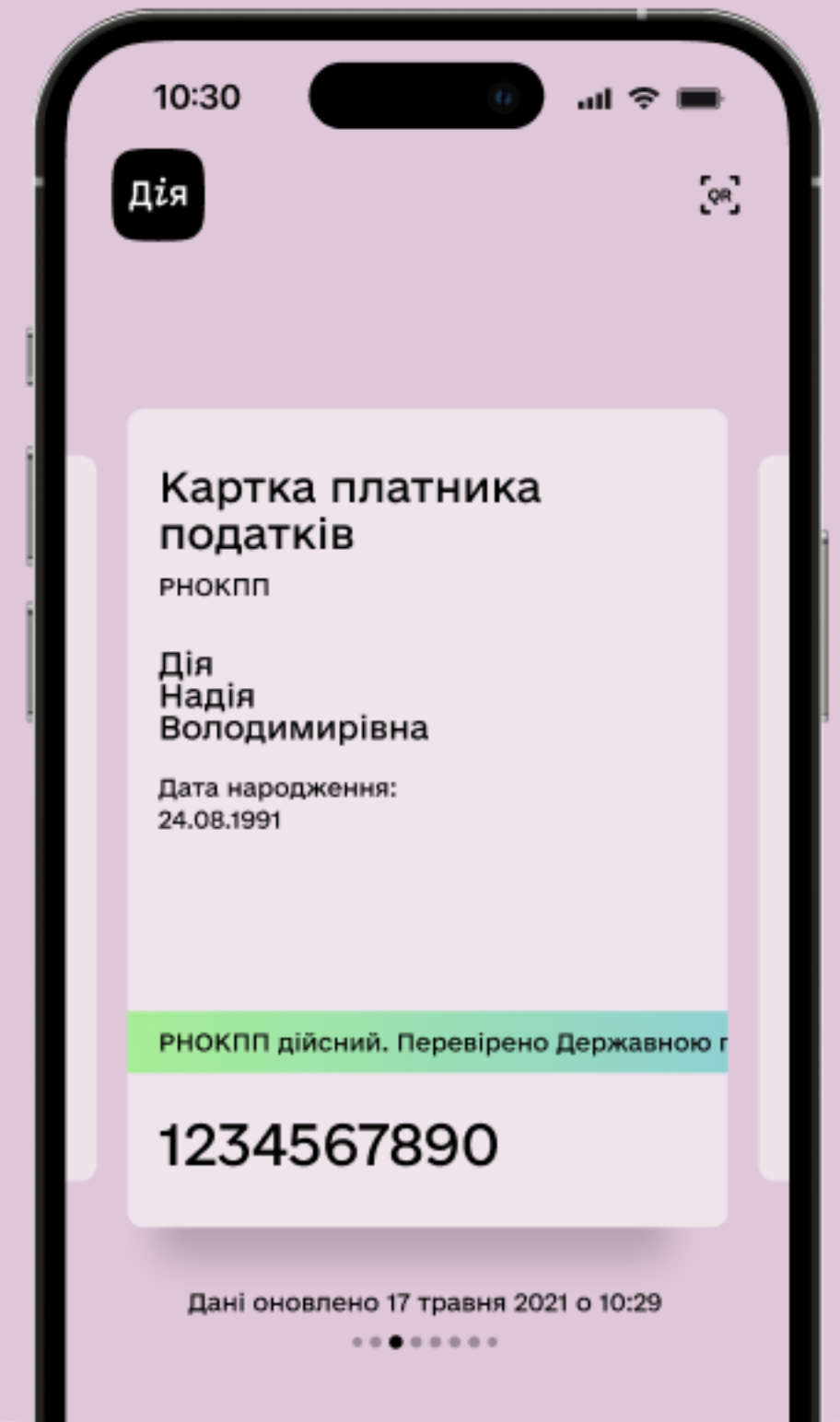
Student card

Pension certificate

Tax number

Birth certificate

IDP certificate (IDP)



The First Digital Passport in the world

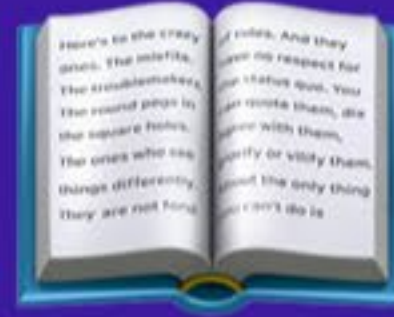


**Changing
the experience:**

Requirements for services



A few simple steps



Storytelling in a user story



1 screen – 1 action



Human explanations of questions

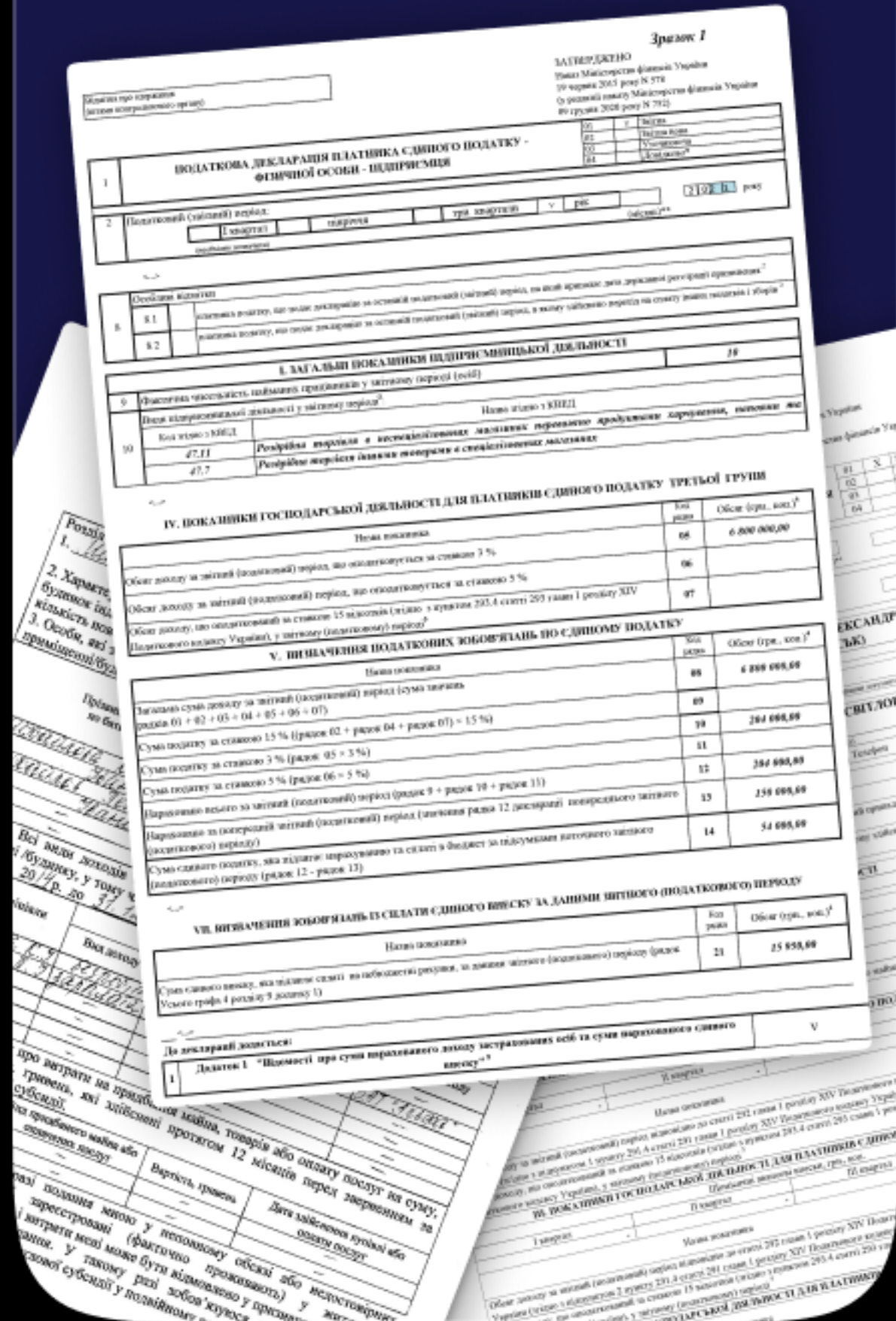


Tips and tricks

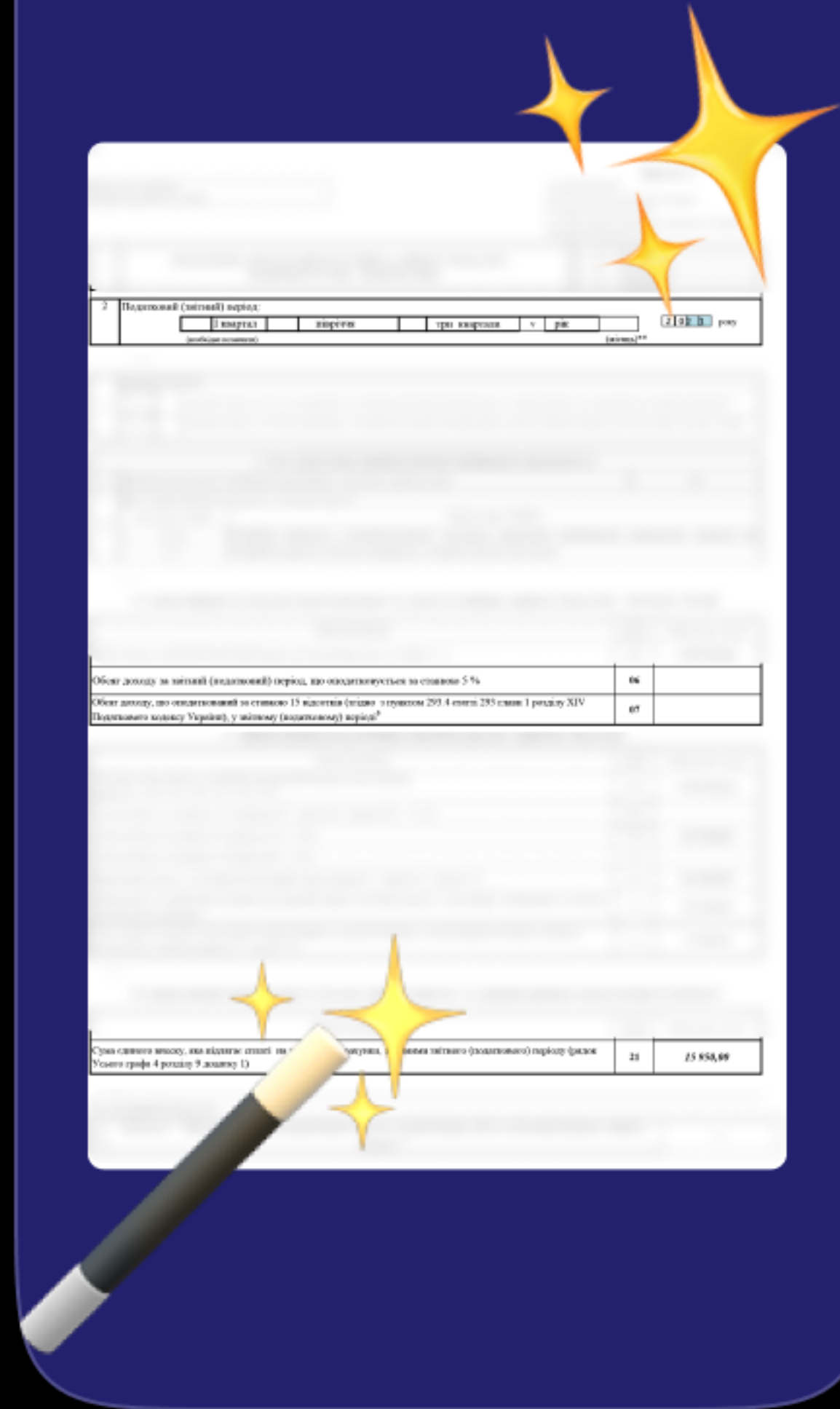


Intuitive design

The original application



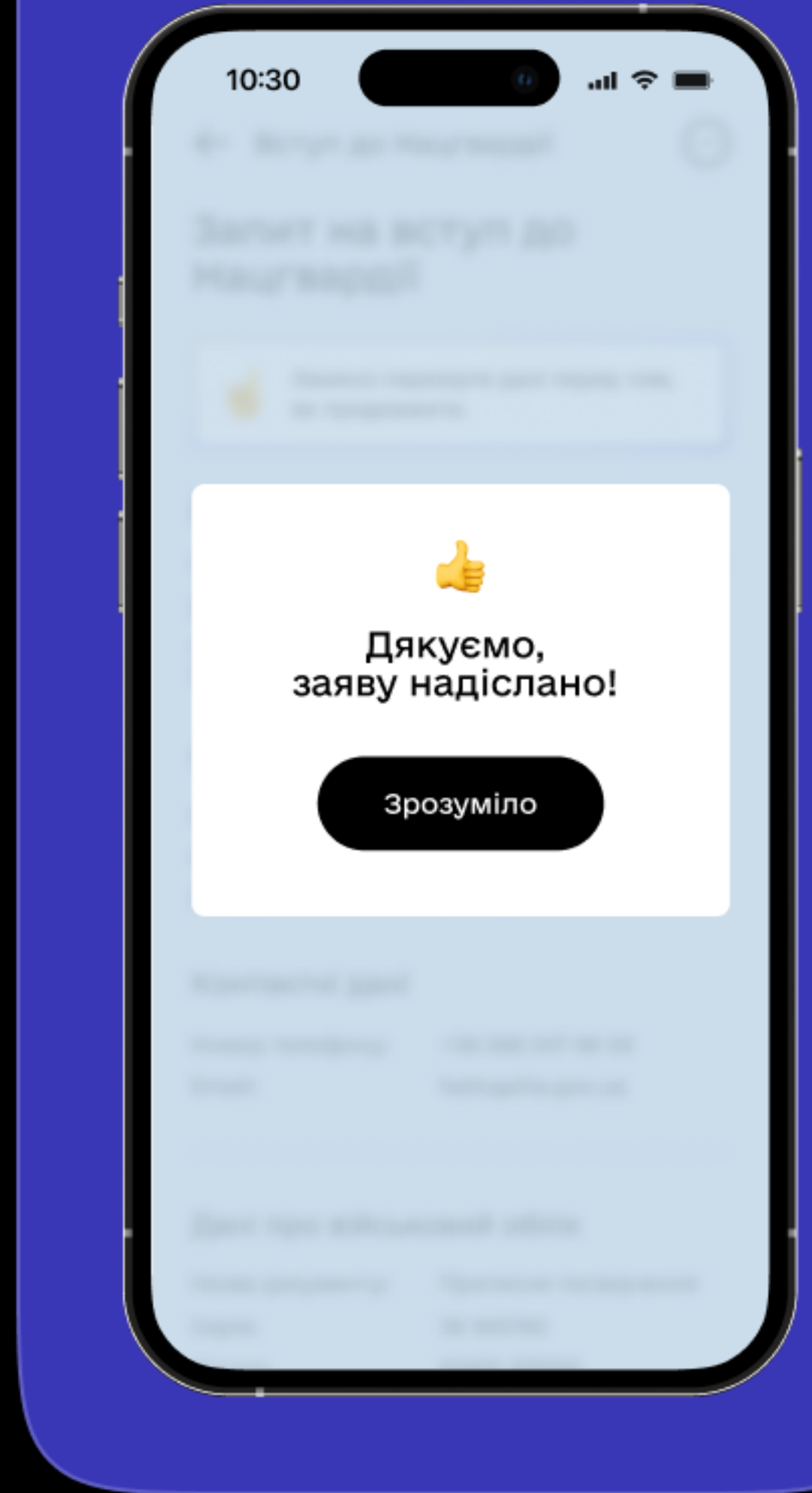
Remove unnecessary fields



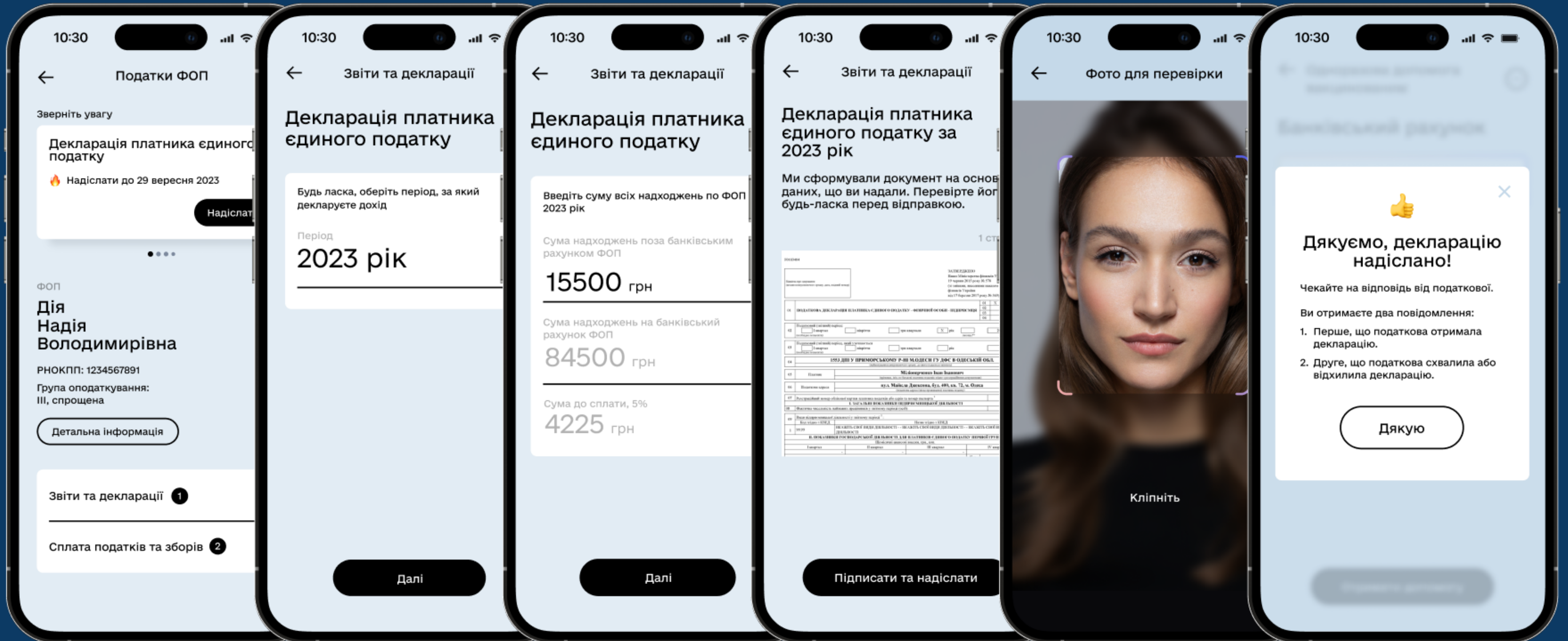
Fill in fields



Convenient online application



Tax declaration



Dizia

documents
& services

State registers



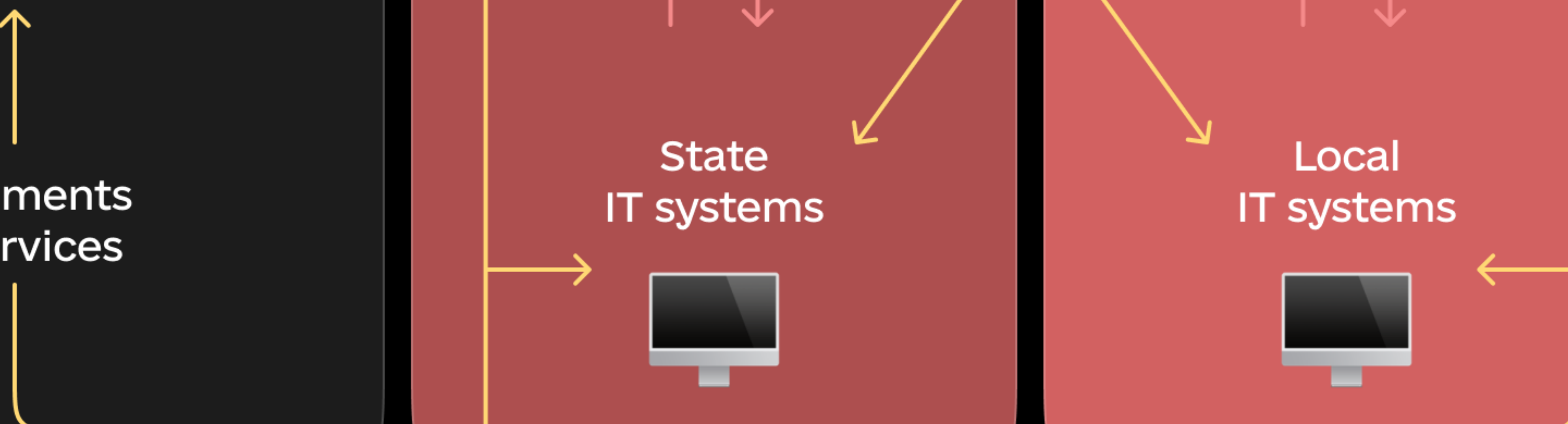
Local registers



State
IT systems



Local
IT systems



Optimization

8,820,000 → 147,000 → 18,375 →

minutes together

Man-hours

Man-days

→ 73

Man-years

420K

Private entrepreneurs
registered in a year

Diia is safe by design



Діія

- ✔ Doesn't store personal data of citizens and doesn't combine them in one database
- ✔ Diia only displays data from state registers to a citizen
- ✔ Has open source code for transparency from hidden functions
- ✔ Permanent open competition for ethical hackers to search for vulnerabilities – bug bounty with the payment of prizes with the support of USAID
- ✔ Diia's architecture was developed by one of the best IT companies EPAM (USA)
- ✔ Regular pen-tests from the best cyber companies with the support of USAID

What will the launch of State App bring in your country?

The country gets a quick win

People support the simplification of document flow and a leader who implements digitization

Excluding bureaucracy and the human factor

Accelerating the time of receiving services

Reducing the load on offline offices

Saving time and man-hours

Digital document management
companies do not spend money on paper, printers, and storage