
Diia — Ukrainian state super app


Stanford
Freeman Spogli Institute
for International Studies
The Jobs and Apple invention — iPhone.



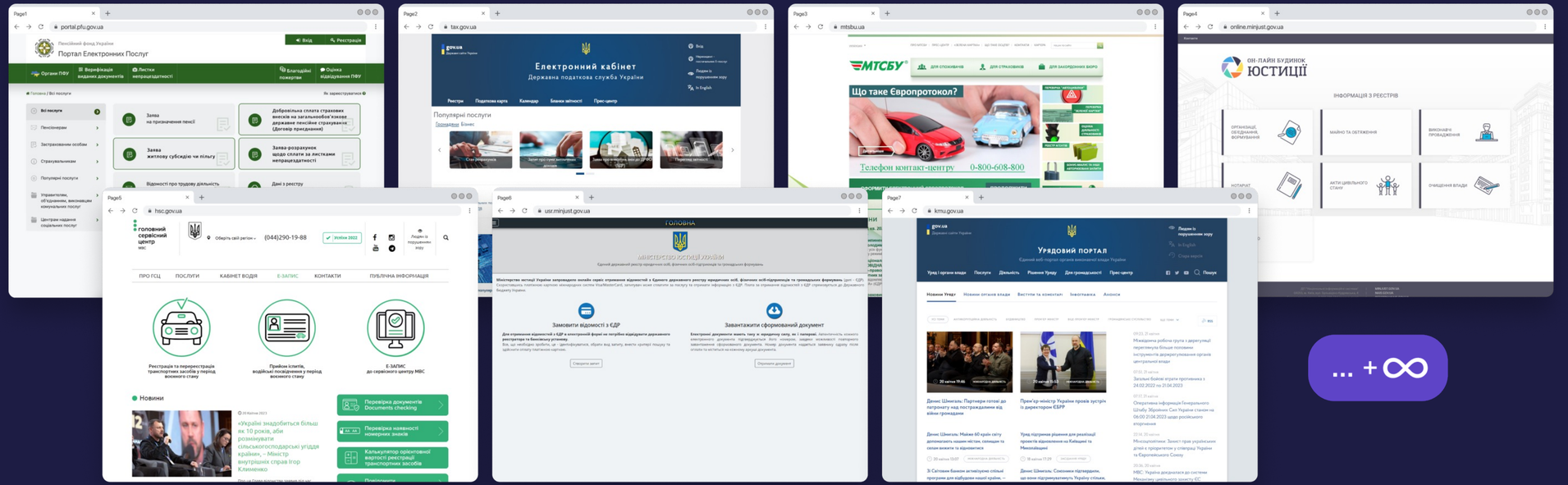

Diia — Ukrainian state super app

Ukraine before 2019



Queues




Page1
portal.pfu.gov.ua
Портал Електронних Послуг
Page2
tax.gov.ua
Електронний кабінет
Державна податкова служба України
Page3
mtsbu.ua
МТСБУ
Що таке Європротокол?
Телефон контакт-центру 0-800-608-800
Page4
online.minjust.gov.ua
ОН-ЛАЙН БУДИНОК ЮСТИЦІЇ
Page5
hsc.gov.ua
головний сервісний центр мвс
Page6
usr.minjust.gov.ua
Page7
kmu.gov.ua
Урядовий портал
... + ∞

Corruption



Problematic infrastructure



Reputation of state services



2019

We create MinDigital



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

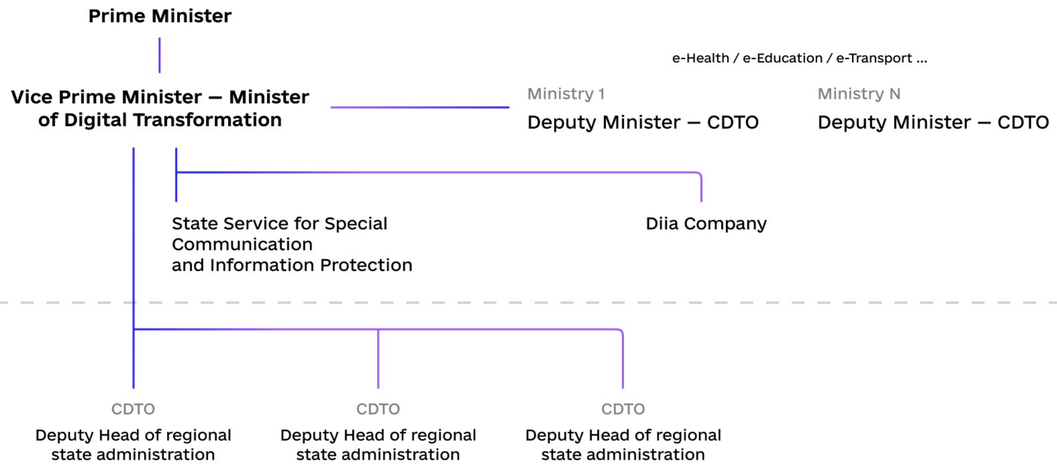
Business

$6.5 → $17B

share of IT in the country's GDP

Our structure

Executive power



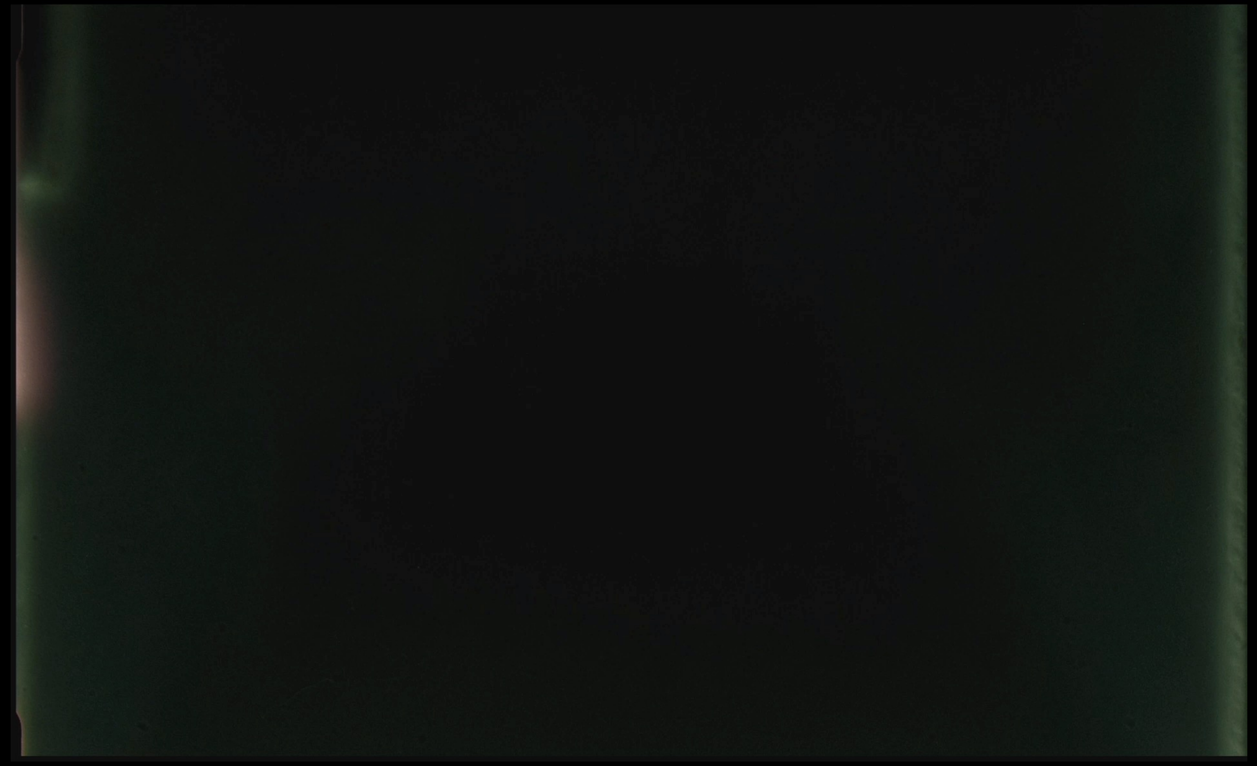
*CDTO — chief digital transformation officer

Digital Legislation

Verkhovna Rada (Parliament)

The Parliament's Committee on Digital Transformation


f Japan
PORSCHE
Destination
Charging

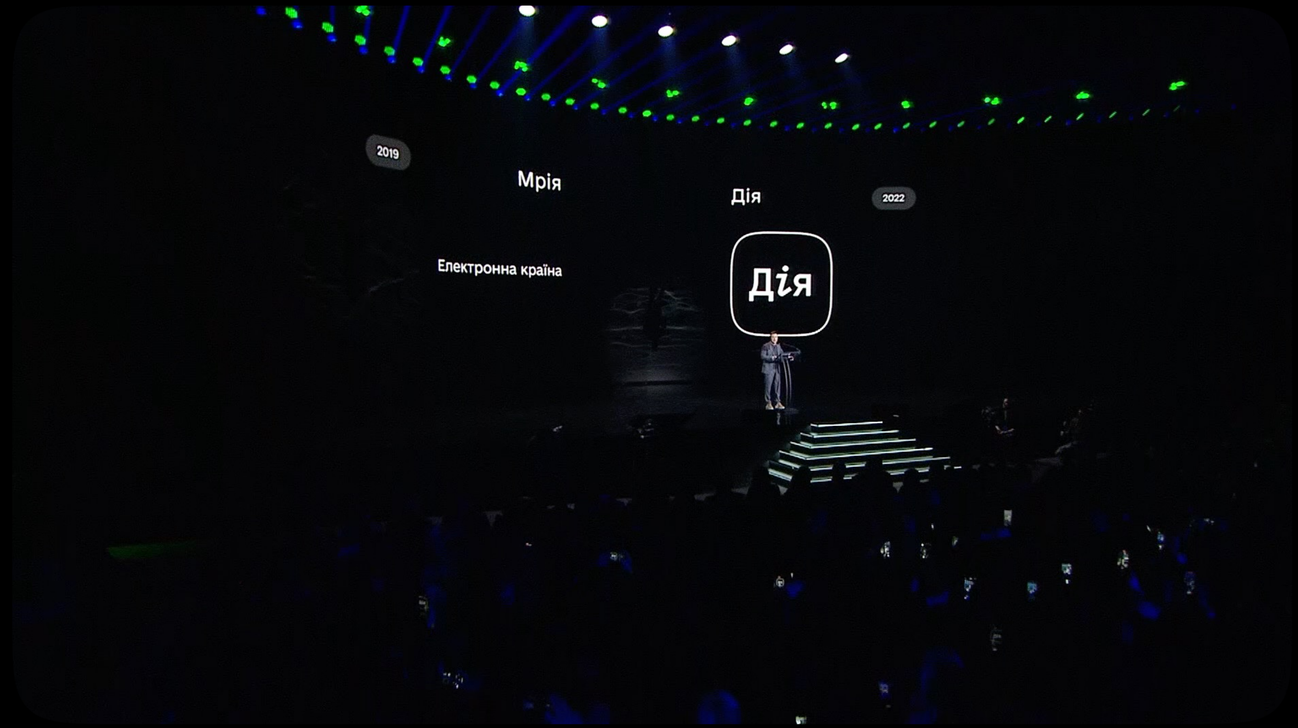


Creation of Diia

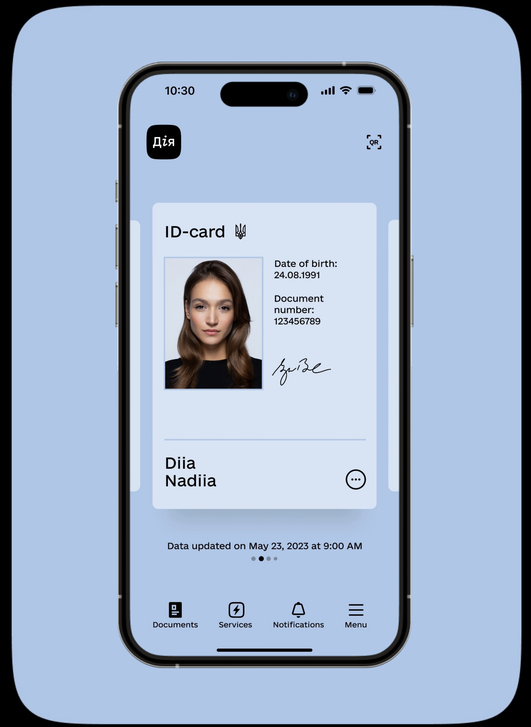
19M+
users

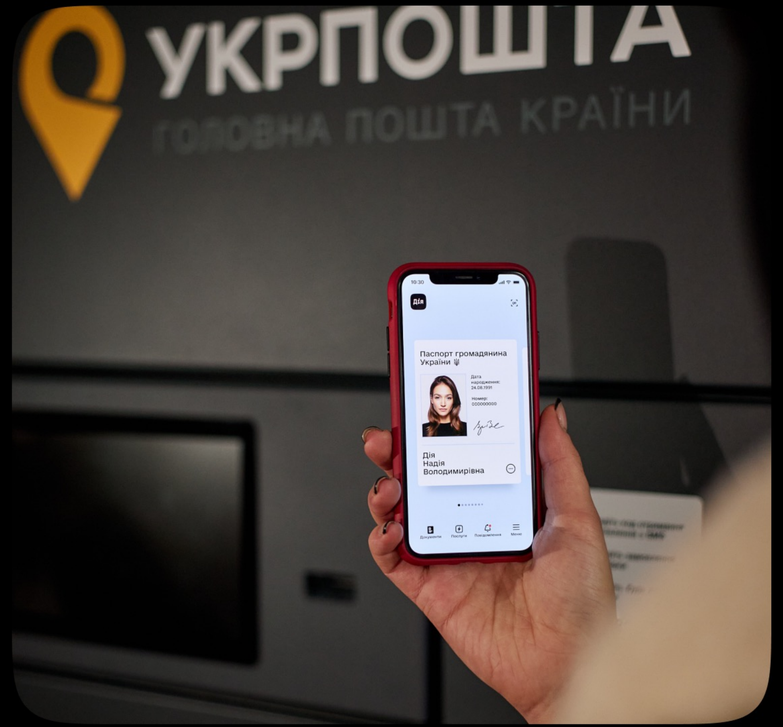
14
eDocuments

29
services

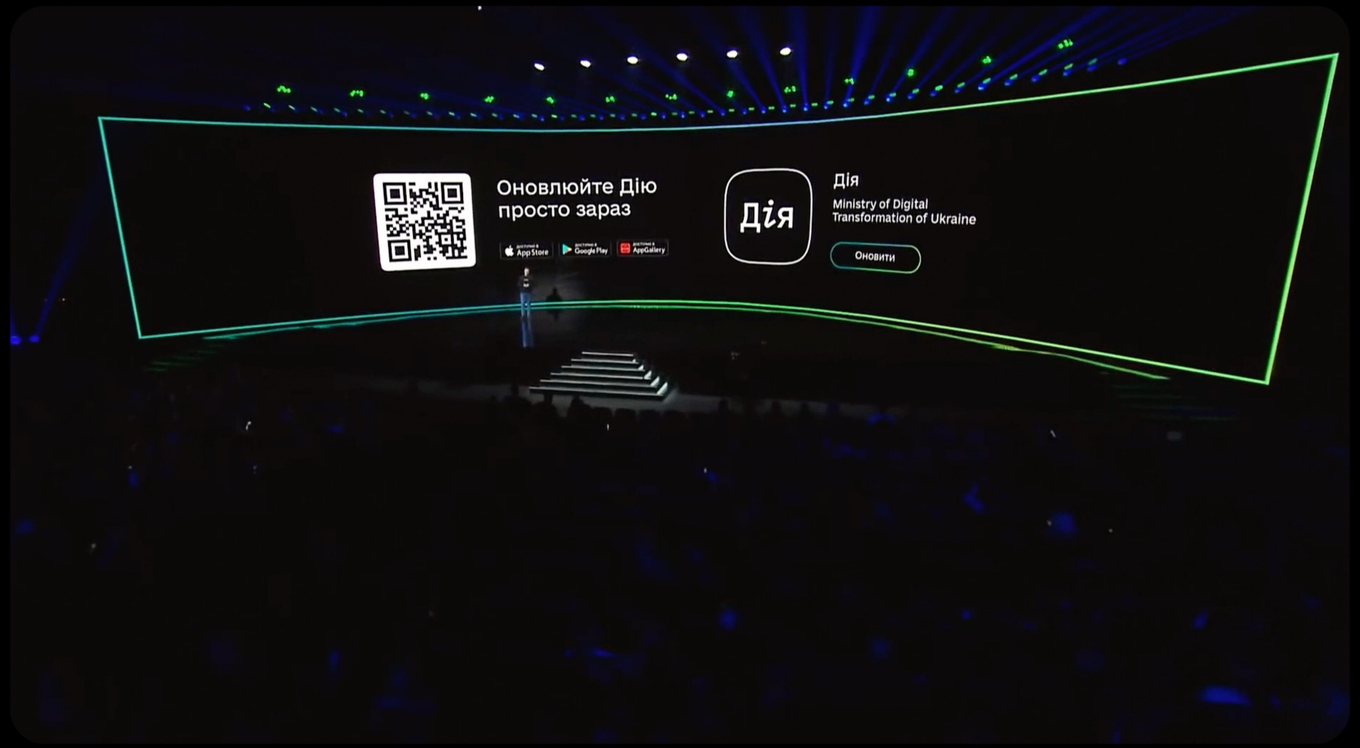


Digital passport








Оновлюйте Дію
просто зараз
Дія
Ministry of Digital
Transformation of Ukraine
Оновити

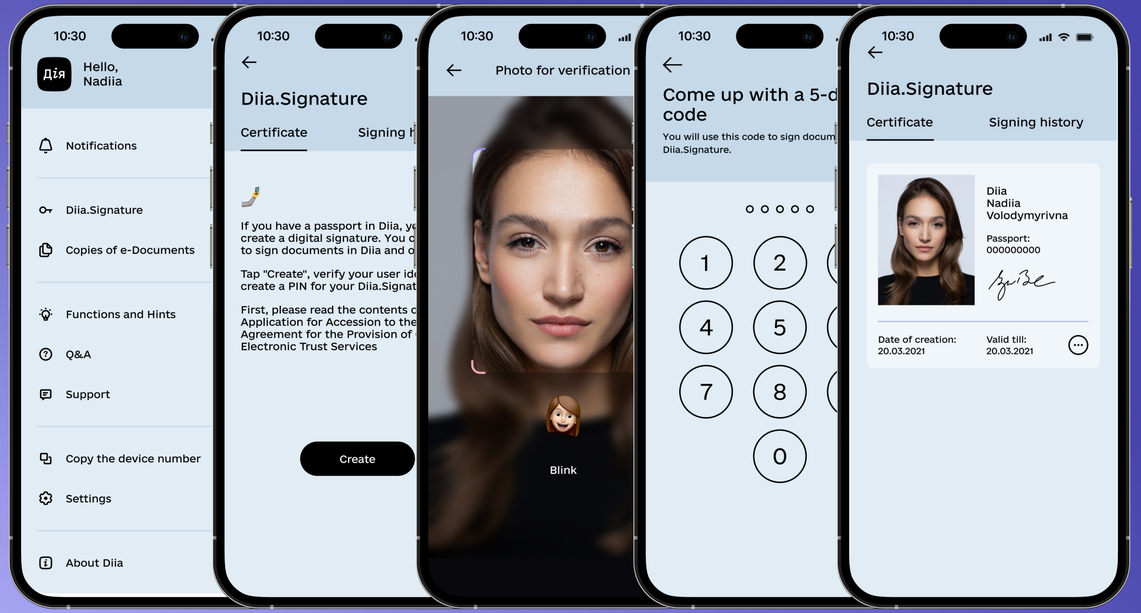
Diia.Signature

11M+

times used

6.8M+

users have
Diia.Signature





For Ukrainian and EU documents

e-Aid
COVID-19

9,274,076

people used service

9.2B UAH

amount of payments

- Train tickets within Ukraine
- Flights within Ukraine
- Cinema
- Museums
- Bookstores
- Exhibition centers
- Stationery and school supplies
- Education
- Drugstores
- Utility services
- Gyms
- Sports goods
- Theaters
- Concerts

Tax services in Diia

1.2B UAH
taxes paid with Diia

1.2M
entrepreneurs

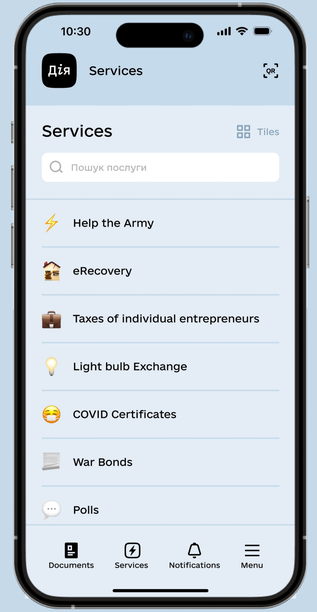
Tax declaration

Tax calculations

Tax payments

Tax dashboard
All taxes due, paid, delayed, arrears

Opportunity to receive tax statement for all citizens



Polls

12.6M+

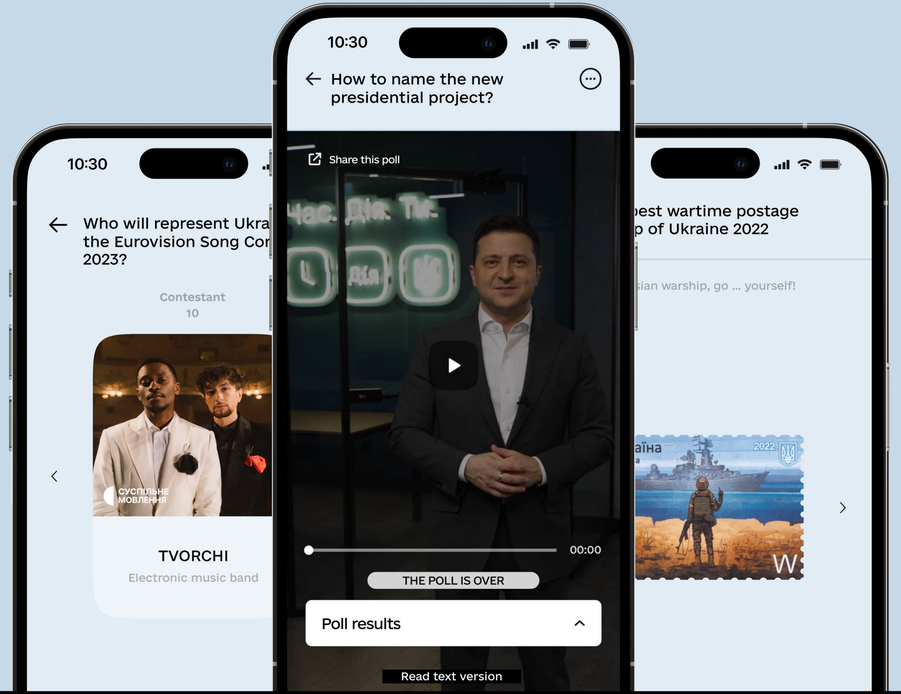
votes total

Chose the name of the presidential project

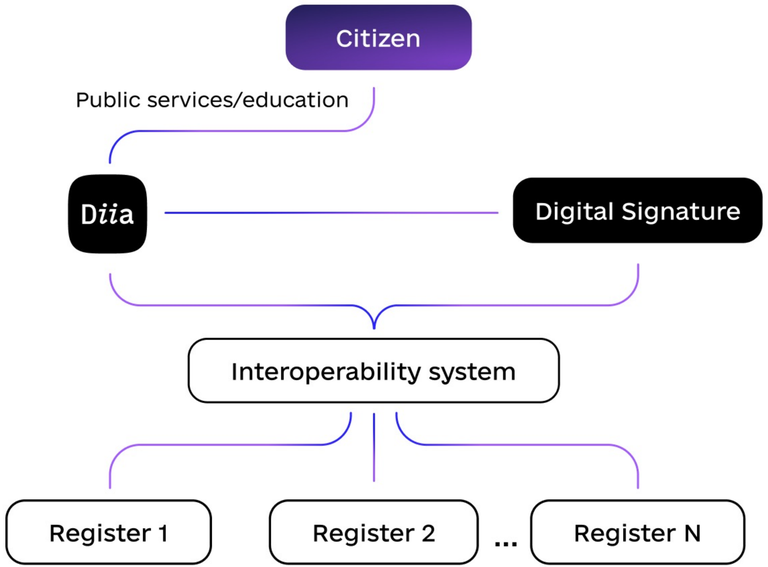
Chose a representative from Ukraine for the Eurovision Song Contest 2023

Determined the sketches of the new postage stamps

Expressed the position on gun ownership



Registry platform & Trembita

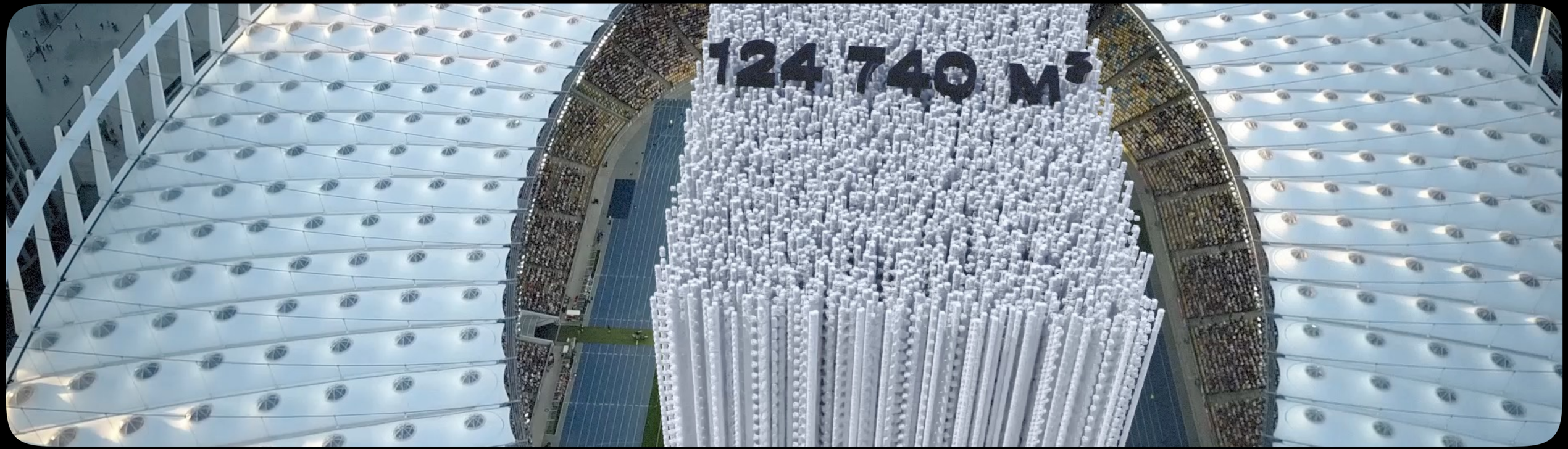


13

developed registers

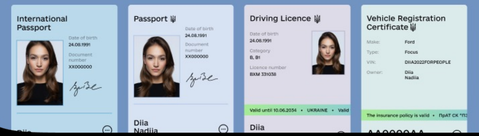
2.5B

transactions


124 740 M³

Services

13 e-documents



eMalyatko



Diia. Signature

Certificates

Construction services



Polls

Change of residence



Pension services

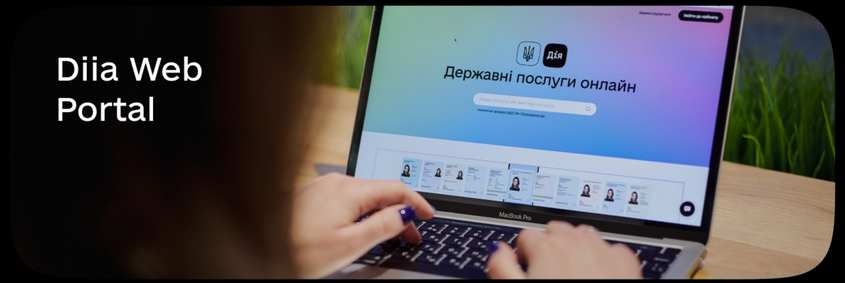


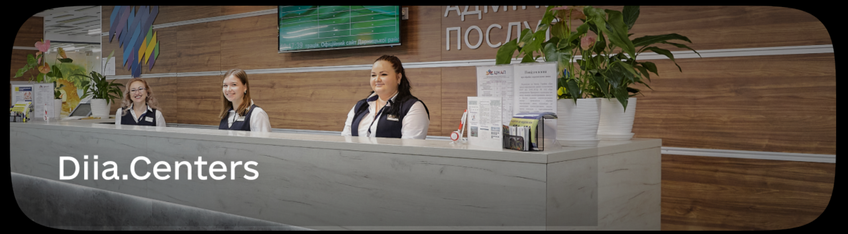
Automatic registration of a individual entrepreneur and LLC

Payment of fines and proceedings

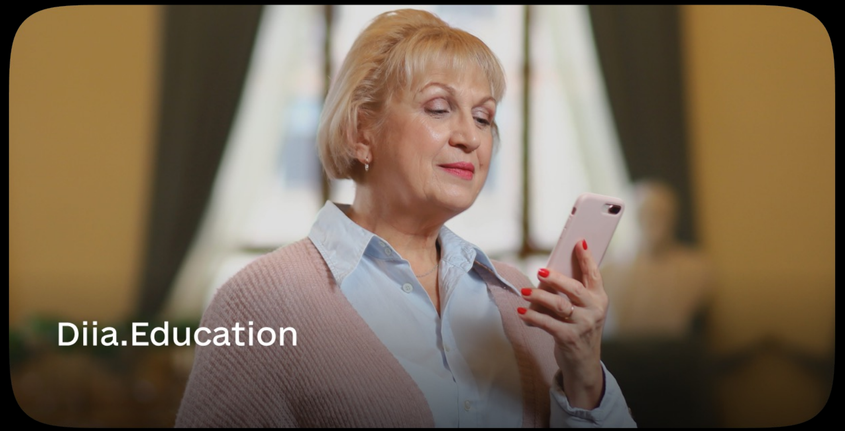


Payment of taxes

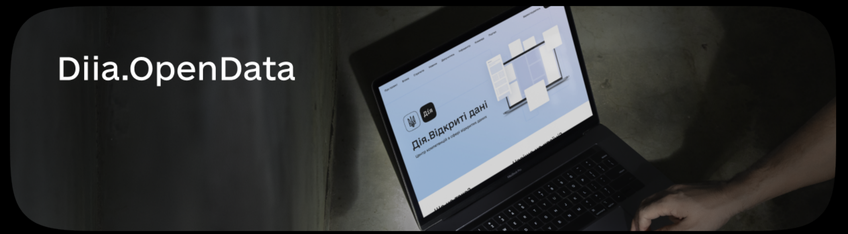








Diia Ecosystem





Diia.Education



National edutainment platform for reskilling and digital literacy

Almost

2M users

150+

educational series

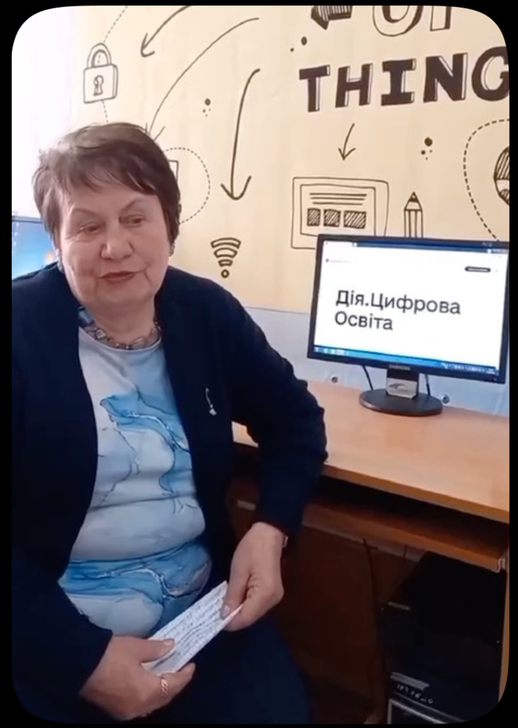
from graphic designer to baker, from basic digital literacy to AI

50+

immersive simulators

Supported by Google.org

Diia.Education



Education story of granny Polina

This is a video of a granny Polina from Vinnytsia. She took a course at Diia.Education platform in an educational hub (a library) and learned how to pay for utilities, buy medicines in online pharmacies, and send holiday greeting cards to her friends in messengers.

Now with her new digital skills granny Polina is on a first name basis with the Internet!

Digigram total points

67/90

according to the European standards DigComp 2.1

Diia.Business



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

Diia.City

One of the best tax systems in the world

530+
companies

≈ $100M
taxes paid in 2022

50K
employees



Delivery Team

28.5K
consultations

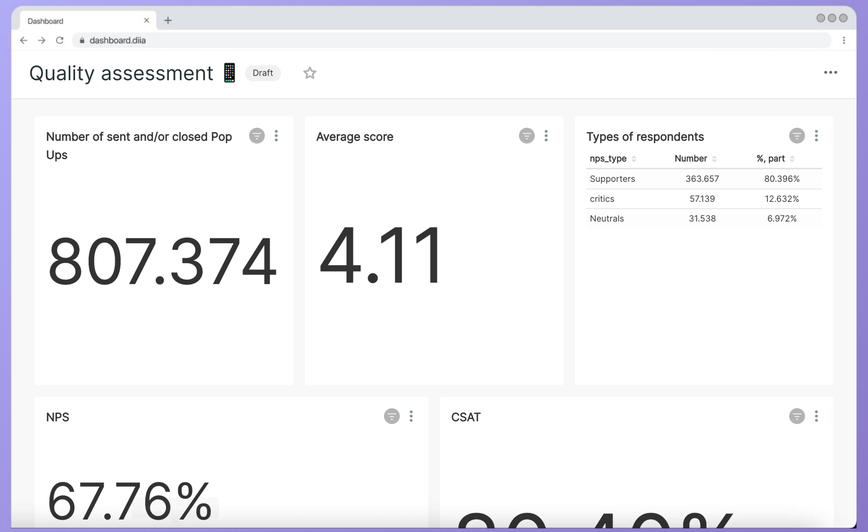
60+
free consultation topics

14
centres

2 were opened in 2023 and 1 in 2022 in Warsaw



Dashboard



82%

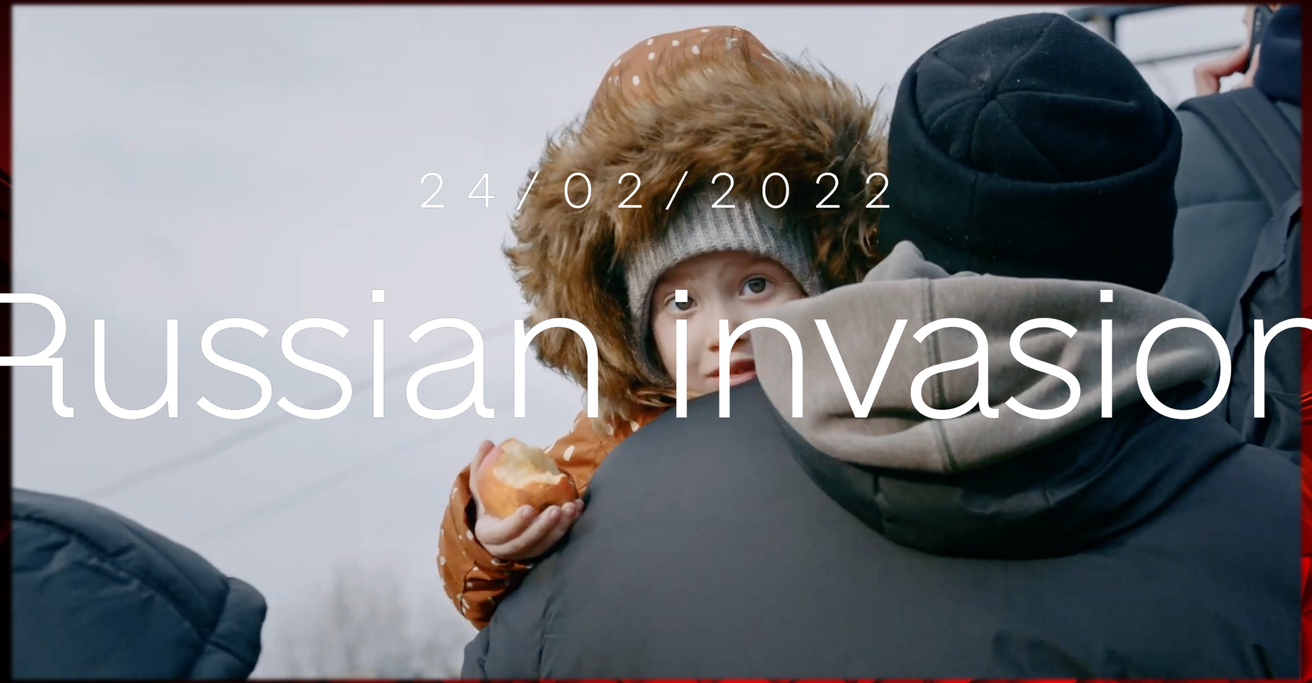
of users are satisfied with the services connected to the assessment

415K+

reviews made by users

2 years of digitalization


When the world
is falling apart
CBC
NEWS
Vox



24/02/2022

Russian invasion

Protecting registers. Cloud



Evacuation document

Temporary digital document
for war time period

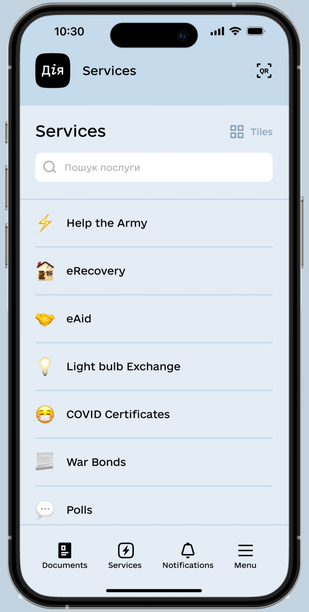
17.6M+

users have eDocument

To show it policemen and territorial defense forces at checkpoints for identification



e-Aid



6,500 UAH payments

4,752,911

people received support

30.8M+ UAH

overall amount of payments

eEnemy

500K

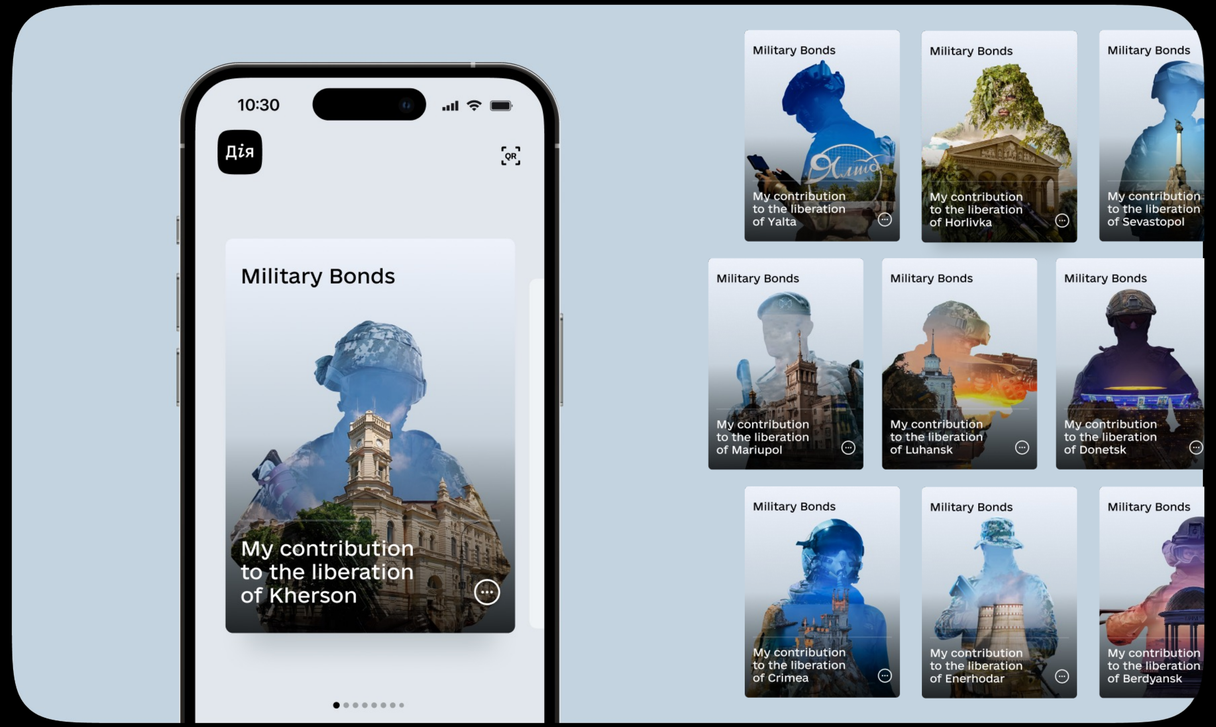
Ukrainians used chat bot



eEnemy



War bonds



954K+

war bonds purchased

959M+ UAH

amount of purchases

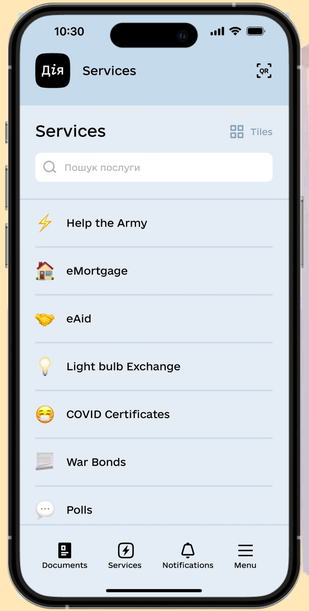
Mortgage

947

Ukrainian families received mortgage for a house

1.2B UAH

amount of credits





Mortgage



Andrii Afinohenov

Officer, 43 years old. Originally from Donetsk.

Adrii has been serving in the Armed Forces for 26 years. Participant in combat operations.

He did not have his own home. In December 2022, he heard from the media about the launch of the state program eMortgage and applied via Diia.

In May, he received a mortgage for a 2-room apartment in Kyiv.

Army of Drones game and donations

Army of Drones game

100K

users



Donations for Army of Drones

134.8M UAH

donated



Diia.Radio & Diia.TV

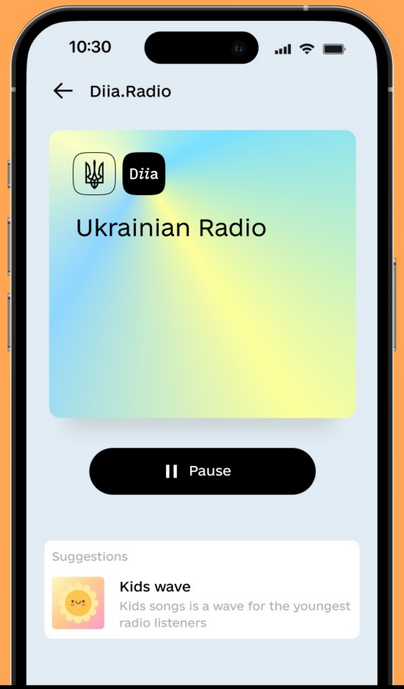
Diia.TV

10K

users every day

8

channels



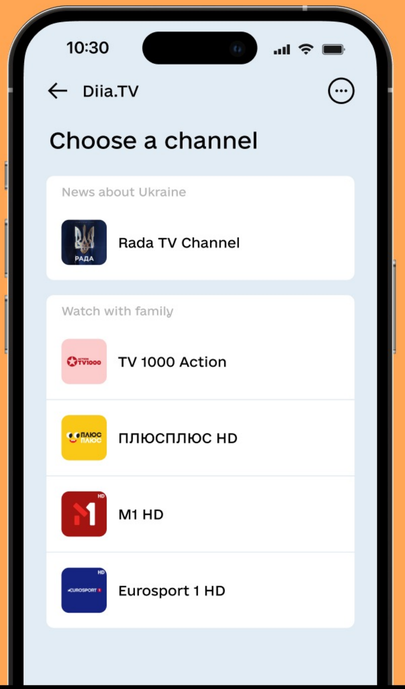
Diia.Radio

1M

users watched Eurovision

1.2M

users watched FIFA World Cup final



Evacuation document

Diia — secured

Doesn't store personal data

2 rounds of Bug Bounty challenge



World's first cyberwar

2,000+

cyberattacks on Ukraine started February 24

"Red Team" of the Ministry

Team within Ministry that attacks 24/7 to find vulnerabilities at various web sites and informational resources. Basically we conduct kind of crush test of our own systems

Registers

Week before the invasion, we managed to adopt new law "On cloud services" that allows us officially transfer register's data in cloud environment.

100+

state registers and critical informational resources in cloud

Partners:

aws Azure ORACLE Google USAID FROM THE AMERICAN PEOPLE



Economic and anticorruption effect



Research results

Anti-corruption
and economic effect
of online services for
2020–2021 in Diia

Real

16.3B UAH

20.5K

man-hours of saved time

Potential

48B UAH

58.6K

man-hours of saved time

Individual entrepreneur/ eMaliatko

Individual entrepreneur

267.7M UAH

saved



eMaliatko (baby registration)

35M UAH

saved



Constructions reform case

11.2B UAH

overall economy

2M

electronic documents in the system

1.5M

visitors of the portal

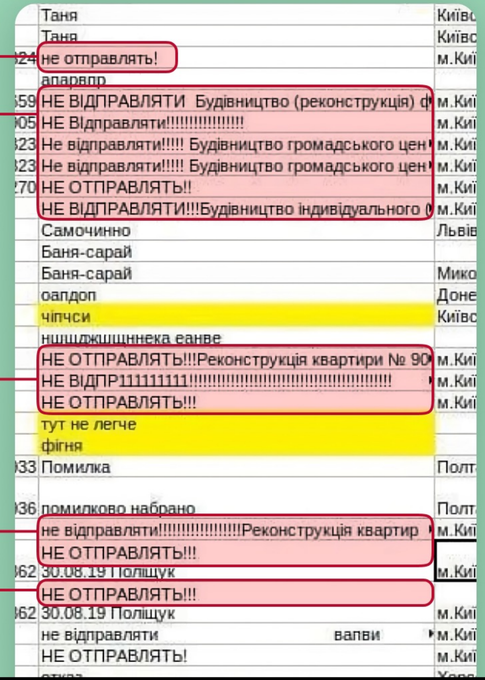
250K

services were delivered



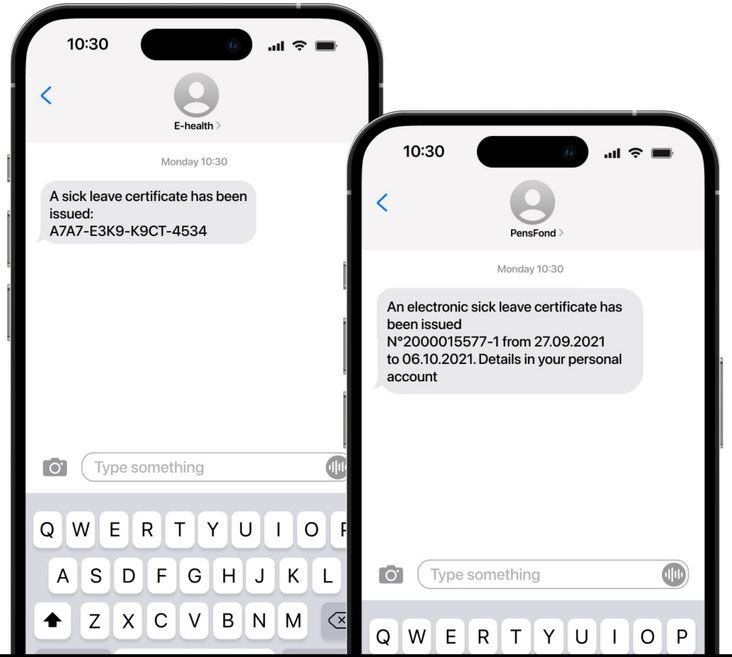
Constructions reform case

Script not to give permission for construction


Таня
Таня
не отправлять!
апарвпр
НЕ ВІДПРАВЛЯТИ Будівництво (реконструкція) ф
НЕ Відправляти!!!!!!!!!!!!!!!!
Не відправляти!!!!! Будівництво громадського цен
Не відправляти!!!!! Будівництво громадського цен
НЕ ОТПРАВЛЯТЬ!!
НЕ ВІДПРАВЛЯТИ!!!Будівництво індивідуального
Самочинно
Баня-сарай
Баня-сарай
оалдоп
чіпчси
нцшджшщннека еанве
НЕ ОТПРАВЛЯТЬ!!!Реконструкція квартири № 90
НЕ ВІДПР111111111!!!!!!!!!!!!!!!!



Digital Sick Leaves



14.8M+

sick leaves issued

Social sphere

Unified Information System for the Social Sphere

Implementing jointly with the Ministry of Social Policy

30B+ UAH

annually will be saved with the e-system of social payments

2

automatic services in Diia based on the system

change of address of residence and removal of IDP status have been launched



Key principles

Open source solution

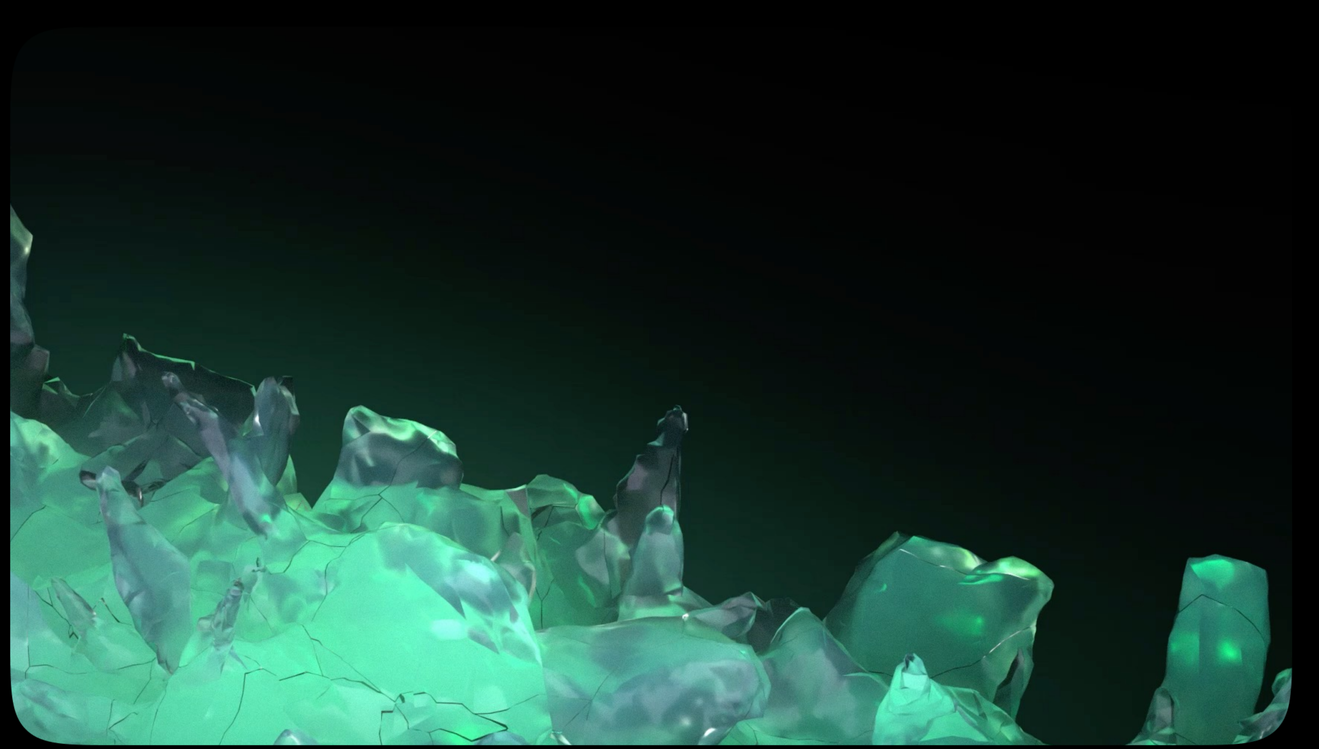
Open source code software

Action logging

All actions of officials are logged in the systems, it is possible to track every step and see who digitally signed a particular document

Full automation

Services without any interaction with the official - online in a few clicks. The data is immediately entered into the registry

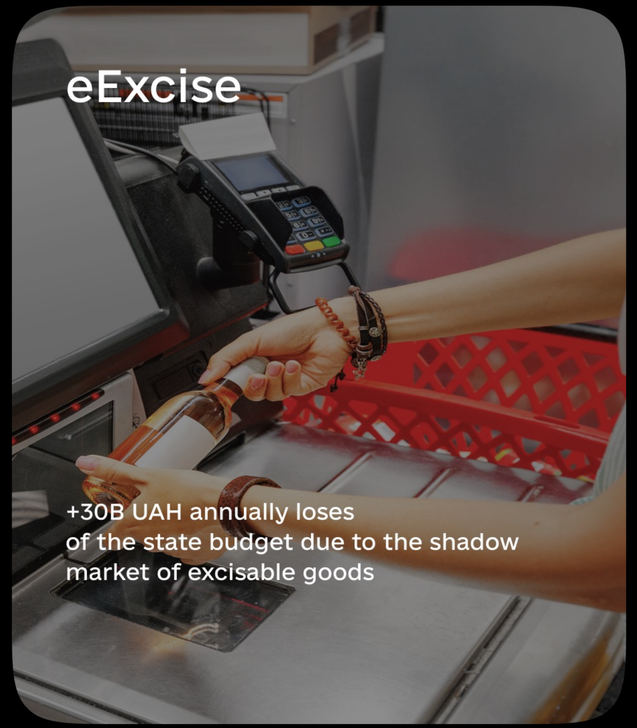


What’s next?



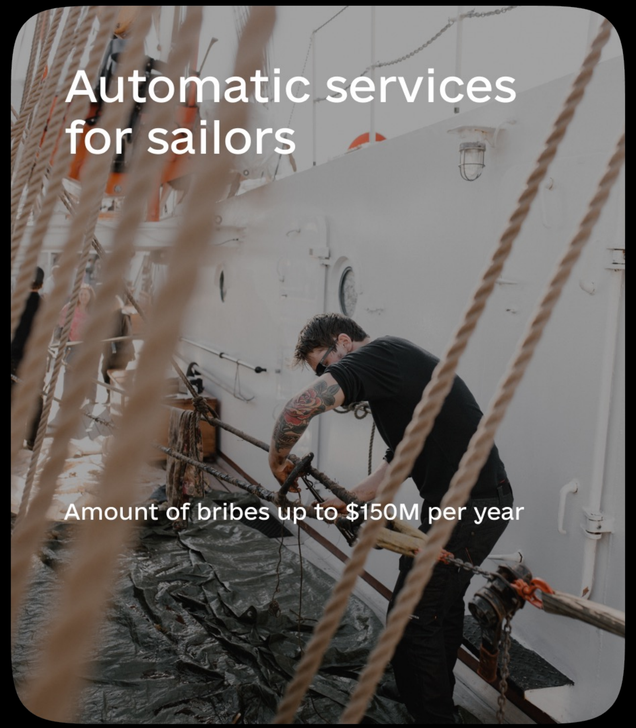
Transparent Rebuild

The Register of Destroyed Property has been established, which serves as the basis for accounting, control and transparency of the entire recovery process



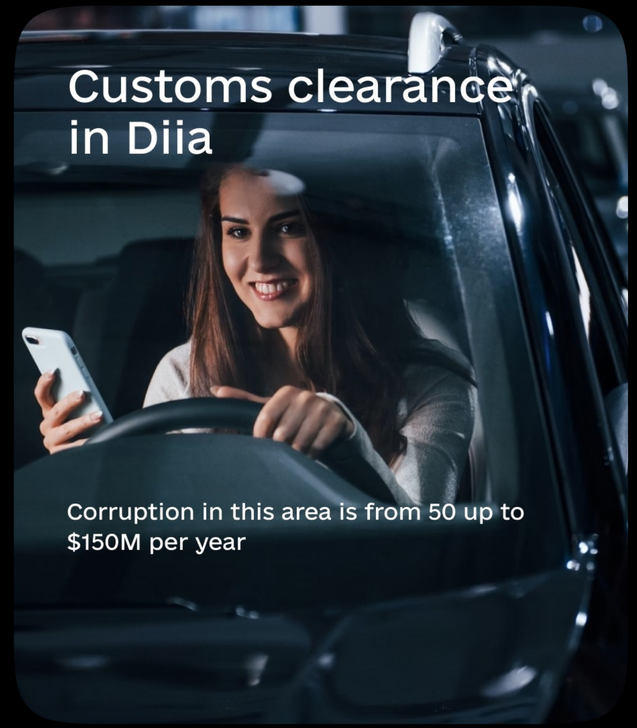
eExcise

+30B UAH annually loses
of the state budget due to the shadow market of excisable goods



Automatic services for sailors

Amount of bribes up to $150M per year



Customs clearance in Diia

Corruption in this area is from 50 up to $150M per year

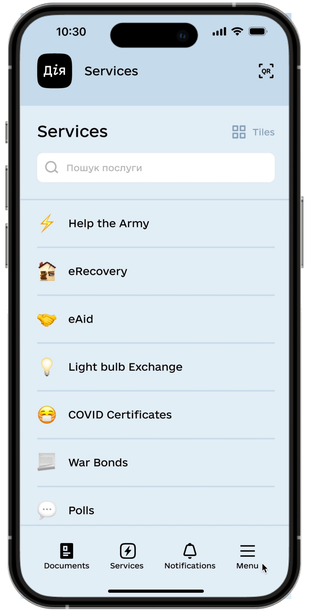
eRecovery

376,550

submitted reports of damaged property

12,271

submitted applications for financial aid



Innovations and technologies — basis for recovery


Thank you!