



Diia: A Digital Warrior in the Ukrainian Digital Landscape

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The background of the slide is a photograph of the Ukrainian national flag, which consists of two horizontal stripes of equal width, blue on top and yellow on bottom. The flag is shown waving on a flagpole against a clear, bright blue sky. The flagpole is visible on the right side of the frame.

What is Diia?

“Diia” means “action”

Launched in September 2019

As of October 2023: Over 19 million
Ukrainians currently use Diia

Approximately 70% of smartphones
in Ukraine have Diia installed



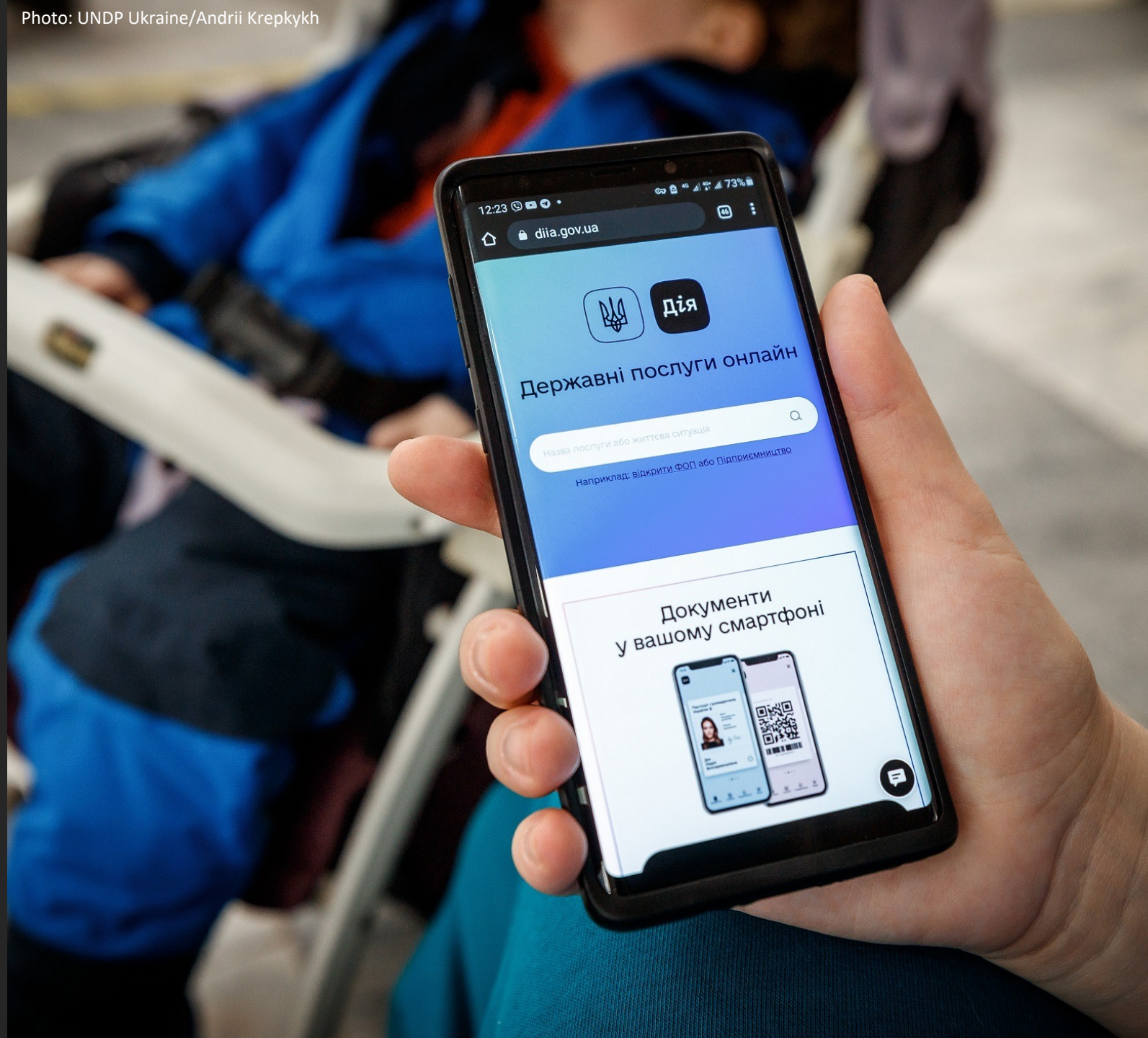
The Launch of Diia

Upon its launch, Diia maintained two document types: a digital driver's licence and a passport

Diia quickly became a must-have tool for citizens of the country

Rapid User Adoption

In the first eight hours of the launch, Diia had two million users!





Expanding the Digital Services

**On top of the mobile app, there is also a web portal offering over 70 services–
COVID vaccination certificate**

- Issuance of a construction passport
- Certificate of income
- Registration of residence
- Housing loan for migrants
- State registration of real estate rights
- Entry in the COVID-19 vaccination waiting list
- One-time financial assistance to insured persons and employees
- Get a medical certificate
- Assignment of pension
- Assignment of housing subsidy

Transition to Routine Digital Tool

Now, within Diia, all digital documents hold equivalent legal validity to their physical counterparts, whether plastic or paper.

Ukrainians can utilize the Diia app to not only distribute digital versions of their documents but also settle outstanding debts or fines.

“The main goal is to make 100% [of the] public services available online.” ~ Ukraine’s official website states under their digitization initiatives



Enhancing Security

“We created our own in-house team of hackers to probe the Ukrainian government’s digital systems for weaknesses, and also worked with partners to engage hackers around world with the task of penetrating the Diia platform. They found no security vulnerabilities. Security has been further enhanced by the introduction of the Diia. Signature function, which provides an extra layer of protection for particularly sensitive e-services such as changing place of residence or registering a car.”

~Mykhailo Fedorov

Diia's Role During Wartime

In those areas under Russian occupation, Diia is the only way to receive access to key services or any assistance from the Ukrainian government





SAMEER AL-DOUMY/AFP VIA GETTY IMAGES

Innovative Features

E-enemy and undermining the
Russian invasion

“E-enemy is an instrument for civil
intelligence.” ~ *Mstyslav Banik, head of
electronic services development at the Ministry of
Digital Transformation*



Diia's Resilience during Challenging Times

Initiatives like Diia have opened doors for new workers in the IT field

“Diia.Education” was launched in May 2023

Users of this application may now take career development training and literacy tests

- Additional tools focus on entrepreneurship, digital citizenship, and more!

Information Access

“The goal of the Ministry of Digital Transformation is to make Ukraine the most convenient country in the world for citizens and businesses. Moreover, these services are convenient and easy to access without having to visit offices or carry paper, and without the risk of corruption.”

*Mstislav Banik, Head of
Electronic Services Development
at the Ministry of Finance*





International Interest & U.S. Support

Over ten other nations are interested in developing a similar model for a digital application

The selling point? According to Mykhailo Fedorov, **“Electronic services help tackle graft by leaving out public officials who might seek bribes to perform tasks like issuing permissions or certificates for citizens.”**

One of the largest international allies of this work is the United States

- Provided over \$25 million for development with more on the way



Conclusion

Diia has a proven record of helping Ukrainians in some of their darkest moments

More nations in Eastern Europe and beyond are embracing this technology

The Ukrainian government's ability to rapidly adapt Diia lends credence to the nation's desire to become a digital leader in the world



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