DIIA MOBILE APPLICATION

CASE STUDY REPORT: IMPLEMENTATION OF A DIGITAL SERVICES ECOSYSTEM BY THE GOVERNMENT OF UKRAINE

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PROJECT LEAD—DIGITAL IDENTITY

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03 EXECUTIVE SUMMARY

Diia is an ecosystem which unites most of the services provided by the Government of Ukraine in one place, made easily accessible online via the Diia Mobile Application (Diia App) and Web Portal. The Diia ecosystem also includes theme blocks on education (Diia Education), small and medium-sized business support (Diia Business), administrative services (Diia website and Diia application), as well as a unique project on the legal framework for the IT industry (Diia City).

Launched in December 2019, Diia App became the most downloaded app in Ukraine by June 2022, according to data from Similarweb's Digital Ranking. With 18 million total users (one in every 3 Ukrainians), the Diia App is also the most frequently used app, according to Ukraine's Ministry of Digital Transformation.

One of the reasons for the Diia App's popularity is its focus on user experience. In September 2022, the Diia App simplified 25 public services and digitized 16 documents. The Ministry of Digital Transformation aims to make 100% of all public services available online by 2024.

04 GENERAL BACKGROUND
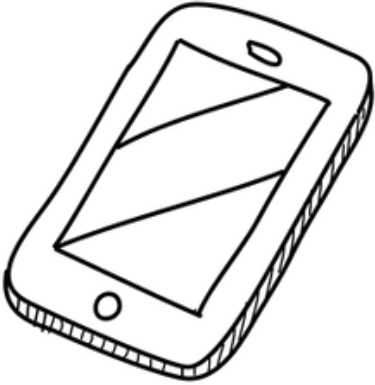
IN 2019, DIGITALIZATION BECAME ONE OF THE FUNDAMENTAL PRIORITIES OF THE GOVERNMENT OF UKRAINE. THE MISSION OF THE MINISTRY OF DIGITAL TRANSFORMATION OF UKRAINE IS TO CREATE A DIGITAL, HUMAN-CENTRED AND TRANSPARENT STATE WITHOUT ADMINISTRATIVE BURDEN FOR CITIZENS AND BUSINESSES.

Before the launch of the digitalization reform in 2019, data from the Government of Ukraine revealed that public authorities and local governments provided more than 2,000 distinct public services. During this period, about 92% of Ukraine's population did not use online public services, and 'offline' public services were considered inconvenient, time-consuming, financially costly, and non-transparent.

Electronic services were offered on a range of Government portals with different interfaces, standards and e-identification methods, which users found highly inconvenient. Before the reform, these online services were automated without proper re-engineering or user-friendliness. There was no single approach to re-engineering and launching e-services. Another disadvantage was that e-services were not properly accessible on smartphones.

In 2019, the digitalization process became one of the fundamental priorities of the Government of Ukraine. With that purpose in mind, a new Ministry of Digital Transformation was created, and the Minister received the additional status of Deputy Prime Minister of Ukraine. Additionally, each Ministry got a Chief Digital Transformation Officer and Deputy Minister position to steer the digitalization process.

These changes spearheaded by the Government of Ukraine introduced a new approach to the digitization of services and eventually redefined them completely, making them logical, convenient, and understandable for users.

05 PROMOTION STRATEGY

To introduce the benefits of Diia Mobile Application's ambitious plans and the upcoming changes in certain services, the Ministry of Digital Transformation of Ukraine launched a national communication campaign. Diia Ecosystem became a magnet that attracted leading IT companies, international funds, and Ukrainians that believed in the future of their country and were eager to put these changes into action. The project inspired millions of people to see the opportunities for developing Ukraine and supporting this movement.
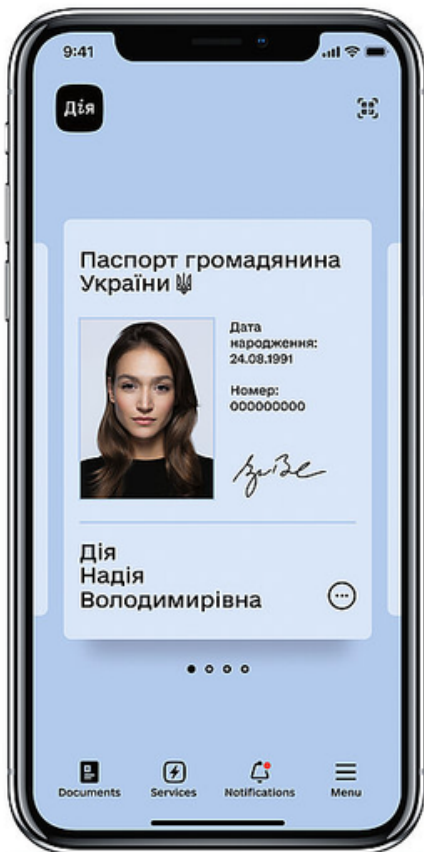
People forget that the state is a service. Ukrainians are used to their parcels coming the following day, bank issues being solved by a few taps on a smartphone screen, and their taxis arriving in five minutes whenever needed. Yet, only the state—the most essential service in our life—for years had been operating in an old-fashioned way: requiring a stack of obscure certificates, and waiting in queues.

In 2019, the Ministry of Digital Transformation of Ukraine set about transforming an outdated system and creating a digital state that would provide prompt and stress-free online services as a one-stop shop. But how to make the bureaucratic behemoth work in a new way?

'Human First Strategy'—a digital state with neither processes nor procedures but a person-centric at the core. The brand that was to integrate all the digital transformation projects in Ukraine gained the name "Diia" ("action" in Ukrainian), as the dialogue with the state was now minimized to a simple action—tapping a button.

06   DIGITAL STATE BRAND

The Ministry of Digital Transformation of Ukraine started their work with a national survey to find out what changes people expected the most in their interaction with the state and what priorities should bring the digitalization of public services first and foremost. The survey results confirmed assumptions regarding citizens' general expectations. The majority of Ukrainians (66% of respondents) indicated that they primarily desire convenient, understandable, and prompt interaction with the state. In addition, hundreds of thousands of Ukrainians (34% of respondents) stated that equal access to services free of corrupt practices is of great importance.

Armed with this knowledge, the government set about to position people (and their interests) at the forefront of all government processes. This basic concept was not a mechanical digitalization of the bureaucracy but re-engineering each service to make it more understandable and comfortable to use. The Ministry of Digital Transformation of Ukraine developed a four-step methodology for simplifying services currently available in Diia Mobile Application:

01 | RESEARCH

Deep-diving into laws and regulations; communications with the officials to simplify the service.

02 | REARRANGEMENT

Restructuring services to make the delivery mechanisms simple and comprehensible.

03 | TESTING

Testing the service prototype and refining users' experience—putting the finishing touches to the logic.

04 | LAUNCH

Conceptualizing, designing and launching the final service as a part of the puzzle.

07   DIGITAL PUBLIC ADMINISTRATION PROCESS

The Ministry of Digital Transformation of Ukraine is responsible for the interoperability of state registries and base registries coordination. The interaction of state registries provides an efficient means to achieve state optimization by eliminating excessive bureaucracy and providing convenient access to high-quality administrative services. Interaction of state registries is ensured via the TREMBITA system (a secure data exchange platform). These activities are regulated by Decree No. 357 on Some Questions on Electronic Interaction Between State Electronic Information Resources, issued by the Cabinet of Ministers of Ukraine. The Ministry of Digital Transformation of Ukraine coordinates the interaction of four base registries: (i) the State Demographic Registry (State Migration Service of Ukraine), (ii) the State Business Registry (Ministry of Justice of Ukraine), (iii) the State Registry of Vehicles and their Owners (Ministry of Internal Affairs of Ukraine), and (iv) State Land Cadastre (the state service of Ukraine for geodesy, cartography and cadastre).

In 2018, the Ukrainian National Interaction system, TREMBITA, was finalized. It was based on the Estonian interaction system X-Road and aimed at the exchange of data between state information resources, so as to ensure the highest quality level of eService delivery system. At the end of 2019, 47 state authorities joined TREMBITA. Owned by the Ministry of Digital Transformation of Ukraine, this interaction system guarantees state authorities and service centres access to the information in national registries, thereby enabling the fast and high-quality provision of public services.

Diia App platform includes an eServices portal (one-stop-shop platform) and an information system (middleware, or process engine). The main vision behind the innovation of the Diia User's eCabinet is to develop a single point of entry that allows citizens to access and retrieve information about themselves. Integration with the TREMBITA electronic interoperability system and the Unified Electronic Identification System allows the Diia User's eCabinet to obtain information about the visitor from various state registries and demonstrate the data in the form of dashboards within the eCabinet. The Diia User's eCabinet does not store any personal data. Instead, it provides only the necessary information about the citizen from state registries and convenient access to services without additional authorization or sharing of additional data. Diia App eCabinet also tracks transformations and automatically notifies citizens in case their personal information has been altered or deleted. In situations where unauthorized changes have been made to confidential data, the user will be able to react in a timely manner and rectify the situation by petitioning the relevant government entity or appealing to a court about the unauthorized activity.

08   DIIA ECOSYSTEM

Diia is an ecosystem uniting most of the Government-provided services and making them easily accessible online, in one place via mobile app and web portal. It also incorporates theme blocks on education (Diia Education), small and medium-sized business support (Diia Business), administrative services (Diia website and Diia application), as well as a special project on the legal framework development for the IT industry (Diia City).

The Ukrainian branch of EPAM Systems, Inc. (NYSE: EPAM), the leading global provider of digital platforms and software development services, cooperated on a pro-bono basis with Ukraine's Ministry of Digital Transformation in the creation of the Diia Mobile Application.

Within three months, the team of 35 volunteers, including engineers, architects, analysts, cyber security professionals and testers, participated in the project development and created the first mobile application in Ukraine for digitalizing state public services. Developers paid special attention to personal data protection. The authorization process requires BankID, and the application was built following industry best practices. All the information is transmitted and stored in the user's smartphone in encrypted format only, and the authentication process between the application and the server is enhanced. Additionally, users' data is not stored in third-party storage, but transmitted through a secure cloud server. EPAM Systems, Inc. servers are not used for the application. The mobile application and its server passed multistage checks, including penetration testing to identify potential vulnerabilities.

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MILLION USERS

THE OVERALL SOCIAL IMPACT OF DIIA MOBILE APPLICATION IS DEMONSTRATED BY A HIGH USER GROWTH RATE. ACCORDING TO THE MINISTRY OF DIGITAL TRANSFORMATION OF UKRAINE, FROM DECEMBER 2019 (WHEN DIIA MOBILE APPLICATION WAS LAUNCHED FOR BETA TESTING) TO AUGUST 2022, THE APPLICATION'S USER BASE GREW FROM 0 USERS TO 18 MILLION USERS IN LESS THAN THREE YEARS.

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Diia App also enables citizens to have all their important documents in the digital format conveniently in their pocket, without being afraid of loss or damage. In every situation where it is needed, users can just open an app on their smartphone and display the document they need. Diia contributes to the reduction of bureaucracy associated with public services, which has the benefits of both fighting corruption and increasing government savings. As a result, fewer people are employed in the public sector, and fewer human interactions occur. The introduction of this program enabled a 10% reduction in government employees, contributing to hundreds of millions of dollars in savings, while improving the speed, efficiency, and transparency of government services.

The government sector's digitalization helps develop the whole IT industry in the country, and citizens become more digital-aware and educated. This also affects other sectors, increasing the spread of digital infrastructure and accelerating the speed of overall digitalization. In the report issued by the UN for the e-government development index in 2020, Ukraine ranked 69th in 193 countries surveyed. This index evaluates the Government's capabilities to integrate its functions electronically, such as using the internet and mobile devices. Ukraine also made remarkable progress in the e-participation index, and ranked 46th out of 193 countries, with a score of 0.66 in 2018 to 0.81 in 2020. This index evaluates how effective online services facilitate information exchange between governments and citizens. This development shows that the Government of Ukraine and its citizens are adapting to online democracy solutions.

■ 2018   ■ 2020

46th
E-Participation Index

69th
E-Governance Develop
Index

EPI

EGDI

0   0.25   0.5   0.75   1
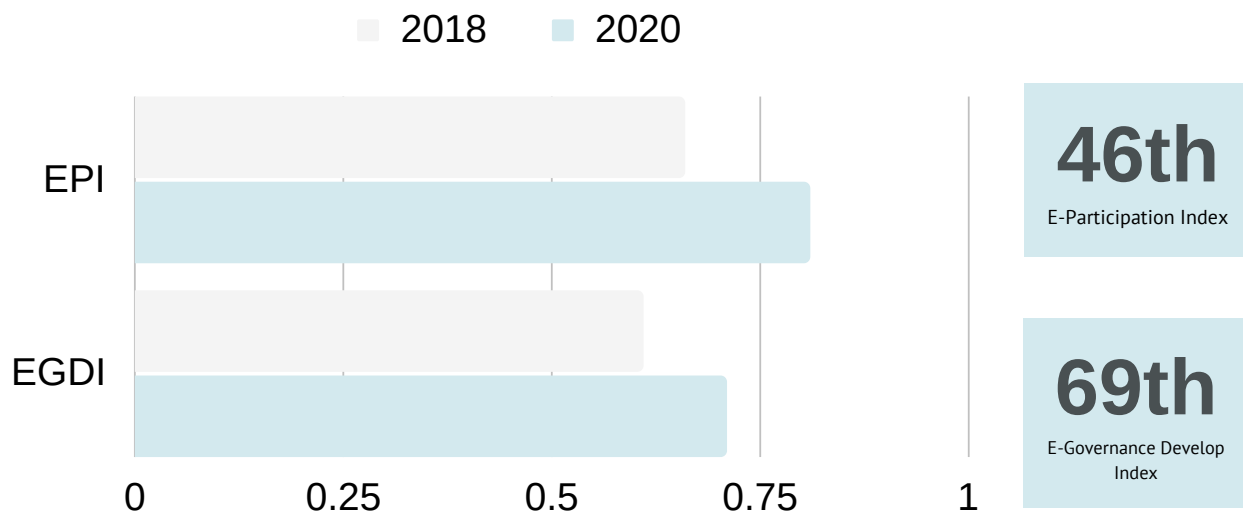
UN E-Government Survey 2020

10   DIIA ECOSYSTEM: KEY COMPONENTS

01 | DIIA ONLINE PORTAL

Diia Online Portal unites the most popular and essential services provided by the Government on one portal, turning long and complicated bureaucratic procedures into simple, transparent, and fast processes. For example, the portal allows registering a business, new house, getting licenses and construction permits, etc.

02 | DIIA MOBILE APPLICATION

Diia Mobile Application allows Ukrainian citizens to use digital documents on their smartphones instead of physical ones for identification and sharing purposes and provides access to over 50 governmental services. Eventually, the Government plans to make all kinds of government-to-citizens interactions available through Diia Mobile Application.

03 | DIIA EDUCATION

Diia Education is an online portal with free online courses on digital literacy, uniting teachers, experts, and students. Diia Education also has a special component 'Online security for kids', aimed at reducing the risks of the harmful impact of technologies on youths and supporting kids to benefit from the digital tools. There are around 550,000 citizens currently studying using Diia Education.

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04 | DIIA CITY

Diia City is a unique legal framework for the IT industry to make Ukraine the most powerful IT hub in Central and Eastern Europe. It helps support investing in the sector, creating jobs and developing new technologies. As a result, Ukrainian and international entrepreneurs can quickly and effectively implement the most ambitious innovative business ideas. Types of activities in Diia City include: software development and testing, including games; publishing and distribution of software, including software as a service (SaaS); teaching computer literacy, programming, testing, technical software support; digital marketing and ads using software developed by residents; research and development (R&D) in IT and telecom; services related to the virtual assets flow in order to develop the cryptocurrency market in Ukraine; cybersport; cybersecurity; robotics.

05 | DIIA BUSINESS

The Diia Business portal provides advice for small and medium-sized businesses and allows entrepreneurs to get free online consultations and even attend free online training. The main aim of the product—increase national exports, support enterprises to enter new markets and support foreign companies interested in exporting goods and services from Ukraine.

Diia Business includes an online platform for business information about IT companies, staff members, investors, and the whole tech ecosystem of Ukraine in general called 360 Tech Ecosystem Overview. The mission is to collect and structure the information on the entire IT ecosystem, particularly related to universities, startup-accelerators, techno hubs and all tech industries, which will open up new opportunities for the market and allow all ecosystem members better cooperate.

Nearly 1.2 million Ukrainian citizens used Diia Business by the end of May, 2022.

12   MANAGING RISK: STRENGTHENING PERSONAL AND NATIONAL SECURITY

Rapid advances in information technology are transforming the world. Free and open digital engagement between citizens and their government is seen to:

(i) Increase the freedom and opportunities for people and enrich society;

(ii) Create a new global online interactive marketplace of ideas, research and innovation;

(iii) Encourage responsible and effective work of government, as well as the active participation of citizens in state administration and resolving issues of local importance; and

(iv) Provide publicity and transparency to a government and contribute to the prevention of corruption.

However, the advantages of the modern digital world and the development of information technologies can lead to new threats to national and individual security. In addition to incidents of an unintended nature, the number and capacity of cyber-attacks motivated by the interests of individual States, groups and individuals are increasing. The frequency of cases of the illegal collection, storage, use, destruction and dissemination of personal data are increasingly presented along with illegal financial transactions, theft and fraud on the Internet. Cybercrime is becoming transnational and capable of harming the interests of individuals, society and the State.

These threats existed before applications like Diia and will continue to exist. Governments and firms will need to invest in a sustainable digital transformation not only to survive, but to thrive in the 21st century. With the right combination of legislation, oversight, investments and incentives, the digital economy can play a key role in economic recovery from COVID-19, as well as potentially empower entrepreneurs and small and medium businesses in lower-income countries. This will require significant investments in – and greater redistribution of – the critical infrastructure that powers the services and applications driving the digital economy. Digital engagement and resilience is no longer optional. As a result, public and private actors will need to develop a mindset that enables the risks associated with digitization to be managed while still prioritizing determined progress.

13   CONCLUSION

The Diia Mobile Application is the foundation of Ukraine's emerging digital ecosystem. Its launch was a big step toward the 'paperless' vision that is a core philosophy of the Ministry of Digital Transformation of Ukraine. The goal of Ukraine's Ministry of Digital Transformation is to build the most convenient, people-centred state possible—a country without queues, corruption, and bureaucracy, and lay the foundation for building a digital state. The Ministry of Digital Transformation of Ukraine has set four main goals for the next three years:
(i) Transfer 100 % of services online—if a service is not online, it simply doesn't exist;
(ii) Ensure 95 % coverage of transport infrastructure and settlements across the country with high-speed Internet;
(iii) Reach six million Ukrainians with a digital skills development programme;
(iv) Boost the share of information and communication technologies (ICTs) in the country's gross domestic product (GDP) to 10 %. In addition, increase the levels of smartphone penetration, digital literacy and high-speed Internet.

In Ukraine, the process of digitization continues, even under cruise missile attacks and full-scale war with Russia. Diia Mobile Application in wartime is not just eDocuments and identification of citizens at checkpoints—it`s also the opportunity to donate to the Armed Forces of Ukraine, report on the movement of the enemy's military troops and hardware, 24/7 access to TV and Radio. The Ministry of Digital Transformation of Ukraine also plans to include services that will help to rebuild the state after the war—to build something completely new and modern.

An emerging model of digital government pioneered by Ukraine illustrates how government can do a better job of delivering services. It is thus a timely moment to re-examine where the digital government is today, look at what new digital approaches are emerging and take a closer look at how one nation — Ukraine — has found powerful advantages in adopting such an approach.

ADDENDA

ADDENDUM A

ADDENDUM B

15   DIGITAL IDENTITY: THE FIVE FORCES
LESSONS FOR CANADA

Digital ID—a new frontier in value creation for individuals and institutions around the world. Innovative technologies enable individuals to unlock capabilities and benefits as they interact with governments, the private sector and society in six roles: consumers, workers, small businesses, taxpayers and beneficiaries, civically engaged individuals, and asset owners. In particular, the digital transformation represents essential considerations for authorities that want to make digital mobile identity and online services defining features of their modernization processes in the years to come:

01 | WHAT IS THE ECONOMIC POTENTIAL OF DRIVING DIGITAL TRANSFORMATION IN CANADA?

We are living in a time of significant technological innovations. Digital technologies are driving transformative evolution. Economic paradigms are shifting. The new technologies are reshaping derivative and element markets and profoundly modifying industries around the world. The latest advancements in Artificial Intelligence (AI) and interconnected inventions are growing the boundaries of the digital revolution. New reflection and transformations are required to realign guidelines and institutions with the digital economy. The DIACC research estimate of the potential value of trusted digital identity to the economy of Canada is $15 billion—1% of GDP. It would improve complement improvements in competition policy and regulatory regimes, the innovation ecosystem, digital infrastructure, workforce development, social protection frameworks, and tax policies.

02 | WHAT IS THE NECESSARY LEGISLATIVE AND REGULATORY INFRASTRUCTURE NEEDED TO DESIGN A NATIONAL DIGITAL ID SYSTEM?

Canadians increasingly lean on digital technology to connect with each other, work and innovate. In June 2022, the Government of Canada re-introduced the Digital Charter Implementation Act, which would modernize the security of personal information in the private sector and introduce new rules for developing and deploying Artificial Intelligence (AI). Canadians must be able to be confident that their confidential information and that of their children are protected, that their data will not be misused, and that institutions operating in this area communicate simply and straightforwardly with their users. This conviction is the foundation on which a digital and data-driven economy will be built.

Source: https://www.canada.ca/en.html

03 | WHAT ARE THE BEST PRINCIPLES TO CONSIDER IN ORDER TO BUILD A DIGITAL TRANSFORMATION INFRASTRUCTURE NETWORK?

Digital Infrastructure enables high-quality, resilient and innovative public services, and supports the use of data and evidence in decision-making. The network is the backbone that permits connectivity across edge devices and things to applications with and across multiple clouds. Network flexibility, implementation, and availability are some of the most substantial obstacles to cloud adoption. The advantages of Digital Transformation will only be recognized when Digital Infrastructure is applied to the correct problems and deployed and operated in responsible ways.

04 | WHAT IS THE APPROPRIATE ORGANIZATIONAL AND GOVERNANCE STRUCTURE NEEDED TO IMPLEMENT THE DIGITAL ID TRANSFORMATION SYSTEM FRAMEWORK IN CANADA?

Digital Initiatives require that public bodies manage projects in partnership, building cross-departmental teams involving specialists from various disciplines. Digital Identity Transformation is accomplished with a combination of policies, process re-engineering, organizational changes, improvement of system capabilities, awareness and training, as well as constant monitoring and adjustment. The result is increased flexibility, improved scalability, a higher return on investment, and IT systems that will be able to sufficiently cover the demands of the future.

05 | HOW CAN DIGITAL ID TRANSFORM THE CYBER THREAT LANDSCAPE?

Digital ID helps establish trust in our economic, social, and political interactions. The International Data Corporation forecasts that by 2025 the global datasphere will grow to 163 zettabytes (trillion gigabytes), ten times the 16.1 zettabytes of data generated in 2016. Continuous audit of IT security, threat and vulnerability management, and ensuring that software or hardware vendors can address vulnerabilities before bad actors can find and exploit them is crucial. In this regard, maintaining national resilience means ensuring cyber resilience—the ability to prepare for, defend against, recover from, and adapt to adverse cyber incidents.

Source: https://www.weforum.org/

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USE CASES:
DIGITAL PUBLIC SERVICES

DIGITAL ID

Ukraine became the first country in the world to legally recognize e-passport without presenting a hard copy. Diia app significantly simplified the usage of ID documents. Applying for the procedure to obtain an ID document for the first time used to require seven documents and up to 20 days. If applying for the change of the ID document to a new one in case of loss, theft, damage, expiry, or marriage (data modification)—required nine documents, up to 20 days and 363 UAH payment (12 CAD), that makes about 6% of minimal wage in Ukraine (6500 UAH). Digitization of social services provided possibilities to save approximately 270 million sheets or 1300 tons of paper per year.

INTERNATIONAL E-PASSPORT

International e-passport became one of the most popular documents in Diia app, accounting for around 7.4 million, meaning that almost every fifth Ukrainian decided to opt for a digital document.

E-DRIVING LICENSES

By using Diia app, Ukraine became **one of the first countries to legally recognize eDriving licenses.** An e-driving license could prevent up to 80% of these fines for driving without a license (from 425 UAH (about 15 CAD) to 20,400 UAH (725 CAD)).

COVID-19 VACCINATION CERTIFICATES

Digital COVID-19 vaccination certificates played a major role in stopping a massive paper COVID-19 certificates fraud and stimulated a dramatic increase in the number of actual vaccinations, mitigating the risks of COVID-19 pandemic.

TAXPAYER CODE

Digital taxpayer code provided simplification of the use of the document. Reissuing a paper version of the document requires collecting three records and waiting up to 10 business days.

STUDENT ID

Digital student ID became used by roughly every eighth student in Ukraine. The current economic effect of issuing more than 800 000 digital student IDs is estimated up to 80 million UAH (up to 2.8 million CAD).

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DIIA SIGNATURE

The introduction of **Diia signature** (remote digital signature) makes the use of the electronic signature much easier and more convenient. The traditional process of getting an e-signature requires collecting four documents, registering in one of the certification centers, visiting the certification center, and finally, generating the electronic signature with the help of the center's staff. In Diia app, it takes less than ten minutes on a user's smartphone. Furthermore, Diia provides the e-signature generation service and a convenient way to apply it by using face recognition instead of usual passwords when signing e-documents and providing validation and authentication.

DIIA QR

Diia QR simplifies the processes of sharing documents, reducing the efforts to some seconds needed to scan the QR code. The copies of the needed documents are instantly shared via the QR code by using this application. When using Diia QR, the receiving side gets the document instantly and gets it in a digital format, allowing processing such data much faster and easier.

DIGITAL ENFORCEMENT PROCEEDINGS

Digitalization of enforcement proceedings (court decisions obliging a person to pay a certain amount of money) makes it possible for any individual to be informed of the absence or presence of debts. It also allows to obtain information about the enforcement proceedings to which they are a party, in particular regarding the nature of existing debts and regarding the main legal proceedings committed by the enforcement officer; pay the amount of the fine or obligation within the framework of the relevant enforcement proceedings online in just a few clicks. The estimated economic impact of digitalization of enforcement proceedings could make from 12,4 billion UAH to 74,9 billion UAH (from 444 million to 2.6 billion CAD).

PERMANENT AND TEMPORARY RESIDENCE PERMIT

The Ministry of Digital Transformation is expanding the functionality of the Diia app for citizens of other countries. **Permanent and temporary residence permit** service works by analogy with an ePassport, but instead displays information concerning a foreigner's ID card. In addition, individuals with residence permits have the opportunity to receive a Diia eSignature, which they will be able to use to receive government services online.

Source: https://diia.gov.ua/

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DIGITAL IDP CERTIFICATE

Digital Internally Displaced Person (IDP) certificate provides usability and transparency improvements for one of the most vulnerable categories of Ukrainians: IDPs who are suffering from the Russian aggression and were forced to leave their homes. Digital IDP certificate resolves having to re-issue the paper version of the document, which takes between three and eight documents and up to three days to process.

DIGITAL BIRTH CERTIFICATE

Digital birth certificate simplified the use and reissue of the document. Reissuing the paper document process could take up to ten days, while in Diia app, a person gets a certificate instantly, saving time and money. The digital birth certificate requires no paper and provides a much more environmentally friendly solution to personal identification documents.

ELECTRONIC PETITIONS

Electronic petitions in Diia app promote the engagement of citizens in the decision-making process of their community, making the first step towards online democracy. Diia app allows users to create, monitor and support petitions from the user's smartphone.

DIGITAL VEHICLE REGISTRATION

Digital vehicle registration could prevent up to 90 % of fines for driving without registration, which amount between 425 UAH (about 15 CAD) to 850 UAH (30 CAD). The estimated economic effect of the complete switch from plastic to digital vehicle registration could be around 3,2 billion UAH per year (around 113.8 million CAD per year).

CTPCI

Digital compulsory third-party car insurance (CTPCI) could prevent up to 70 % of fines for driving without a registration making savings from 425 UAH (about 15 CAD) to 850 UAH (30 CAD).

MORTGAGE PROVISION

Mortgage provision for internally displaced persons (IDPs) in Diia app serves up to 680 families or over 1,700 individuals, simply and transparently providing loans of up to EUR 40,000 for 20 years (3% interest rate). The current economic impact of the program amounts to 32 million CAD.

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SUPPORT 8000

During severe quarantine restrictions in 2020-2022, Diia app provided a service called '**Support 8000'**—a special one-time social payment for small private entrepreneurs and workers who were forced to stop or substantially limit their business operations due to COVID-19 quarantine restrictions. 'Support 8000' allowed thousands of people to keep their jobs and reduce the harmful effects of the COVID-19 quarantine restrictions. Economic effect as of March 2021 amounted to roughly 4 billion UAH (around 142.2 million CAD).

DIGITAL TAX SERVICES

Diia Mobile Application allows users to **conduct tax services** much simpler and cheaper. Private entrepreneurs can develop, submit and monitor their tax declarations and pay their taxes. Diia App resolves many crucial problems related to tax services, reducing the time needed to submit the declaration and pay respective taxes from around 1–2 days to only three minutes. Instead of filling out 30 paragraphs of a complicated tax form, Diia users only need to answer four questions. Diia app also automatically calculates the correct amount of taxes to be paid based on the revenue provided by a user. The service could decrease spending on accounting services and tax consultants and mitigate the risk of getting fined by the tax authority.

PENSIONER ID CARD

Diia Mobile Application contains **pension ID cards** issued due to age or disability. The ID will be added to the account automatically.

CAR CUSTOMS CLEARANCE

The service is fully digitalized, and therefore protects against price manipulation. Diia Mobile Application provides a special **customs calculator**, where you can estimate the cost of customs duties before buying a car. To submit a declaration, you will need to enter the VIN-code of the car, and the calculation of all payments will be made automatically. Payment of the duty will take 5 minutes, after which the car can be registered in the same application.

LIST OF SOURCES

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2022 CASE STUDY REPORT
DIIA MOBILE APPLICATION

In order to provide an accurate picture of the Digital Public Services development spectrum in Ukraine, this research paper presents a Case Study Report on the Diia Mobile Application.

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