



Funded by  
the European Union



**Let's unlock Ukraine's  
digital potential! Together.**

Explore  
all eGA projects  
in Ukraine



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# A decade of collaboration, proven by results

e-Governance Academy has been cooperating with the Ukrainian government since 2014

**30+**  
projects

**100+**  
employees,  
30 employees  
work in Kyiv  
office

**65+ M €**

overall budget implemented  
by eGA in 2014-2026

«Ukraine has made a big leap forward in the area of public administration digitalisation, and we are glad to be able to contribute to this process.

We are proud of the results we achieved and are confident that they will continue to serve as a solid foundation for Ukraine's further digital development.»

“Our cooperation with the European Union and the e-Governance Academy is a long-standing success story that has laid the foundation for our digital resilience. Together, we have implemented dozens of crucial projects: from establishing the Trembita data exchange system to launching convenient government services in Diia. Our priority today is not just digitalisation, but full synchronisation with the EU's digital space. We are confidently moving towards our strategic goal — the integration of Ukraine into the European Union's Single Digital Market”



**Hannes Astok**  
Executive Director of the  
e-Governance Academy

## Key partners



Ministry  
of Digital Transformation  
of Ukraine



State Service of  
Special Communications and  
Information Protection of  
Ukraine



**NCSCC**  
NATIONAL CYBERSECURITY  
COORDINATION CENTER



**Oleksandr Bornyakov**  
Acting Minister of Digital  
Transformation of Ukraine

## Funding



Funded by  
the European Union



**ESTDEV**  
From the people of Estonia



Sweden  
**Sverige**



**USAID**  
FROM THE AMERICAN PEOPLE



Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH



**CZECH  
AID**

# eGA flagships

Digital EU accession

Personal Data Access  
Monitoring Subsystem

Critical  
infrastructure  
protection

e-ID

Diia services

Registers

Trembita

Cybersecurity  
trainings

Digital Competence  
Center

Municipal  
digital services

Vulyk

Diia.Signature

e-Apostille

Cyber range  
exercises



«Our mission is to build the most convenient digital state in the world for citizens and tech businesses. On this path, we are helped and supported by reliable partners, including the e-Governance Academy. Together, we have implemented dozens of joint initiatives, building digital infrastructure and developing convenient electronic services for millions of Ukrainians. I am grateful for the systematic support and shared belief in digitalisation as a tool for change.»



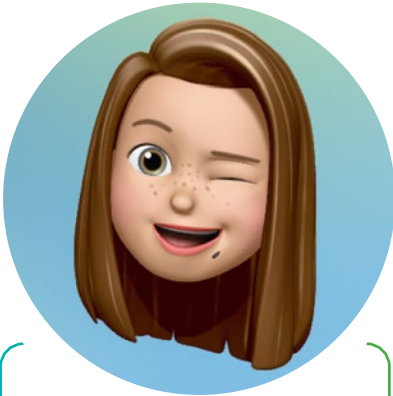
**Mykhailo Fedorov**  
Former Minister of Digital Transformation of Ukraine

“Estonian e-Governance Academy, together with the European Union, is a longstanding partner in helping Ukraine to develop digital infrastructure and e-services. As Estonia strongly supports Ukraine’s path to the EU, one aim is also to assist it in aligning with EU standards. It is of utmost importance to support Ukraine in every domain, as well as to learn from Ukraine – this makes Europe and Ukraine stronger together. e-Governance Academy is great in leading the way.”



**Annely Kolk**  
Ambassador of Estonia to Ukraine

# eID



**15+ mln**

active Diia.Signatures



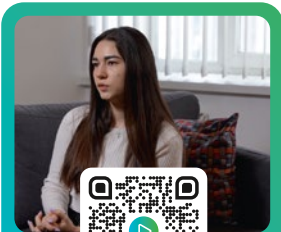
Ukraine is the first non-EU country whose digital signature is compatible with the EU's eIDAS infrastructure

"We are grateful to our partners for the trust, expertise, and consistent support that made this progress possible, even in the context of a full-scale war. Today, millions of Ukrainians use services developed through this cooperation. Thanks to Diia.Signature, citizens can digitally sign documents that are recognised across the European Union — and Ukraine has become the first non-EU country whose signature meets eIDAS requirements. We are also contributing to the development of the European Digital Identity Wallet, as part of our steady progress toward digital integration with the EU"



**Valeriya Ionan**

Former Deputy Minister for Eurointegration at the Ministry of Digital Transformation of Ukraine



Scan the QR code to see how Diia.Signature helps Yuliia to stay in touch with her home.

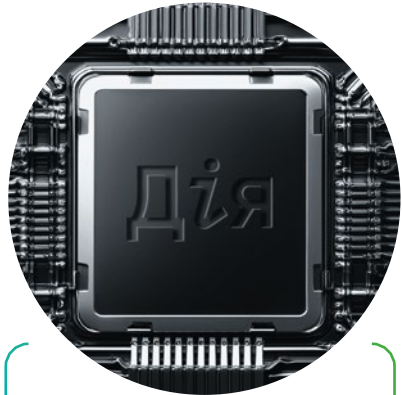
Developed and implemented within the EU-supported EU4DigitalUA, DT4UA, and DT4UA Phase 2 projects in 2020—2027.

# Registers modernisation



**25+**

key registers modernised



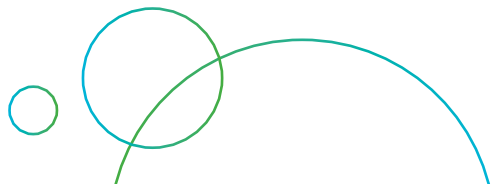
**Diia.Engine**

a low-code platform that enables the quick and easy creation of registers and government services

- Developed the concept, technical requirements and specifications for the Diia.Engine (platform of registers) and ensured the functioning of the platform
- Created a roadmap for the sustainable development of the public register system according to EU standards
- Launched the Register of Laboratory Assessments and Register of Temporarily Occupied Territories on Diia.Engine
- Ensured the functioning of the 6 registres on the Diia.Engine (e.g Register of identified military and dual-use goods)

## Examples of modernised registers

- State register of individual tax payers
- State register of property rights
- Unified state demographic register
- Oberig register of persons liable for military service
- Medical information system of the Armed Forces of Ukraine



# Trembita

TREMBITA — is a data exchange platform for fast and secure data exchange between registers of government agencies. It allows citizens and businesses to use e-services without unnecessary paperwork, saves civil servants' time, prevents fraud and increases the efficiency of the state apparatus.

Developed by Cybernetica, implemented by eGA in collaboration with the Ministry of Digital Transformation of Ukraine.

**170+**

registers connected

**26+**  
**billion**

transactions since launch in 2020



**322 738**  
**years**

in queues and waiting time for services, Trembita saved for Ukrainians



**103 000+**  
newborns registered

Explore more at



Developed and implemented within the EU-supported EGOV4Ukraine, EU4DigitalUA, DT4UA, and DT4UA Phase 2 projects in 2016–2027.



**1,9+**  
**billion EUR**

Trembita saved for Ukrainians



**42 664+**  
**tonnes of CO**

were not emitted into the atmosphere



**58 000+**  
first IDs issued



**36 000+**  
certificates received in Diia App

**600**

IT specialists trained during the Trembita implementation



# Personal Data Access Monitoring Subsystem

- Lets citizens see when, why, and by whom from government authorities their data is accessed.
- Builds transparency, data protection, and trust.
- Part of the Trembita data exchange platform.
- Planned launch: end of 2026

If one exchange is one A4 sheet, then 134 Mriya aircrafts would be needed to transport all of Trembita's transactions.

And Mriya is the largest transport aircraft in the world.

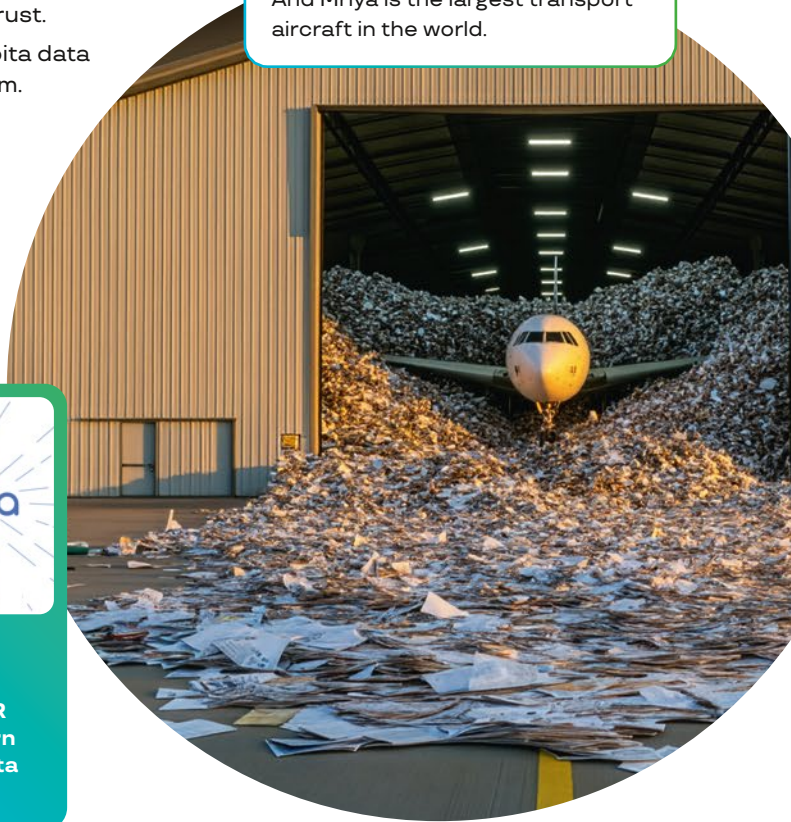
trembita



Scan the QR code to learn how Trembita works



Listen to the podcast with Yurii Kopytin and Hannes Astok on how Ukraine builds citizen control into its data infrastructure



# Digital services

- Developed and implemented the public service management policy and framework
- Digitised public services
- Developed the concept of the Digital Competence Centre
- Promoted new services through targeted campaigns

## u-Residency

Ukraine's e-residency programme

# 150+

public services developed/modernised for Ukraine's government and people

### Impact:

In just two years, Ukraine rose 16 places to rank 30th in the e-Government Development Index (2024).

Developed and implemented within the EU-supported EU4DigitalUA, DT4UA, and DT4UA Phase 2 projects in 2020–2027.



Scan the QR-code to listen to the episode or read the blog **Competence centre boosts public service development in Ukraine**



"At the Ministry of Digital Transformation, we believe that strong partnerships are the foundation of effective development of a digital state. Within the DT4UA project, together with the European Union and the e-Governance Academy, we have launched new digital services, modernised state registries, enhanced cybersecurity, and ensured the technical compatibility of key systems with EU standards."



**Valeriya Ionan**  
Former Deputy Minister for Eurointegration at the Ministry of Digital Transformation of Ukraine

## Other services

- Online marriage application
- SMEREKA - e-case management system
- COVID certificates
- Certificate of no criminal record
- Reserve+ (application for military liable citizens)

## e-Entrepreneur

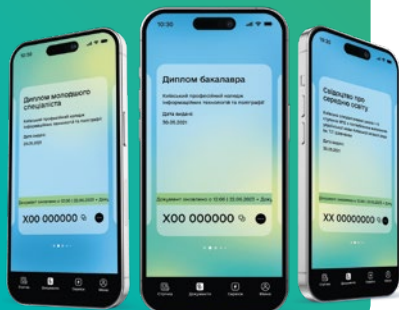
- One stop shop for opening SME
- 15 services in one comprehensive digital service



Scan the QR-code to watch the story how e-Entrepreneur helps Ukrainian's run their business

## 29,4 mln+ Educational documents

(BA, MA + vocational education) were generated by Ukrainians



Scan the QR-code to listen to the podcast episode or read the blog on online marriage application.

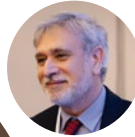


# EU digital accession

eGA supports Ukraine in aligning its digital infrastructure and services with European digital standards.

Since 2022, this has been one of our key priorities, contributing to Ukraine's progress in EU accession negotiations.

“Even in the context of a full-scale war, Ukraine continues to develop a digital state and move towards digital European integration. The European Union supports these efforts by investing in solutions that strengthen the resilience of institutions and help create fast, secure and modern public services for millions of Ukrainians.”



**Asier Santillán**

Head of the European Integration, Governance and Rule of Law, Civil Society Section of the EU Delegation to Ukraine

**70+**

laws & by-laws written and adopted with eGA support



Developed and implemented within the EU-supported EU4DigitalUA, DT4UA, and DT4UA Phase 2 projects in 2020–2027.



Implementation of the EU cryptography standards



Dii.Signature update for a full-fledged recognition in the EU



Implementation of the EUDI Wallet



## EU Digital Identity Wallet

### Alignment with key EU regulations

SDGR

OOTS

IEA

Data Governance Act

NIS2

Data Act

AI Act

eIDAS 2.0

# Cybersecurity



Improved cybersecurity skills of over 700 specialists through cyber exercises

Supported Armed Forces of Ukraine to upgrade their cyber defence skills within European Peace Facility (cyber lab and classroom).

Watch the video



"In the context of the Russian Federation's aggression against Ukraine, protecting critical infrastructure has become one of the state's top priorities. We are continuously working to strengthen cyber defence, including the protection of critical infrastructure. We are sincerely grateful to our partners for their strong support in enhancing the capabilities of specialists to counter threats in cyberspace."



**Oleksandr Potii**  
Head of the State Service of Special Communications and Information Protection of Ukraine

## Ongoing support

- Strengthening cybersecurity operational capabilities and Regional Cybersecurity Centres
- Establishment of the National CISO Training Centre
- Strengthening critical infrastructure resilience and coordination
- Modernisation of cybersecurity systems and digital services
- Alignment with EU frameworks (NIS2, CER, eIDAS2)
- Trainings, exercises, and capacity building
- Cyber awareness and cyber hygiene campaigns for Ukrainian citizens

**Developed and implemented within the EU-supported EU4DigitalUA, EU Support to Strengthening Cyber Security in Ukraine, and Continued EU Support to Cybersecurity projects in 2020–2028, and ESTDEV-supported Cybersecurity Readiness in Ukrainian Public Authorities, Cybersecurity Readiness for Critical Infrastructure in Ukraine and Cyber Range Exercises projects in 2020–2026.**

# UA-EE Cyber Shield via Tallinn Mechanism

Turning cyber training into real-world readiness

The UA-EE Cyber Shield initiative, launched under the Tallinn Mechanism, aims to strengthen Ukraine's cyber resilience through a structured, long-term capacity-building programme. The initiative includes a series of cyber tool trainings and cyber range exercises designed to systematically improve the skills and coordination of Ukrainian cybersecurity specialists. These activities are jointly delivered by the e-Governance Academy (eGA), CybExer Technologies, and Ukraine's National Cyber Security Coordination Centre (NCSOC), with support from the European Union and ESTDEV.

"For Ukraine, cyber resilience is a frontline need in wartime. Building hands-on skills and trusted coordination across sectors helps keep essential services running and strengthens readiness to protect Ukraine's cyberspace. I'm convinced that hundreds of attacks are being thwarted because of the new knowledge participants take away from exercises like this."



**Nataliia Tkachuk**  
Secretary of the National Cybersecurity Coordination Centre under the National Security & Defense Council of Ukraine, opening the UA-EE Cyber Shield exercises



Scan the QR-code  
to explore the UA-EE  
Cyber Shield via  
Tallinn Mechanism

# Local digitalisation: public service provision in ASCs

**Vulyk** – eGA-supported system developed for Administrative Service Centres (ASC), enables administrators to work with applications, documents and government registers within a single digital environment.

The information system was developed by LLC Softlist and implemented by e-Governance Academy and Ministry of Digital Transformation of Ukraine.

**800+**

ASCs across Ukraine

**8500+**

staff of ASC's trained



Scan the QR-code  
to watch the story of  
how the Vulyk improves  
the work of ASC  
of Bobrovytsia



Scan the QR-code  
to explore the Vulyk



Developed and implemented within the EU-supported  
EGOV4Ukraine, EU4DigitalUA, DT4UA, and DT4UA  
Phase 2 projects in 2016–2027.

## Functionalities

- Work with applications, accepting, sending, receiving documents
- Automatic formation and printing of application forms, lists of necessary documents, descriptions of documents, etc.
- Automatic archiving of completed applications for administrative services
- Formation of internal statistical and reference information on the provision of administrative services
- Checking the status of the application processing on the website
- Maintaining reference documents of applicants for reuse
- Scanning documents directly into the electronic case card with automatic linking of the documents to the card
- Transfer of applications to third-party (not connected to the Vulyk) government authorities through the System of Electronic Interaction of Executive Bodies and receipt of the results of application processing through that system

## Why Vulyk?

- Integrated with Trembita: Enables ASCs to provide services that require data from state registers connected to the Trembita data exchange system.
- User-friendly and accessible: Designed with practical functionality and an easy-to-use interface.
- Centrally administered: No dedicated IT specialists are needed at ASC level.
- Free of charge: Available to all State Administrative Service Centres.



Vulyk  
portal



# Enhancing municipal services provision in Zhytomyr Oblast



3 digital services for veterans and other vulnerable groups



Local municipal services portal



Digital skills training for 10 ASCs



Video consultation service pilot for 3 ASCs



“Estonia, together with the Zhytomyr Regional State Administration, has been implementing a number of important projects for several years in a row. This cooperation has become the key to our success in many areas. Our cooperation, based on mutual trust and the desire for innovation, will allow us to bring the Zhytomyr region to a new level of digital development.”



**Vitaliy Bunechko**  
Head of the Zhytomyr Regional State Administration

**Implemented through ESTDEV-supported projects in Zhytomyr Oblast, focusing on digital services and public service delivery in 2024–2026.**

# Strengthening cybersecurity and municipal services provision in Dnipropetrovsk Oblast



## Key activities

- Cybersecurity equipment in stationary and mobile service centres
- Development of 4 e-services
- Cybersecurity frameworks, policies, and practical guidelines
- Cybersecurity trainings for officials

"The project brings together Estonia's digital and cybersecurity expertise, Czech support for Ukraine, and the urgent needs of frontline communities in the Dnipropetrovsk region facing both physical and cyber threats."



**H.E. Zdeněk Beránek**  
The Ambassador of the  
Czech Republic to Estonia

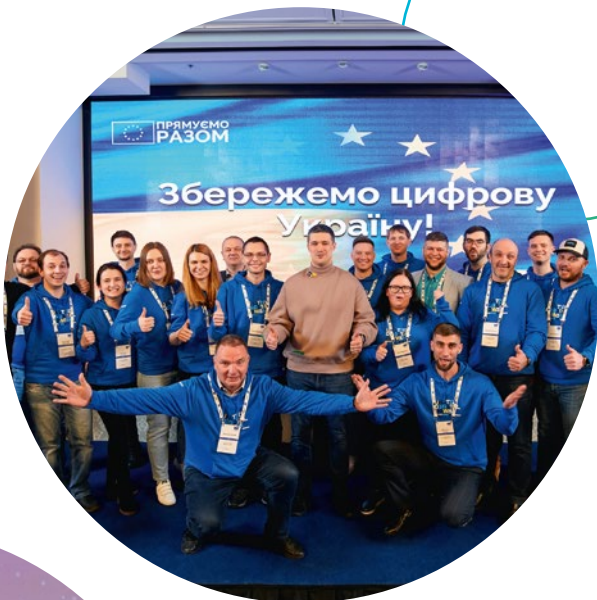
**Implemented through Czech Government-supported projects in Dnipropetrovsk Oblast, focusing on cybersecurity and digital service improvement in 2026–2027.**



# Highlights of collaboration

## Launch of DT4UA, the Largest EU-Supported Digital Transformation Project in Ukraine

The European Union-supported Digital Transformation for Ukraine (DT4UA) project improved the efficiency, security, and accessibility of public services in Ukraine while strengthening the country's resilience during wartime. As the lead implementer of the €17.4 million project, eGA provided strategic and technical expertise, working closely with the Ministry of Digital Transformation of Ukraine.



## Partner of the Year 2023: Advancing Ukraine's Integration into the EU Digital Single Market

The Ministry of Digital Transformation was named eGA's Partner of the Year 2023 for its outstanding collaboration in developing a Ukrainian digital signature recognised across the EU. This achievement paves the way for Ukraine to become the first non-EU country to join the EU Digital Single Market.

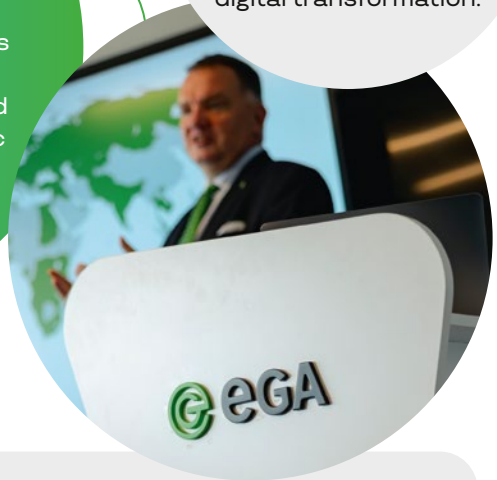
# About eGA



# Increasing the prosperity and openness of societies

Driven by our mission, eGA experts have, since 2002, worked with 308 organisations and 147 countries around the world to build successful digital societies that improve citizens' lives, strengthen their economies and deliver transparent, democratic and effective public administrations.

The e-Governance Academy (eGA) is a centre of excellence to increase the prosperity and openness of societies through digital transformation.



CERTIFIED  
ISO 9001



## High-quality services

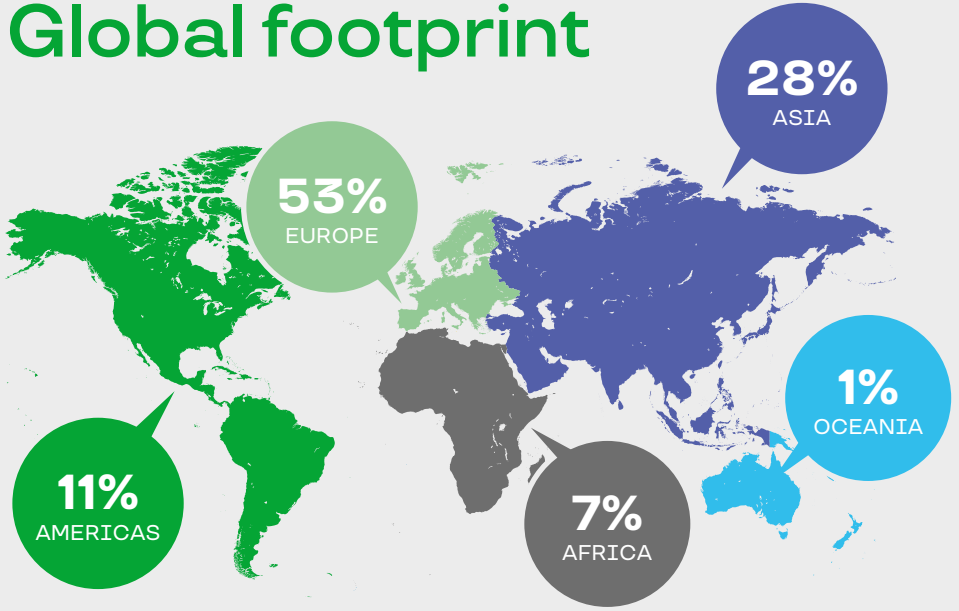
eGA's management system for project implementation, study visits and consulting services has been independently certified to the ISO 9001:2015 standard.

## Trusted partner

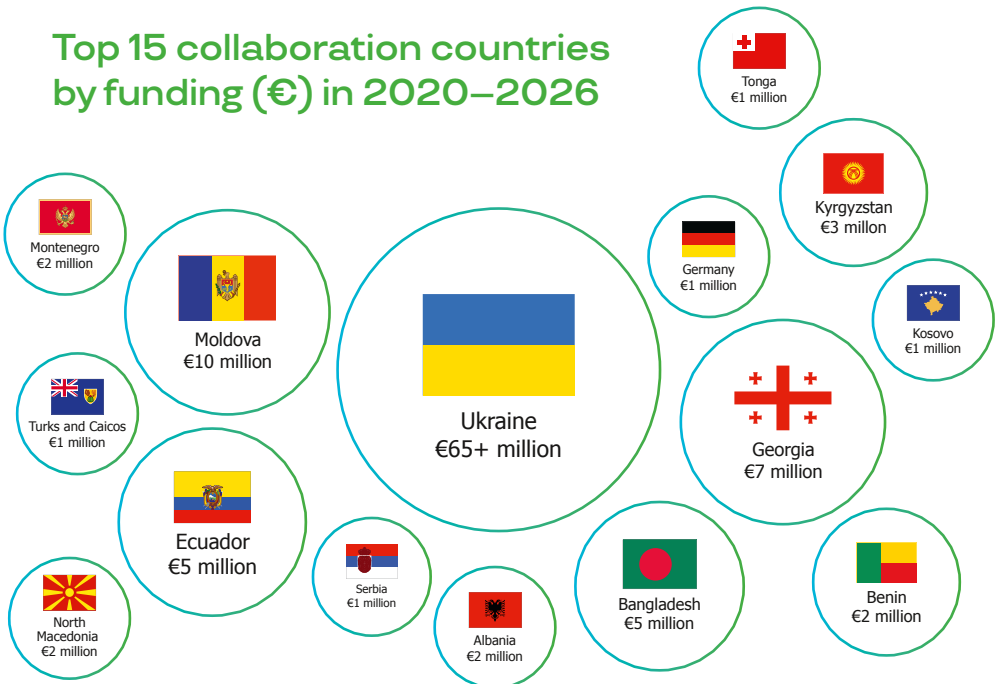


eGA completed the European Commission's pillar assessment and can implement large-scale digital projects supported by the European Union. Moreover, eGA has successfully collaborated with donors such as USAID, the World Bank, UNDP, SIDA, EBRD, ESTDEV and many others. eGA also works with ENISA, GFCE and NATO to enhance countries' cybersecurity.

# Global footprint



## Top 15 collaboration countries by funding (€) in 2020–2026



# eGA at a glance

Since  
**2002**

active independent  
Centre of Excellence,  
headquartered  
in Estonia



**308**

partner  
organisations  
collaborated  
with since 2004



**380+**

projects  
implemented  
since 2003, up to  
40 projects annually

**100**

experts with  
unique hands-on  
experience and  
long track record  
in public sector  
change  
management



**11,500**

government leaders  
participated in our  
training programmes  
2002-2025



**2,000+**

participants  
trained via digital  
learning courses



**Ukraine**

the most supported  
country with six  
ongoing projects



**Tonga**

eGA's most  
geographically  
distant engagement



**€26.5**

million  
in 2025 annual  
turnover



# eGA's expertise

Explore more



## Governance and Institution Building

- Digital Governance Strategies and Roadmaps
- Legal Frameworks for Digital Governance
- Digital Governance Coordination



## Capacity Building and Training

- Digital Skills and Capacity Building
- Digital Learning Programmes
- Digital Government Trainings in Estonia and beyond



## Digital Engagement

- Citizen Engagement and Participation
- Stakeholder Collaboration and Co-Creation
- Digital Democracy and Awareness-Building



## Digital Identity and Interoperability

- Interoperability Architecture
- Data Exchange Platform Implementation
- Digital Solutions for Identity Management
- Digital Signature and Public Key Infrastructure (PKI)



## Cybersecurity

- Maturity Assessments, Strategies and Legal Frameworks
- Critical Information Infrastructure Protection and Risk Management
- Cybersecurity Incident Management
- Capacity Building and Awareness Raising



## Data Management, AI and Public Services

- Public Service Management Frameworks
- Data Management Frameworks
- Public Service Digitalisation
- Modernisation of Registers

# Lead the Digital Future. Learn from the Best.

Study visits  
and training  
programmes  
on-site

- Practical and tailored to your needs and goals.
- Delivered by Estonia's digital governance experts.
- From executive sessions to week-long programmes on-site and online.

## Digital Learning for Public Sector Transformation

Equip your team with a shared understanding of digital governance

### Flexible

Learn anytime, at your own pace

### Accessible

Available wherever your team is

### Customisable

Tailored to your strategic goals and local context. Perfect for onboarding, capacity-building, and change management

### How it works

- Secure access with individual user logins
- Engaging content: videos, multimedia, quizzes, real-life case studies
- Multilingual options and technical support available



### Training for Trainers (ToT) –

Expert-led ToT covers all aspects of digital learning

### Get started

Visit our digital learning environment

A free sample course  
is available for everyone  
Just register to get started



# Digital Government Podcast

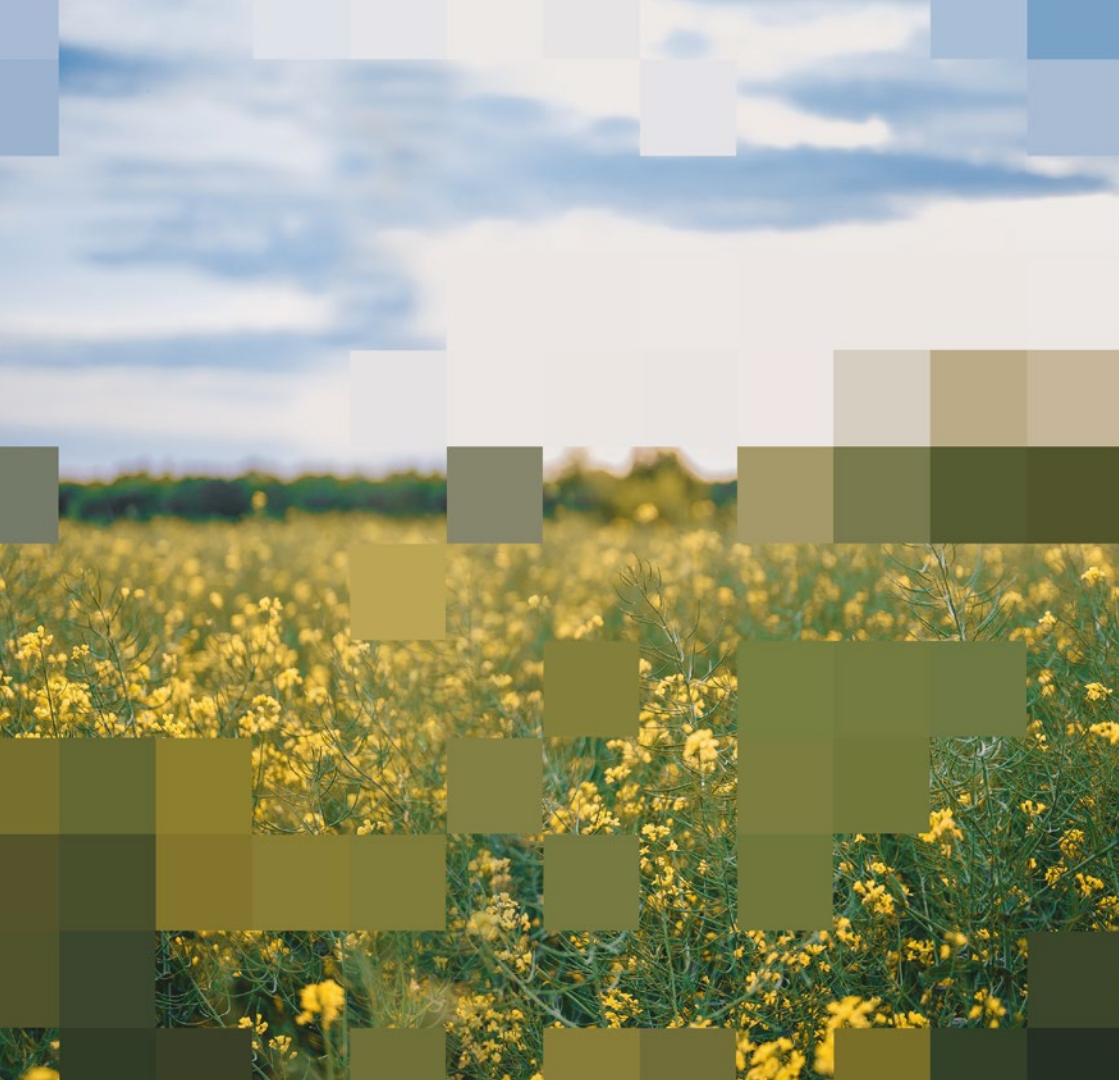
Stories that shape digital societies

Discover how digital technology can benefit every society – through real experiences, bold ideas, and lessons learned from digital transformation.



**Listen now**  
Search "Digital Government Podcast" or scan to start listening.





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Digital Government  
Podcast



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