Data collection in Ukraine
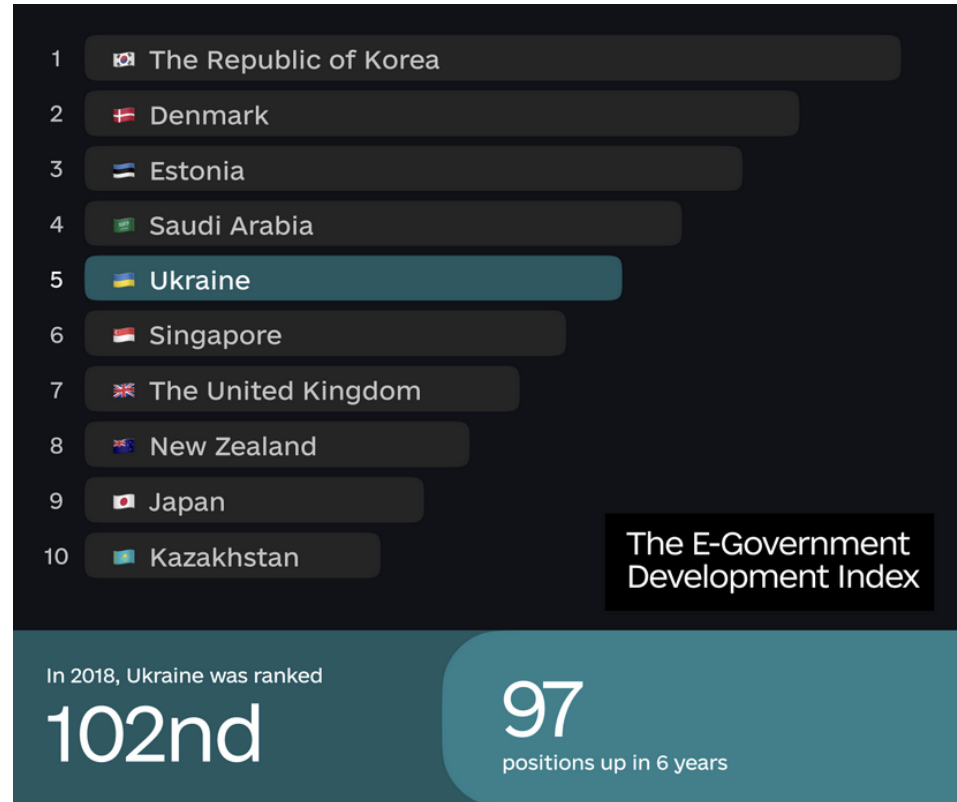
Jari Kickbusch

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Digital daily life in Ukraine

The digital transformation in Ukraine

- **Ukraine ranks 5th globally in digital public services**, according to the UN's Online Services Index, climbing from 102nd place in 2018—a remarkable leap in just six years. *(Source: The United Nations E-Government Development Index)*

- **Over 22 million Ukrainians use Diia**. This represents more than half the adult population. *(Source: Digitalstate.gov.ua)*

- **During wartime, digital services became essential**, enabling displaced citizens to access benefits, report property damage, and receive emergency alerts through Diia. *(Source: Harvard Advanced Leadership Initiative)*

1 The Republic of Korea
2 Denmark
3 Estonia
4 Saudi Arabia
5 Ukraine
6 Singapore
7 The United Kingdom
8 New Zealand
9 Japan
10 Kazakhstan

The E-Government Development Index

In 2018, Ukraine was ranked
102nd

97
positions up in 6 years

Digital dependency in wartime

- Many people have lost their physical **ID's, passports and other important documents**

- **Physical access** to government offices can be limited.

- Physical documents stored in **government buildings, hospitals** and other companies are not secure.

- Digital telecommunication is essential for **air alert messages** and for **evacuation** in certain areas.

- Digital communication is important for **families and friends** to support each other during emergencies.

- Due to digital disruption and lack of trust in the value of national currency, cryptocurrencies and other **digital payment solutions** have become popular.

Attacks on Ukrainan telecom

Reuters — World, Business, Markets, Sustainability, Legal, Commentary, More

Ukraine's top mobile operator hit by biggest cyberattack of war

By Max Hunder, Jonathan Landay and Stefaniia Bern

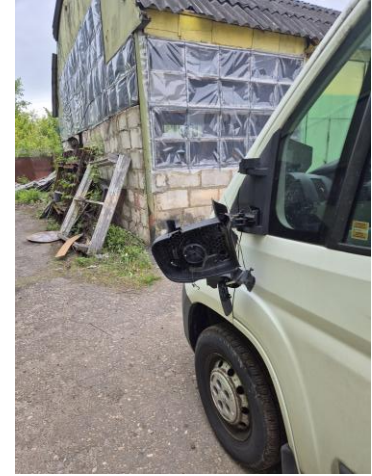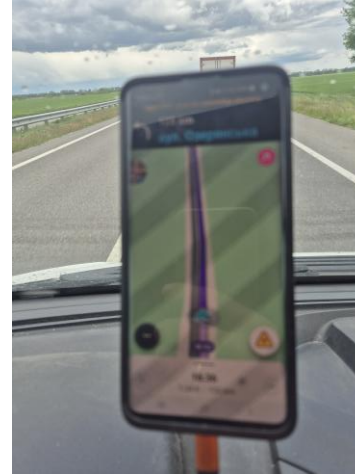December 13, 2023 1:31 AM GMT+1 · Updated December 13, 2023

[1/4] A woman talks on the phone in front of a store of Ukraine's telecommunications company Kyivstar, amid Russia's attack on Ukraine, in Kyiv, Ukraine December 12, 2023. REUTERS/Alina Smutko Purchase Licensing Rights

- The Kyivstar attack in December 2023 is probably the most wellknown cyberattack on the Ukrainian telecommunication sector. It left more than **20 million Ukrainians without phone and internet** connection for several days.

- **Especially in the frontline areas**, there have been many examples of telecommunication outages. This pilot study does not cover the causes of these outages.

- The attacks on the telecommunication sector also include **distribution of disinformation**.

- Telecommunication outages had the **biggest impact on security and daily life in Ukraine in 2022 and 2023**.

Other examples on attacks on telecommunication

- Jamming and spoofing of GPS systems

- Hacking of personal accounts

A coffee shop in Kharkiv

- Approximately 20-30 km from the frontline.

- Interviews conducted just after the Istanbul negotiations failed in May 2025.

- Power generators, different wifi-solutions and use of cash.

- People come to work there for the wifi and the social life.

- Young people insist on living a "normal" life despite the bombings.

The storage

- Powerbanks and all kinds of generators

- Multiple SIM-cards

- Starlink is praised

- "You know where to find me"

- "Invincible Points": Public warming centres

Reflections and questions

- Getting good data from Ukraine is costly and takes time. You need to go there to get good data.

- Everything is chaotic. Appointments are missed or changed all the time and many people are operating on limited sleep and huge stress.

- Ukraine is a wartime innovation hub.

- Data from Ukraine is valuable: There are so many things we can learn

- **Any questions?**