

Atlas Project Number: 00132377
Title: Digital, Inclusive, Accessible: Support to Digitalisation of Public Services in Ukraine (DIA Support)
Project Outcome: Women and men, especially those who belong to vulnerable groups, have improved quality access to digital administrative and social services. (GEN-2)
Time period: 01.01.2022 - 31.12.2022
Project manager: Volodymyr Brusilovskiy
Prepared on: 18.01.2022

PLANNED OUTPUTS	ACTIVITIES AND ACTIONS	TIMEFRAME				BUDGET		
		Q1/ 2022	Q2/ 2022	Q3/ 2022	Q4/ 2022	Description	Total USD	
<i>Baseline associated indicators and annual targets</i>	<i>List activity results and associated actions</i>							
<p>OUTPUT 1: Government institutions have the knowledge and skills to design and implement policies to digitalise citizen-oriented services in line with HRBA and gender mainstreaming principles</p> <p>Responsibles: - Oksana Grechko - Anton Aloslyn</p> <p>Output indicators for 2022:</p> <p>1.1 Number of policy documents developed with UNDP assistance that strengthen HRBA approaches to design and delivery of citizen-oriented digital services (including complex services around life situations) Target for 2022: 4 policy documents</p> <p>1.2 The level of government employee (including officers at Centres for Administrative Service Provision) awareness of HRBA / inclusivity approaches to the delivery of digital services Target for 2022: over 25% of the employees surveyed</p> <p>1.3 Number of government officials who have undergone UNDP-designed capacity-development courses, events and trainings on design and implementation of citizen-oriented services in line with HRBA and gender mainstreaming principles Target for 2022: 800 government officials</p>	Activity 1.1: Design and conduct capacity-development events on strategic planning, participatory policy-cycle, HRBA and gender mainstreaming for public policy, and policy impact analysis							
	Action 1.1.1 Deliver capacity development programme for digital transformation officers (CDOs)					72100 Contractual Services Companies	50,218	
	Action 1.1.2 Develop leadership programme on digital transformation management for women					71300 Local Consultants 75700 Trainings and Conferences	6,000 24,000	
	TOTAL ACTIVITY 1.1						80,218	
	Activity 1.2: Design and implement a learning program for civil servants with NACS (interactive online courses)							
	1.2.1 Develop educational series for the Diia.Digital Education platform with a focus on inclusive e-services					71300 Local Consultants 75700 Trainings and Conferences	25,700 3,800	
	1.2.2. Develop media materials on educational series on citizen-oriented services in line with HRBA and universal design					74200 Printing, Design, Translations	2,423	
	TOTAL ACTIVITY 1.2						31,923	
	Activity 1.3: Design and administer a course for the staff of Centres for Administrative Service Provision / 'Diia' Centres							
	Action 1.3.1 Design a complex interactive online course in coordination with MDT and other relevant stakeholders with focus on HRBA and quality of provision of administrative services. Provide access to the videos via the Diia.Center educational platform					71300 Local Consultants	28,500	
	1.3.2 Conduct a set of training sessions on HRBA and gender strategies for the staff of Centres for Administrative Service Provision					75700 Trainings and Conferences	8,523	
	TOTAL ACTIVITY 1.3						37,023	
	Activity 1.4: Improve technical design of the citizen-oriented services through UI / UX approaches							
	1.4.1 Support implementation of digital accessibility requirements and UI/UX approaches to design citizen-oriented services					71300 Local Consultants	12,500	
	1.4.2 Develop a comprehensive training programme for civil servants responsible for digital accessibility support in governmental bodies based on the adopted web accessibility standard and online educational series					75700 Trainings and Conferences 74200 Printing, Design, Translations	24,500 2,400	
	TOTAL ACTIVITY 1.4						39,400	
	Activity 1.5: Mainstream HRBA into design of digitalized services and policy-design							
	1.5.1 Provide technical support to Diia Summit to present new digital accessible and inclusive services					75700 Trainings and Conferences	31,276	
	1.5.2 Provide support to partner ministries, Office of Ombudsman and other stakeholders to mainstream HRBA, accessibility and inclusion into digital public services					71200 International Consultants 75700 Trainings and Conferences 71600 Travel	6,000 40,000 4,000	
	TOTAL ACTIVITY 1.5						81,276	
	Activity 1.6: Support policy and regulation development and service re-engineering							
	1.6.1 Design at least 4 new legal acts on improvement of e-services for vulnerable groups, in line with Output 2 (child adoption, pension, other social donations)					71300 Local Consultants	9,600	
	1.6.2 Run a series of public consultations and expert group discussions to support the draft legal initiatives					75700 Trainings and Conferences	8,800	
	TOTAL ACTIVITY 1.6						18,400	
	Activity 1.7: Ensure effective project management							
						72400 Mobile Telephone Charges 74500 Miscellaneous Expenses & Stationery 73100 Rent & Utilities 73400 Vehicle Maintenance Service 72800 Comp. Equipment/Software 74200 Printing, Design, Translations 71400 Individ (staff costs)	400 2,333 12,440 1,000 0 10,902 103,900	
	TOTAL ACTIVITY 1.7						130,975	
	Monitoring and evaluation					72100 Contractual Services Companies	10,000	
	Direct Project Cost (3%)						11,596	
	General Management Services (8%)						36,183	
	TOTAL OUTPUT 1						476,994	
	Output 2: Government institutions have at least two client-centred digital service packages built around life situations designed in a participatory and gender-responsive manner	Activity 2.1: Design terms of reference, run necessary procurement and ensure development of software code						
		Action 2.1.1 Procure of services on software development and modernisation of existing IT systems, including API development, with additional focus on inclusivity					72100 Contractual Services Companies	789,241
		Action 2.1.2 Expert support of implementation of digital services					71300 Local Consultants	100,000
		TOTAL ACTIVITY 2.1						889,241
	Responsibles: - Oleksi Zelivianskyi	Activity 2.2: Run user consultations to test parameters of the services in prototype mode and amend as necessary						
		Action 2.2.1 Run a series of consultations as part of digital service development with relevant target audiences with additional focus on inclusivity					75700 Trainings and Conferences	10,000
	Output indicators for 2022:	TOTAL ACTIVITY 2.2						10,000
	2.1 Number of developed digital public services deployed on the Diia platform Target for 2022: 30 epservices	Activity 2.3: Certify the software systems developed under Ukrainian regulations and in line with international cybersecurity practices						
		Action 2.3.1 Expert support of security component of developing of e-services					71300 Local Consultants	10,000
		TOTAL ACTIVITY 2.3						10,000
	2.2 Share of users who receive the service package in question through digital means as opposed to the traditional paper-based way Target for 2022: Not applicable, as calculation of the share of users will be completed after the e-services are completed, tested and rolled out for use	Activity 2.4: Assist government counterparts through the fast-response facility and scale-up previously developed prototypes						
		Action 2.4.1 Support government initiatives and invest in previously developed products or innovative solutions and pilot initiatives					72800 Comp. Equipment/Software 74500 Miscellaneous Expenses	60,000 10,000
		TOTAL ACTIVITY 2.4						70,000
		Activity 2.5: Ensure effective project management						
						72400 Mobile Telephone Charges 72800 Comp. Equipment/Software 73400 Vehicle Maintenance Service 73100 Rent & Utilities 74200 Audio Visual & Printing Production Costs 71400 Individ (staff costs) 74500 Miscellaneous Expenses & Stationery	400 0 1,667 11,667 7,918 118,893 3,333	
	TOTAL ACTIVITY 2.5						143,878	
	Monitoring and evaluation					72100 Contractual Services Companies	10,000	
	Direct Project Cost (3%)						31,855	
	General Management Services (8%)						101,270	
TOTAL OUTPUT 2							1,266,244	

Baseline associated indicators and annual targets	ACTIVITIES AND ACTIONS	TIMEFRAME				BUDGET		
		Q1/2022	Q2/2022	Q3/2022	Q4/2022	Description	Total USD	
Output 3: Ukrainian women and men know more about digital and mobile-based services available to them and use these services more to meet their needs Responsibles: - Mykola Yabchenko - Iryna Kupchynska - Olha Matiahina Output indicators for 2022: 3.1 Share of users who are satisfied by the way that the offered digitalised service package is functioning Target for 2022: Not applicable, as calculation of the share of users will be completed after the e-services are completed, tested and rolled out for use 3.2 Share of citizens who, having benefitted from the UNDP-designed awareness-raising materials, report an increase in their digital skills due to this support Target for 2022: Over 80% of those responding to the follow-up questionnaires confirm that after being exposed to UNDP-produced materials, their awareness has increased	Activity 3.1: Design and run a nationwide communications and awareness-raising tour							
	Action 3.1.1. Pilot nationwide communication and awareness-raising tour					72600 Grants	4200	
	Action 3.1.2. Enhance capacity of Digital Literacy officers in Digital Education Hubs to conduct awareness and literacy raising activities in hromadas.					72600 Grants	48000	
	Action 3.1.3 Support office of the MDT Deputy Minister to better communicate the digital transformation					71600 Travel	5000	
						71300 Local Consultants	30000	
						74200 Audio Visual & Printing Production Costs	6000	
	TOTAL ACTIVITY 3.1							93,200
	Activity 3.2: Communicate with citizen-clients through waves of communications campaigns							
	Action 3.2.1. Run the communications campaign and collect behavioral change data (2021)					74200 Audio Visual & Printing Production Costs	28,000	
	Action 3.2.2. Digitalization and e-services related public events and consultations					75700 Trainings and Conferences	59,883	
	Action 3.2.3. Run second wave of the communications campaign and collect behavioral change data					74200 Audio Visual & Printing Production Costs	68,761	
	Action 3.2.4. Produce rapid response communication materials.					74200 Audio Visual & Printing Production Costs	20,000	
	TOTAL ACTIVITY 3.2							176,644
	Activity 3.3: Design materials for citizen-clients to acquire better knowledge and skills for using the services (including with U-Lead)							
	Action 3.3.1. Develop and produce educational course on digital literacy for the elderly					74200 Audio Visual & Printing Production Costs	21,730	
	Action 3.3.2. Produce information materials to promote the course					71300 Local Consultants	5,000	
						74200 Audio Visual & Printing Production Costs	10,000	
	TOTAL ACTIVITY 3.3							36,730
	Activity 3.4: Support establishment of effective feedback loops for citizen-clients							
	Action 3.4.1. Purchase equipment (including, potentially, specialized one) for such a platform. Roll out, test and gather initial lessons-learned					72800 Comp. Equipment/Software	15,730	
	TOTAL ACTIVITY 3.4							15,730
	Activity 3.5: Ensure effective project management							
						72400 Mobile Telephone Charges	400	
						72800 Comp. Equipment/Software		
						73400 Vehicle Maintenance Service	1,000	
						73100 Rent & Utilities	10,893	
						74200 Audio Visual & Printing Production Costs	26,667	
						74500 Miscellaneous Expenses & Stationery	1,039	
						71400 Individ (staff costs)	134,909	
	TOTAL ACTIVITY 3.5							174,908
	Monitoring and evaluation						72100 Contractual Services Companies	10,000
	Direct Project Cost (3%)							12,740
	General Management Services (8%)							42,026
TOTAL OUTPUT 3							561,978	
TOTAL PROJECT for 2022							2,305,216	

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