Internet Accessibility Standards (Ukraine)

Good practice: Improving Internet accessibility through standards development and international cooperation

Relevant DFI commitment: Promote cooperation in research and innovation and standard setting, encourage information sharing regarding security threats through relevant international fora, and reaffirm our commitment to the framework of responsible state behavior in cyberspace.
Type of the initiative: Legislation
Stakeholder Group: Government
Launch/adoption: 2021

Goals

Ukraine's adoption of a new national standard for government websites and applications aims to enhance accessibility, usability, and security for citizens interacting with public digital services. This initiative seeks to align government platforms with modern web design principles, ensuring they are user-friendly and inclusive for all population segments, including individuals with disabilities using mobile devices.

The primary goal is to create a seamless digital experience that fosters trust and engagement between citizens and government institutions. By standardising the design and functionality of digital services, Ukraine aims to promote transparency, improve service delivery, and bolster public confidence in its e-government capabilities. Additionally, the standard is intended to support the country's broader digital transformation agenda, enabling more efficient, equitable, and secure public administration.

Description

Ukraine's new standard for government websites and applications creates accessible, secure, citizen-centric digital platforms. It emphasises inclusivity, ease of navigation, and responsiveness, ensuring efficient interaction with government services across devices and user expertise. Key components include:

1. **Enhanced Accessibility**: Compliance with international guidelines, such as Web Content Accessibility Guidelines (WCAG), ensures government platforms accommodate users with visual, auditory, and motor disabilities, promoting equitable public service access.
2. **Mobile-First Design**: The standard optimises websites and applications for mobile platforms, ensuring seamless functionality across devices and improving accessibility for rural users.
3. **Security and Data Protection**: It includes guidelines for safeguarding user data and protecting against cyber threats, bolstering trust in government platforms.
4. **Unified Design and Navigation**: Consistent visual and functional elements across websites simplify navigation and enhance user experience with intuitive interfaces.
5. **Transparency and User Engagement**: Feedback mechanisms enable users to report issues and suggest improvements, fostering dialogue between citizens and government.

By implementing this standard, Ukraine modernises its e-government infrastructure, enhancing accessibility, trust, and reliability while aligning with global best practices. This initiative supports Ukraine's goal of a transparent and inclusive digital society.

Funded by the European Union

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