

Report by Ukraine on the measures taken to implement the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace

General information

Country: Ukraine

Organization(s) or entity(s) responsible for the preparation of the report:

Sector information and communication of the National Commission of Ukraine for UNESCO

Officially designated contact person/institution:

National Commission of Ukraine for UNESCO

Name(s) of designated official(s) certifying the report:

Volodymyr Hrytsenko, Deputy Chair of the National Commission of Ukraine for UNESCO

Brief description of the consultation process established for the preparation of the report:

Consultations in the framework expert network of the sector information and communication of the Ukrainian Commission for UNESCO

1. Development of multilingual content and systems

1.1 Please furnish detailed information explaining what measures have been taken to alleviate language barriers.

On September 5, 2017 the Parliament of Ukraine adopted the Law "On Education" – a framework document that is a basis for the reform of the national system of education. The Law establishes new approaches to the organization of educational process in schools, in particular the use of languages of instruction. Article 7 "Language of Education" aims to ensure opportunities for all children in attaining an appropriate level of state language proficiency. So, it will equalize the chances of Ukrainian citizens regardless of nationality to fulfill their constitutional rights in Ukraine both in access to higher education and the labor market.

1.2 Please provide information on support given to capacity-building for the production of local and indigenous content on the Internet.

Ukrainian Digital Agenda 2020 fosters cooperation between government bodies, museums, libraries, cultural institutions and the private sector to: enhance the capacity of local communities to develop content and share their knowledge in the information society; build capacity for the national e-content industry; and promote the generation of Ukrainian content on the internet. The development of the capacity of human resources helps in supporting the national economy, creating new job opportunities, enhancing

the value of knowledge and creativity, encouraging the acquisition of ICT skills and training future generations on ICTs uses.

1.3 Please describe the measures taken for formulating appropriate national policies on the issues of language survival, revitalization, development and promotion in cyberspace. Please include information about main legislation and/or policy measures, if any, and date of their introduction/adoption.

Concerning measures taken for formulating appropriate national policies on the issues of language survival the ICT sector in Ukraine considers the support of Ukrainian digital content on the internet as a top priority that allows the internet to reach more Ukrainian-speaking communities around the world, and hence preserving and promoting Ukraine's heritage.

1.4 Please provide information, including references, on major events, projects, publications and examples of best practices identified during the reporting period that contributed to the promotion of and use of multilingualism and universal access to cyberspace.

Title of the project: Teachers' Human Multilingual Resources Development

The project is aimed at addressing the above-mentioned issues and suggests a multilingual framework for development of teachers' human resources on a cross-cultural basis. Teachers' training multilingual curricula will have a modular structure enabling for step-by step enhancing their professionalism and vision of the ICT role. The Project embraces a multilingual framework for collaborative work and establishing links between teachers of the same subject (horizontal) and with colleagues who used ICT-based applications (vertical) thus providing a basis for learning communities of teachers and assisting them in communication with technical staff on their problems and ideas. Training strategies and multilingual materials are based on modern trends in social, economic, technological, and legal domains related to the ICT application. They reflect an experience of the project participants in theory and practice of e-learning and e-technologies for education.

The Government furthers multilingualism and universal access to cyberspace by providing online content on public websites in several languages other than Ukrainian. Almost all websites of public institutions are available in English.

2. Facilitating access to networks and services

2.1 Please report on national efforts to recognize and support universal access to the Internet as well as to promote access to the Internet as a service of public interest.

The internet can be accessed throughout the country. A wide range of public internet access points throughout the country, for example at public libraries, centres and public authority buildings complement commercial internet access. Some efforts to extend free WiFi access are done at a municipal level offering access in the parks or historical places. For instance, Kiev city administration arranged free WiFi access in more than 1200 transport vehicles and at 11 public places. Extensive 3G coverage also facilitates use of internet through mobile devices.

National Project. "Ukrainian Digital Agenda 2020" will provide every citizen with an equal opportunity for access to information and knowledge which will give an opportunity to promote Ukrainian culture and language.

The aim of the "Ukrainian Digital Agenda 2020" is to define the parameters (key actions, responsible institutions, deadlines, budget) of the Information Society development in Ukraine, and formulate the tasks taking into account the social and economic potential of the Information and Communication Technologies (ICT) and the Internet.

2.2 Please also describe what mechanisms have been established at the local and national levels to facilitate universal access to the Internet through affordable and accessible telecommunications, and internet costs.

25.59 million Ukrainian users of the Internet, accounting for 58% of the country's population.

Digital technologies in Ukraine have become the basis for creating new products, properties, the basis for obtaining competitive advantages in a number of markets. Such a transformation leads to the emergence of new, unique systems and processes that make up their new value entity. There is harmonization between Ukrainian digital agenda and EU Digital single market. Ukraine's accession to the EU program "Interoperability Solution for European Public Administration 2 and initiative "Single Digital Gateway" is fulfilled. The rules of the regulation eIDAS are implemented in Ukraine. On September 20, 2016 the Parliament of Ukraine adopted the Law "Electronic trust services" (910 regalement norm implementation of EU).

The monthly price of the cable internet connection is one of the lowest in the world (4-7 \$) at the moment, however the quality of service depends on the location and provider.

2.3. The measures taken for encouraging the development of information strategies and models that facilitate community access and support cooperation on Information and Communication Technologies (ICTs) among public service institutions, including community telecenters, libraries, internet access units and others:

There was developed Ukrainian segment of IFAP: Creation of a multilingual resource catalog for science and education.

Objective: To support the development of multilingual information content and mechanisms for its creation within a single information space, to promote the sharing of knowledge, educational activities and the wider process of developing multilingualism in cyberspace.

2.4 What efforts have been made in order to encourage Internet service providers to consider provision of concessionary rates for Internet access in public service institutions?

The public libraries allow the users to access the Internet free of charge. Internet Service Providers do not offer any discount service to public service institutions (academic and educational). Due to low individual cost of the internet at home and availability of wireless access through mobile providers access to the internet in the cities is ensured.

3. Development of public domain content

3.1. Please explain the legal and administrative measures adopted to give effect to the provisions of this part of the Recommendation:

(a) recognizing and enacting the right of universal online access to public and government-held records

Access to public and government-held records is regulated by the Law 3792-XII "About copyright and compatible rights". This Law protects the personal non-proprietary rights and property rights of the authors and their successors related to the creation and use of works of science, literature and art - copyright, and the rights of performers.

(b) identifying and promoting repositories of information and knowledge in the public domain and making them accessible by all, in particular persons, linguistic minorities, women and girls.

The Government makes efforts to promote information and knowledge repositories in the public domain and make them accessible by all by supporting a wide range of projects and initiatives that promote developing advanced ICT for updating knowledge, digital services in the field of mass information dissemination, ICT use within an educational space for person with disabilities, etc.

On May 23, 2017 the Parliament of Ukraine adopted «On Amendments to the Law of Ukraine "On Education" regarding the peculiarities of access of persons with special educational needs to educational services».

(c) Promoting and facilitating ICT literacy as well as information and media literacy, including popularizing and building trust in ICT implementation and use:

Ukraine views ICT literacy and capacity building as priority areas, and will continue working to spread and raise ICT skills and to enhance the education process. There are not many special measures implemented in this direction though the IRTC has submitted the following proposals for implementation of projects to provide information and knowledge for teachers:

“ICT in Education for All: the Poles of Excellence for Lifelong Learning Quality Transfer”

“Life Long e-Learning as a basic of education for sustainable development”

“Information and computer literacy for all (from teachers to policy makers): guide preparation”.

“National network of pedagogical and educational resources for the development of information and computer literacy”

3.2. Provide information on whether open access solutions and web accessibility of public domain information were advanced and how, including supporting data, reference to best practices, examples and solutions.

Technical and educational standards play an important role in the development of the open educational resources (OER). It is through the use of standards that it becomes possible to effectively integrate OER into education. It is also necessary to pay attention to the possibilities of intelligent information technologies, both for improving the OER itself, and for efficient resource search for everyone. IRTC is hosting a secretariat for IT standards technical committee including subcommittee on IT standards for learning, education and training. Harmonization of national standards with international standards and specifications facilitates access to best practices, examples and solutions.

Government is also developing a comprehensive open access strategy which is supposed to set a framework for ensuring effective and permanent access to publications and data. This strategy is supposed to especially provide for the open accessibility of educational resources.

4. Reaffirming the equitable balance between the interests of right-holders and the public interest

4.1 Please indicate what action your Government has taken in order to update the national copyright legislation and its adaption to cyberspace. Please indicate also what

consideration was given to the possibility of encouraging rights-holders and the lawful beneficiaries of limitations and exceptions to copyright and related rights protection to ensure that such limitations and exceptions are applied. Please provide information on open access policies adapted, conditions to access open scientific data and any favourable conditions applied for marginalized groups, such as persons with disabilities.

There is harmonization between Ukrainian digital agenda and Digital single market EU in the following areas:

- Interoperability and eServices (implementation of eIDAS regulations)
- E- identification eID (implementation of 910 norm for EU regulations).
- Open Data (Integration of public web-portal data.gov.ua to the central European portal europeandataportal.eu and data.europa.eu).

Open International University of Human Development «Ukraine» as a higher educational institution providing education for persons with disabilities, has begun implementing the learning technology according to the European standard.

In 2018 the Parliament of Ukraine adopted:

- the Law 6437 On Amendments to the Law of Ukraine "On Education" on the peculiarities of access of persons with special educational needs to educational services.
- The Law No. 2163-VIII "On the Basic Principles of Cyber Security of Ukraine"

4.2 Please also indicate what are the actions planned to give consideration to the development of technological innovations, including Free and Open Source Software (FOSS), and to their potential impact on access to information.

Government of Ukraine has been promoting the use of FOSS for their activities, for example, in communication between embassies or in the administration services directory.

5. Final comments

5.1 What efforts has your Government made to establish a system of continuing monitoring of the implementation of the decisions taken at the World Summit on Information Society and other internationally agreed development goals and commitments and what time-related goals and benchmarks has your Government set in this respect?

Ukrainian Government has been keen to start on implementing various projects (technological strategies) for the development of Ukrainian society by reducing the digital gap.

For example:

- digital workplace
- multichannel information and involving citizens
- open data
- electronic identification of citizens
- widespread analyst
- smart technologies and tools
- digital state platforms
- software architectures

etc.

At the same time, the practice of implementation of the information society main lines confirms many omissions and shortcomings. It worth mentioning that international community was mostly concerned with the models for solving information problems, while the problems of socio-economic development of countries and regions remain outside of these projects.

E-government system is being gradually enhanced as an important instrument for transparent activities of countries in priority and other areas that require an accelerated resolution of cyber security issues in information spaces. It is necessary to pay attention to the expansion of fundamental and applied research of the information society and the knowledge society.

5.2. What are, according to your Government, the main issues, new challenges and actions that need to be further addressed for promoting multilingualism and universal access to cyberspace, including the evolution of the Internet and its governance? Please provide a brief description in your final comments

According to the Ukrainian Digital Agenda, four main areas will be developed until 2020: e-education, e-infrastructure, e-economy, e-governance. It is necessary to achieve universal access to the internet, also for those living in rural or remote areas. It is important to ensure:

- secured access and use of the internet,
- privacy, human rights and values.

It is important to develop necessary advanced technologies, but also to ensure that internet governance takes into account these values. Ukraine is working together with the World Bank to expand ICT infrastructure and internet access.

5.3 Please provide references to the main sources of information and data used in compiling this report and that could be of interest to share with other Member States, such as recent public policy strategies, reviews or evaluations; latest research or studies, and statistical data.

Official web-portal Verkhovna Rada of Ukraine <http://portal.rada.gov.ua/en>

Ministry of Education and Science of Ukraine <http://mon.gov.ua/>

Roadmap for implementation of the article 7 «language of education» of the law of Ukraine «on Education»

<https://mon.gov.ua/storage/app/media/news/%D0%9D%D0%BE%D0%B2%D0%B8%D0%BD%D0%B8/2018/02/13/broshue-roadmapeng12-02-2018-1.pdf>

Ukrainian Government Portal <https://www.kmu.gov.ua/>

High-Tech Office Ukraine www.ht-office.org/

Open International University of Human Development «Ukraine» <http://uu.edu.ua/>

International Research and Training Center for Information Technologies and Systems of the National Academy of Sciences and Ministry of Education and Science of Ukraine <http://www.irtc.org.ua/>