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Digitalization of State Services for Veterans in Ukraine: Administrative, Legal and Organizational Aspects

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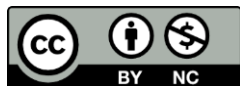
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ABSTRACT

The article examines the administrative, legal and organizational principles of digitalization of state services for veterans in Ukraine in the context of the transformation of public administration. It is substantiated that the digitalization of veteran services is formed as a comprehensive service model that combines registration, electronic identification, digital certificates, the portal and application “Diya”, the platform “e-Veteran”, administrative service centers and the institute of veteran support specialists. It is determined that the regulatory basis of this model is the acts that regulate the legal status of veterans, the procedure for providing administrative and electronic public services, the functioning of the Unified State Register of War Veterans, digital verification of status and interdepartmental information interaction. It was established that the key result of the regulatory changes was the gradual shift of the administrative model from paper confirmation of legal status to a register-digital system of its automated verification. At the same time, several systemic problems were identified: uneven level of digital maturity of individual services, fragmentation of administrative and judicial appeal procedures, insufficient transparency of personal data processing mechanisms, limited integration of information systems, as well as the dependence of the quality of digital services on the human resources capacity of the local level. It is proved that further improvement of digitalization of state services for veterans should be based on the once-only principle, development of a single digital route for veterans, implementation of electronic case management, strengthening of personal data protection mechanisms, ensuring digital inclusion and increasing the professional capacity of subjects of administrative services provision. It is concluded that the digitalization of veteran services is not only a technological, but also an administrative, legal and institutional process aimed at forming a human-centric model of state veteran policy.



KEYWORDS

war veterans, state services, administrative services, digitalization, electronic public services, Unified State Register of War Veterans, Action, e-Veteran, electronic veteran’s certificate, public administration, digital inclusion.



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СОЦІАЛЬНИЙ РОЗВИТОК: економіко-правові проблеми

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Цифровізація державних послуг для ветеранів в Україні: адміністративно-правові та організаційні аспекти

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У статті досліджено адміністративно-правові та організаційні засади цифровізації державних послуг для ветеранів в Україні в умовах трансформації публічного управління. Обґрунтовано, що цифровізація ветеранських послуг формується як комплексна сервісна модель, що поєднує реєстровий облік, електронну ідентифікацію, цифрові посвідчення, портал і застосунок «Дія», платформу «е-Ветеран», центри надання адміністративних послуг та інститут фахівців із супроводу ветеранів. Визначено, що нормативну основу цієї моделі становлять акти, які регламентують правовий статус ветеранів, порядок надання адміністративних та електронних публічних послуг, функціонування Єдиного державного реєстру ветеранів війни, цифрову верифікацію статусу та міжвідомчу інформаційну взаємодію. Установлено, що ключовим результатом нормативних змін стало поступове зміщення адміністративної моделі від паперового підтвердження правового статусу до реєстрово-цифрової системи його автоматизованої верифікації. Водночас виявлено низку системних проблем: нерівномірний рівень цифрової зрілості окремих послуг, фрагментарність процедур адміністративного та судового оскарження, недостатню прозорість механізмів обробки персональних даних, обмежену інтегрованість інформаційних систем, а також залежність якості цифрових сервісів від кадрової спроможності місцевого рівня. Доведено, що подальше вдосконалення цифровізації державних послуг для ветеранів має ґрунтуватися на принципі on-site, розвитку єдиного цифрового маршруту ветерана, впровадженні електронного кейс-менеджменту, посиленні механізмів захисту персональних даних, забезпеченні цифрової інклюзії та підвищенні професійної спроможності суб'єктів надання адміністративних послуг. Зроблено висновок, що цифровізація ветеранських послуг є не лише технологічним, а й адміністративно-правовим та інституційним процесом, спрямованим на формування людиноцентричної моделі державної ветеранської політики.



КЛЮЧОВІ СЛОВА

ветерани війни, державні послуги, адміністративні послуги, цифровізація, електронні публічні послуги, Єдиний державний реєстр ветеранів війни, Дія, е-Ветеран, електронне посвідчення ветерана, публічне управління, цифрова інклюзія.

1. Introduction

Digital transformation of public administration is one of the key directions of modernization of public administration, which involves changing the mechanisms of providing administrative services, integrating information systems and implementing a human-centric model of interaction between the state and the citizen. These processes are of particular relevance in the field of veteran policy, since the growth in the number of veterans and the expansion of the system of state guarantees necessitate the creation of effective digital mechanisms for the implementation of their rights.

The modern system of public services for veterans includes a wide range of administrative procedures related to establishing status, granting benefits, obtaining social, medical, psychological and rehabilitation assistance, professional adaptation and other forms of state support. In this regard, the digitalization of this area goes beyond the technical transfer of services to an electronic format and requires comprehensive administrative, legal and organizational support, covering interdepartmental interaction, integration of state registers, protection of personal data and unification of administrative procedures.

At the same time, despite the active implementation of digital services, in particular the electronic veteran's ID and the development of a digital ecosystem of public services, scientific research mainly focuses on general issues of digitalization of public administration or individual areas of implementation of veteran policy. However, the administrative, legal and organizational principles of the functioning of a comprehensive system of digital public services for veterans, the features of its institutional support and mechanisms of interdepartmental coordination remain insufficiently studied.

This necessitates a comprehensive study of the administrative, legal and organizational aspects of the digitalization of public services for veterans in Ukraine, identification of problems of their functioning and substantiation of directions for improving the relevant mechanisms of public administration in the context of the implementation of modern state veteran policy.

2. Literature Review

In modern scientific literature, the issues of digitalization of public administration and administrative services are being studied quite actively; however, digital state services for veterans as a separate object of administrative and legal regulation remain insufficiently covered. A significant part of scientific works is devoted to general aspects of digital transformation of public administration, while the features of the organization of digital veteran services, their institutional support and interdepartmental interaction are studied fragmentarily.

The theoretical principles of digitalization of administrative services are highlighted in the studies of A. Krakovska and M. Babyk, who consider digital transformation as a component of the formation of a service state and focus on the imperfection of legal regulation of electronic administrative services [4]. K. Kolesnikova analyzes the digitalization of public services in the context of public administration reform and the challenges of wartime [3], while M. Malets and D. Yarovyk study the regulatory and procedural aspects of the use of electronic means in the administrative process, justifying their importance for the development of the state service model [7].

Studies devoted to veteran policy are mainly focused on issues of social adaptation, employment and state guarantees. In particular, D. Postna analyzes mechanisms for ensuring employment of war veterans and highlights new social needs of this category of the population [9]. At the same time, the issue of digitalization of public services for veterans is practically not considered.

Foreign studies analyze the main factors of effective use of electronic government services. A. Lawson-Body, A. Illia, L. Willoughby and S. Lee prove that the level of use of veteran electronic services is determined by their perceived usefulness, compatibility with user needs and ease of use [5]. W. Li's study confirms the decisive influence of trust in state institutions and the digital environment on citizens' willingness to use electronic services, while a high level of perceived risks restrains their spread [6].

Important methodological guidelines are also OECD documents that define the principles of digital governance based on integration, human-centeredness, interoperability and the concept of digital by

design, which involves the integration of digital solutions into the process of forming and implementing public policy [8].

Thus, the analysis of scientific sources indicates the lack of comprehensive research on the administrative, legal and organizational principles of digitalization of public services for veterans in Ukraine. Despite the active development of digital services and the regulatory and legal framework in the field of veterans' policy, the issues of their institutional integration, interdepartmental coordination and functioning as a single system of public administration remain insufficiently developed, which determines the relevance of this study.

3. Problem Statement

The purpose of the article is to analyze the administrative, legal and organizational aspects of the digitalization of public services for veterans in Ukraine and to substantiate the directions for improving the mechanisms for their implementation in the context of the digital transformation of public administration.

4. Methods and Materials

The study is based on the methods of analysis, synthesis, comparative legal analysis, and system-structural approach. The regulatory framework governing the digitalization of state services for veterans in Ukraine, as well as official policy documents and administrative practices, constituted the empirical basis of the research.

5. Results and Discussion

The administrative and legal support for the digitalization of state services for veterans in Ukraine is based on a comprehensive system of regulatory and legal acts that regulate the material, procedural, institutional and technological foundations of the implementation of state veteran policy. Its basis is the Law of Ukraine "On the Status of War Veterans, Guarantees of Their Social Protection", which defines the legal status of veterans, the system of state guarantees and categories of persons entitled to relevant services. The procedural mechanisms for the provision of administrative and electronic services are regulated by the Law of Ukraine "On Administrative Services" and the Law of Ukraine "On Peculiarities of the Provision of Public (Electronic Public) Services", while the functioning of the digital infrastructure is ensured by regulatory acts on the Unified State Register of War Veterans, the Unified State Web Portal of Electronic Services, electronic identification and information interaction of state registers. Such a multi-level regulatory structure creates legal prerequisites for the transition from a paper model of administrative service to an integrated digital system for the provision of public services to veterans.

A generalization of the regulatory framework allows us to identify key legislative acts that determine the administrative, legal and organizational principles of digitalization of public services for veterans, their subject matter of regulation and functional significance for the development of a digital service model of public administration (Table 1).

Significant changes in administrative and legal regulation introduced in recent years concerned the digitalization of documents and the transformation of the mechanism for implementing administrative procedures in the field of veteran policy. The Law of Ukraine "On Amendments to Certain Laws of Ukraine Regarding Improving the Procedure for Processing and Using Data in State Registers for Military Registration and Acquiring the Status of a War Veteran During Martial Law" dated January 16, 2024 No. 3549-IX provides for an automated procedure for acquiring the status of a combatant in cases specified by law by generating an extract from the Unified State Register of War Veterans, which contains a unique electronic identifier [17]. At the same time, the responsibility of the Register holder and authorized bodies for the timeliness of acquiring the status and generating the corresponding extract is legally enshrined. Further development of the digital model was provided by the Law of Ukraine "On Amendments to the Law of Ukraine "On the Status of War Veterans, Guarantees of Their Social Protection" regarding the clarification of some provisions of the law dated October 8, 2024 No. 4000-IX, which introduced an electronic veteran's certificate as an independent digital document, which is automatically generated by the means of the Register and the Unified State Web Portal of Electronic

Services and contains a QR code, barcode or digital identifier to confirm status without the need to use a paper analogue [18].

Table 1. System of regulatory and legal support for the digitalization of public services for veterans in Ukraine

Regulatory act	Subject of administrative and legal regulation	Functional significance for the digitalization of state services for veterans
Law of Ukraine "On the Status of War Veterans, Guarantees of Their Social Protection" [16]	Defines the legal status of veterans, categories of persons and the system of state social guarantees	Forms a substantive and legal basis for the functioning of digital services, maintaining registration records and implementing state guarantees
Law of Ukraine "On Administrative Services" [11]	Establishes the general legal and organizational principles for the provision of administrative services	Determines the procedural mechanisms for the functioning of the ASC and the organization of service routes for veterans
Law of Ukraine "On Peculiarities of Provision of Public (Electronic Public) Services" [13]	Regulates the legal principles for the provision of public services in electronic form	Provides a regulatory basis for the use of electronic channels of interaction between the state and veterans
Resolution of the Cabinet of Ministers of Ukraine on the Unified State Register of War Veterans: Resolution of the Cabinet of Ministers of Ukraine dated August 14, 2019 No. 700 [19]	Determines the procedure for the functioning of the Unified State Register of War Veterans	Creates an information basis for digital verification of status, the formation of electronic extracts and digital certificates
CMU Resolution "Issues of the Unified State Web Portal of Electronic Services and the Register of Administrative Services" No. 1137 dated 04.12.2019 [21]	Determines the legal principles for the functioning of the Unified State Web Portal of Electronic Services	Consolidates the "Diya" portal as the main digital interface for the provision of public services
Law of Ukraine "On Amendments to Certain Laws of Ukraine on Improving the Procedure for Processing and Using Data in State Registries for Military Registration and Acquiring the Status of a War Veteran During Martial Law" No. 3549-IX dated 16.01.2024 [17]	Improves the mechanisms for processing data from state registers and automating the acquisition of veteran status	Promotes the automation of administrative procedures, minimizing paper document flow and the development of a registered model for the provision of services
Law of Ukraine "On Amendments to the Law of Ukraine "On the Status of War Veterans, Guarantees of Their Social Protection" on Clarifying Certain Norms of the Law" No. 4000-IX dated 08.10.2024 [18]	Determines the legal status of the electronic veteran certificate	Consolidates the possibility of automatically forming and using a digital certificate through the Veterans Register and the "Diya" portal
CMU Order "On Approval of Methodological Recommendations on the Provision of Administrative Services to War Veterans and Persons Subject to the Law of Ukraine "On the Status of War Veterans, Guarantees of Their Social Protection" No. 167-p dated 27.02.2024 [14]	Establishes the methodological principles for the provision of administrative services to veterans through the ASC	Unifies service provision standards and promotes the implementation of the "single window" principle
Resolution of the Cabinet of Ministers of Ukraine "Some issues of ensuring the activities of specialists in supporting war veterans and demobilized persons: Resolution of the Cabinet of Ministers of Ukraine" No. 881 dated 02.08.2024 [1]	Regulates the organizational and legal principles for the activities of specialists in supporting veterans	Institutionalizes the model of personalized support and integration of digital and offline services
Decree of the President of Ukraine "On urgent measures to support war veterans, their family members, family members of deceased war veterans, family members of deceased Defenders of Ukraine" No. 512/2024 [12] and Strategy of Veteran Policy until 2030 [15]	Determines strategic directions for the development of state veteran policy and interdepartmental coordination	Integrates digital public services into a comprehensive model for the implementation of veteran policy and people-centered public administration

Source: Formed by the author.

Thus, the administrative model was transformed from documentary confirmation of status to a register-digital system of its automated verification. At the same time, an analysis of the current

legislation shows that, despite the regulatory consolidation of the responsibility of the Register holder for the timeliness of acquiring veteran status, the mechanisms of legal liability for errors during data processing, untimely synchronization of state registers, technical failures of digital services, or violations of procedures at the local level remain insufficiently systematized. The preservation of various mechanisms for administrative and judicial appeal of individual decisions, in particular regarding the formation of extracts from the Register or establishing the status of a combatant, indicates the fragmentation of the procedural provision for the protection of veterans' rights and requires further unification of administrative procedures [17].

One of the key components of the digitalization of public services is ensuring an adequate level of personal data protection and trust in information systems. The Law of Ukraine "On Personal Data Protection" defines legal guarantees for the protection of an individual's right to privacy when processing personal data, while the legislation on electronic identification and electronic trust services establishes the principles of accessibility, interoperability, technological neutrality and protection of the rights of users of digital services [20]. At the institutional level, the interaction of public information resources is ensured by the Trembita electronic interaction system, which creates organizational prerequisites for automated information exchange between public registers and the provision of most administrative services in electronic form. At the same time, insufficient openness of information regarding specialized mechanisms for security auditing and assessment of the impact on the protection of personal data in the sphere of the functioning of the Unified State Register of War Veterans indicates the need for further development of information governance mechanisms and increased transparency of the digital infrastructure.

The organizational model for providing public services to veterans in Ukraine is based on multi-channel service interaction, which combines digital self-service through the portal and application "Diya", the electronic platform "e-Veteran", the provision of administrative services through administrative service centers and personalized support by specialists at the level of territorial communities. This model complies with the principles of human-centered public administration and takes into account the heterogeneity of the target audience in terms of digital competences, age, health status and place of residence. In addition, the effectiveness of its functioning directly depends on the level of integration of front offices with the Unified State Register of War Veterans, the interoperability of information systems and the sequence of administrative procedures that ensure a continuous route for veterans to receive public services [22].

The practical implementation of the digitalization of public services for veterans demonstrates a different level of maturity of individual administrative services. One of the most developed examples is the granting of the status of a person with a disability as a result of war through the "Diya" portal, which provides for the electronic identification of the applicant using a qualified electronic signature or BankID, submission of an application in electronic form and its processing within the time limit established by law. Such a mechanism corresponds to the model of a fully integrated digital administrative service, in which all stages of interaction between the applicant and the subject of government authority are carried out in an electronic environment. At the same time, individual services, in particular obtaining an extract from the Unified State Register of War Veterans, continue to operate according to a mixed model, when the digitalization of internal processes is combined with the need for a personal appeal to the center for the provision of administrative services, which indicates the incomplete completion of the digital transformation of the user route [22].

Analysis of the mechanisms for providing status administrative services indicates the unevenness of digitalization processes depending on the legal category of recipients. Some administrative procedures are already implemented using electronic services or automated mechanisms, while others retain the traditional paper-commission model of decision-making. In particular, establishing the status of a combatant for certain categories of persons provides for the possibility of personal or remote submission of documents with subsequent consideration of materials by a commission, while registration of the status of family members of deceased veterans is carried out by personal appeal to the relevant structural units on veteran policy issues [25]. This indicates the differentiated nature of digital transformation, determined by the level of regulatory readiness, technical support and the features of individual administrative procedures. An important element of the digital infrastructure of veteran policy is the "e-Veteran" platform, which combines information and reference and administrative and procedural functions. The platform provides access to systematized information on

statuses, social guarantees, psychological support and other areas of state assistance, and also creates the possibility of electronic submission of applications for certain services, in particular for support of war veterans and demobilized persons. The introduction of an electronic office of a support specialist and the development of digital services on the platforms “Diya” and “e-Veteran” indicate a gradual transition from information support to digital management of individual service delivery routes and elements of electronic case management [2].

The introduction of an electronic veteran’s certificate has become one of the key elements of the digital transformation of state veteran policy. Its integration into the ecosystem of the “Diya” portal, combined with the development of a network of single veteran windows, electronic service maps of territorial communities and digital employment platforms, indicates the formation of a multi-channel model of public service provision, which involves the integration of digital documents, electronic services and physical service infrastructure into a single service system aimed at ensuring continuous access of veterans to state support [10].

The effectiveness of digitalization of public services is determined by the level of technological development and proper personnel and financial support. Significant budget expenditures for the development of the Institute of Veteran Support Specialists, financing professional adaptation programs and building a network of veteran development centers indicate the comprehensive nature of state policy in this area. The formation of an institutional network of veteran support combined with the development of digital services confirms that digitalization in Ukraine is being implemented as a component of the systemic modernization of public administration, which combines digital technologies, organizational mechanisms and human resources to ensure the accessibility and efficiency of public services [24]. Despite the active development of digital services, the effectiveness of their functioning largely depends on the human resources capacity of the bodies that provide direct provision of administrative services. In 2024, the Diya.Centers network implemented specialized educational programs aimed at implementing the principle of a “single window” for serving veterans and their family members, improving the communicative competence of staff and developing modern approaches to organizing the activities of administrative service centers. At the same time, the results of monitoring the activities of the ASCs have shown the need to increase the level of inclusiveness of services, strengthen the professional training of personnel and ensure their psychological stability. Therefore, digitalization places increased demands on professional competence, ethical communication and the quality-of-service support [26].

Based on the analysis, several systemic problems of digitalization of public services for veterans have been formed. First, the uneven level of digital maturity of individual administrative services remains, as a result of which mixed models of service provision continue to operate alongside fully digital services. Second, there is organizational fragmentation of the system, due to the division of functions between various digital platforms, administrative service centers, local authorities and veteran support specialists. Third, the data management system requires further development, in particular mechanisms for ensuring the transparency of its processing and the implementation of the principles of privacy by design in the functioning of state registers. In addition, human resources remain a significant factor in the effectiveness of digital transformation, since inclusivity, professional ethics and psychological readiness of personnel directly affect the quality of administrative service provision. A separate challenge for the development of digital public services remains the problem of digital inclusion and the formation of trust in e-government. Despite the growth of Internet usage among the population of Ukraine, barriers to receiving electronic public services remain insufficient digital competences, lack of technical means of access, and distrust of electronic services. Scientific research in the field of e-government confirms that the level of trust in public institutions, risk perception, ease of use of the service, and its compliance with user needs are determining factors in the spread of digital administrative services [23]. In this regard, further digitalization of veteran policy should be accompanied by the development of digital inclusion programs, improving user experience, and increasing legal certainty of mechanisms for providing electronic services.

Therefore, further improvement of digitalization of public services for veterans in Ukraine should be carried out in several interrelated directions: implementation of the once-only principle by maximizing the use of state register data without their re-submission by applicants; development of integrated case management, which will cover the full cycle of a veteran’s journey from discharge from service to social and professional reintegration; increasing the transparency of personal data protection

mechanisms and information resource management; ensuring the accessibility of digital services at the local level; as well as strengthening the human resource potential and inclusiveness of the system of providing administrative services as a necessary condition for effective digital transformation of public administration.

6. Conclusions

Therefore, based on the analysis, we can state that the digitalization of public services for veterans in Ukraine has become an important direction of modernization of public administration, the basis of which is the Unified State Register of War Veterans, digital certificates and integrated electronic services. Regulatory and legal changes have contributed to the simplification of procedures for obtaining administrative services and the transition to a service-oriented model of state policy.

At the same time, the digital transformation remains incomplete due to the uneven level of digitalization of services, the need to improve interdepartmental integration, personal data protection and the institutional capacity of local authorities.

It is substantiated that further development of the system should be aimed at integrating services on the once-only principle, forming a single digital route for receiving services, strengthening data management mechanisms and ensuring digital inclusion of veterans, which will increase the effectiveness of the implementation of state veteran policy.

Prospects for further research lie in the development of administrative and legal mechanisms for the formation of an integrated human-centric model of digital provision of public services to veterans in the context of digital transformation of public administration.

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11. Pro administratyvni posluhy [On Administrative Services] (Law of Ukraine dated 06.09.2012 No. 5203-VI). <https://zakon.rada.gov.ua/laws/show/5203-17#Text> (in Ukrainian)
12. Pro nevidkladni zakhody shchodo pidtrymky veteraniv viiny, chleniv yikh simei, chleniv simei zahyblykh (pomerlykh) veteraniv viiny, chleniv simei zahyblykh (pomerlykh) Zakhysnykiv i Zakhysnyts Ukrainy [On urgent measures to support war veterans and their families] (Decree of the President of Ukraine dated 22.08.2024 No. 512/2024). <https://www.president.gov.ua/documents/5122024-51669> (in Ukrainian)
13. Pro osoblyvosti nadannia publichnykh (elektronnykh publichnykh) posluh [On the peculiarities of providing public (electronic public) services] (Law of Ukraine dated 15.07.2021 No. 1689-IX). <https://zakon.rada.gov.ua/laws/show/1689-20#Text> (in Ukrainian)
14. Pro skhvalennia metodychnykh rekomendatsii shchodo nadannia administratyvnykh posluh veteranam viiny ta osobam, na yakykh poshyriuietsia chynnist Zakonu Ukrainy "Pro status veteraniv viiny, harantii yikh sotsialnoho zakhystu" [On approval of methodological recommendations for the provision of administrative services to war veterans] (Resolution of the Cabinet of Ministers of Ukraine dated 27.02.2024 No. 167-r). <https://zakon.rada.gov.ua/laws/show/167-2024-p#Text> (in Ukrainian)
15. Pro skhvalennia Stratehii veteranskoi polityky na period do 2030 roku ta zatverdzhennia operatsiinoho planu zakhodiv z yii realizatsii u 2024–2027 rokakh [On approval of the Veteran Policy Strategy until 2030 and the operational action plan for 2024–2027] (Resolution of the Cabinet of Ministers of Ukraine dated 29.11.2024 No. 1209-r). <https://zakon.rada.gov.ua/laws/show/1209-2024-%D1%80#Text> (in Ukrainian)
16. Pro status veteraniv viiny, harantii yikh sotsialnoho zakhystu [On the Status of War Veterans and Guarantees of Their Social Protection] (Law of Ukraine dated 22.10.1993 No. 3551-XII). <https://zakon.rada.gov.ua/laws/show/3551-12#Text> (in Ukrainian)
17. Pro vnesennia zmin do deiakykh zakoniv Ukrainy shchodo udoskonalennia poriadku obrobky ta vykorystannia danykh u derzhavnykh reiestrakh dlia viiskovoho obliku ta nabuttia statusu veterana viiny pid chas dii voiennoho stanu [On amendments concerning the improvement of data processing and use in state registers for military registration and acquisition of veteran status during martial law] (Law of Ukraine dated 16.01.2024 No. 3549-IX). <https://zakon.rada.gov.ua/laws/show/3549-20#Text> (in Ukrainian)
18. Pro vnesennia zmin do Zakonu Ukrainy "Pro status veteraniv viiny, harantii yikh sotsialnoho zakhystu" shchodo utochnennia deiakykh norm zakonu [On amendments to the Law of Ukraine "On the Status of War Veterans and Guarantees of Their Social Protection"] (Law of Ukraine dated 08.10.2024 No. 4000-IX). <https://zakon.rada.gov.ua/laws/show/4000-20#Text> (in Ukrainian)
19. Pro Yedynyi derzhavnyi reiestr veteraniv viiny [On the Unified State Register of War Veterans] (Resolution of the Cabinet of Ministers of Ukraine dated 14.08.2019 No. 700). <https://zakon.rada.gov.ua/laws/show/700-2019-n#Text> (in Ukrainian)
20. Pro zakhyst personalnykh danykh [On Personal Data Protection] (Law of Ukraine dated 01.06.2010 No. 2297-VI). <https://zakon.rada.gov.ua/laws/show/2297-17#Text> (in Ukrainian)
21. Pytannia Yedynoho derzhavnoho vebportalu elektronnykh posluh ta Reiestru administratyvnykh posluh [Issues of the Unified State Web Portal of Electronic Services and the Register of Administrative Services] (Resolution of the Cabinet of Ministers of Ukraine dated 04.12.2019 No. 1137). <https://zakon.rada.gov.ua/laws/show/1137-2019-n#Text> (in Ukrainian)
22. Status osoby z invalidnistiu vnaslidok viiny [Status of a person with disability resulting from war] (n.d.). Diia. <https://diia.gov.ua/services/status-osoby-z-invalidnistiu-vnaslidok-viiny> (in Ukrainian)
23. Ukrainians begin using Internet more, with 80% online every day, social survey finds. (2024). *United Nations Development Programme in Ukraine*. <https://www.undp.org/ukraine/press-releases/ukrainians-begin-using-internet-more-80-online-every-day-social-survey-finds>
24. Uriad zatverdyyv projekt derzhbiudzhetu na 2024 rik, v yakomu vdvichi zbilshyv finansuvannia veteranskoi polityky – do 14,3 mlrd hrn [The Government approved the draft State Budget for 2024, doubling funding for veteran policy]. (2023). *Ministerstvo u spravakh veteraniv Ukrainy*. <https://lnk.ua/CJODyBT2P> (in Ukrainian)
25. Vstanovlennia statusu uchasyuka boiovykh dii, vydacha posvidchennia uchasyukam boiovykh dii [Granting combatant status and issuing combatant certificates]. *Hid z derzhavnykh posluh*. Diia. <https://guide.diia.gov.ua/view/ustanovlennia-statusu-vydacha-posvidchen-uchasyukam-boiovykh-dii-a5c5bc86-f146-4bae-910a-fd726f2f3920> (in Ukrainian)
26. Zaprovadzhennia v TsNAP pryntsypu "Iedynoho vikna" dlia obsluhovuvannia veteraniv/-ok ta chleniv yikh simei. Zruchni ta dostupni veteranski posluhy [Implementation of the "One-Stop Shop" principle in Administrative Service Centres for veterans and their families]. (2024). *Tsentr Diia*. <https://center.diia.gov.ua/library/zaprovadzhennia-v-cnap-principu-edinogo-vikna-dla-obsluhovuvannia-veteraniv-ok-ta-chleniv-ih-simei-zruchni-ta-dostupni-veteranski-poslugi> (in Ukrainian)