Development of Electronic Government in Ukraine

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IMPLEMENTATION EXPERTISE

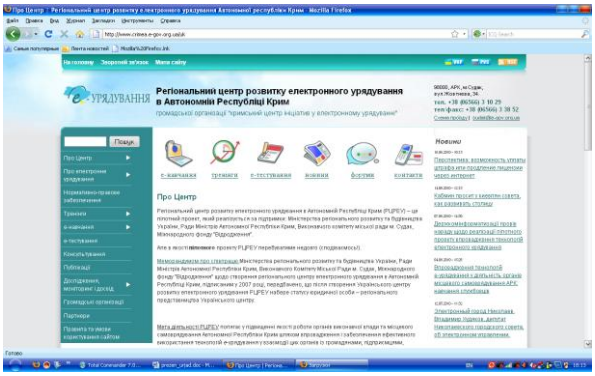
Regional Center for eGovernment Development of Autonomous Republic Crimea, Ukraine

This Center was created under support of Ministry of Regional Development and Construction of Ukraine, Ministers' Council of Crimea, municipality of Sudak and "Renaissance" Foundation . The Center was open on 28.09.2008

Major activities are:

- organization-technical supply;
- support of research activity;
- consultation and expert activity;
- teaching and methodology;
- dissemination

Center's activity is presented at http://www.crimea.e-gov.org.ua/uk.



National Center on eGovernment Support

27, April 2010 – ceremonial openning of the Ukrainian National Center on eGovernment support

Public electronic reception hall of the Cabinet of Ministers of Ukraine

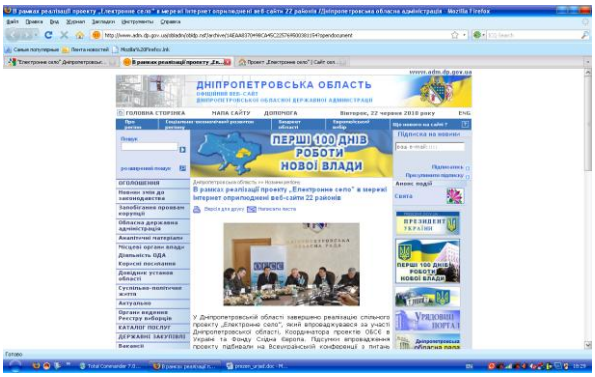
In the Cabinet of Ministers of Ukraine was introduced a pilot project "Public electronic reception hall". This complex functions on the base of information kiosk – "infomat".

"Infomat" – a device with a special software available 24/7/365

Joint project "Electronic village":

Dnepropetrovsk regional council, Dnepropetrovsk regional state administration, coordinator of OSCE pojects in Ukraine and "Eastern Europe" Foundation

Main project outcome – creation of necessary technical and technological bases for introduction of electronic document circulation both within government structures and among government authorities and citizens, i.e. organization of administrative services delivery by electronic means



Project has covered 6 major activities which resulted in:

- 334 local self-governing bodies (village-, town councils), 22 districts of Dnepropetrovsk region were connected to Internet, system of regulations database “LIGA-ZAKON“, creation of official e-mail boxes ;
- 22 websites of Dnepropetrovsk region’s districts were created and introduced with possibility for each local self-governing body of a district to be represented;
- Dnepropetrovsk region is the first administrative unit in Ukraine that has implemented technologies of digital signature into operation of 356 self-governing bodies (village-municipality-district-region) having its own accredited center of keys certification.

- 50 training seminars were conducted for 668 public servants from 334 local self-governing bodies on issues concerning use of ICT.
- Level of “electronic readiness” of territorial authorities in the region was evaluated as well as predispositions for introduction of the mechanism for increase of government effectiveness.

Electronic information system “Electronic region" in Odessa region of Ukraine

Odessa regional sate administration is implementing a pilot project on delivery of administrative services to individuals and legal entities in frames of information system “Electronic region".

Main elements of the project structure are accredited center for keys certification, mail server and its clients (bodies of executive power, legal entities and individuals).

Center of administrative services “Transparent Office" in Vinnitsa

Information center of Vinnitsa municipal council - multi-purpose information system which main task is to provide easy access of citizens to municipal information resources, open decisions of the local council, telephone book, register of enterprises, medical establishments, schools etc.

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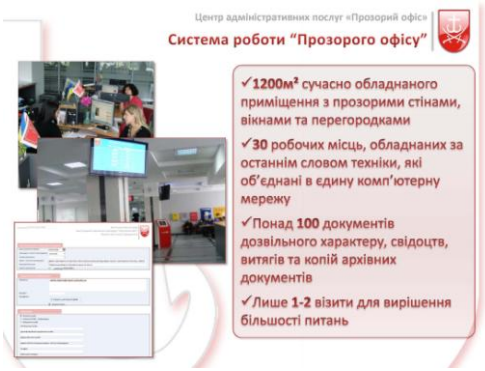

Electronic Government – development of local authorities for citizens’ benefits in Lviv city

Administrative divisions involved:

- Municipal authorities
- Public enterprise “Lviv city center of information technologies";
- IT-company "EleksSoftware";
- British Embassy to Ukraine.

Program of introduction of eGovernment in Lviv includes the following components:

- Official website reformation;
- On-line services for citizens;
- Creation of the internal portal of Lviv municipal council;
- Creation of the city call-center

Creation of Lviv City Call-center

Lviv municipal council has undertaken the following steps:

- introduced a short dialing number 15-80;
- a number of consultants;
- worked out the work algorithms;
- introduced standards of qualitative responds;
- a number of operating lines;
- software for on-line connection and tracking changes in each administrative divisions

Офіційний портал
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