

e-Governance Support to Ukraine



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In September 2012, the e-Governance Academy launched the project “e-Governance Support to Ukraine”, which covered regional and local authorities of Western Ukraine that expressed their interest and support for the integration of ICTs in their governance.

Due to the desire and aspiration of our partners for more transparent and efficient governance, we have achieved tangible project outcomes that both authorities as well as citizens can benefit from. We are grateful for this fruitful cooperation and hope to provide our partners with even more encouragement and assistance in their future efforts towards e-governance. Let’s advance e-governance ahead in Ukraine together!



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e-Governance Support to Ukraine

Duration: 2012 – 2016

Partners: Ivano-Frankivsk Regional State Administration, City Councils of Ivano-Frankivsk, Dolyna, Kalush and Lviv



Lviv city council

Funding: Swedish International Development Agency in Kyiv (SIDA) and Estonian Ministry of Foreign Affairs





On behalf of Lviv City Council and its community, I would be glad to express my gratitude for the possibility of Lviv city to be the participant of the international technical assistance project "e-Governance Support to Ukraine". This is the significant support to our initiatives in the sphere of the e-governance development in Lviv. Owing to this project we can implement new EDRMS system and reach the new level of the Council's activity. E-document flow is, foremost, transparency in the internal processes. The next step would be the delivery of the e-services to citizens. This is how top countries work, and this is the way we want to do. I express my gratitude to Swedish and Estonian colleagues for assistance.

Mayor of Lviv, Andriy Sadovyy



Implementation and development of e-government is not only important form of innovation management model, but also a necessary component of forming trusting relationships between authorities and citizens, the business environment, the community in general.

Participation of Ivano-Frankivsk region in technical assistance project "e-Governance Support to Ukraine" is another important step towards a consistent promotion to "e-democracy". I firmly believe that project realization will promote in even greater extent openness, transparency and strengthening the reputation of government, increase efficiency and will make the provision of administrative services more convenient for citizens, institutions and organizations. The implementation of the project in the prism "Yevrokarpatykoyi initiative" will, in turn, help to promote the region, increase its investment attractiveness and implementation of tourist and recreational potential.

Head of the Ivano-Frankivsk Regional State Administration, Oleg Goncharuk



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Project objectives

The objective of the project is to enhance the capacity of selected administrations to implement ICTs for more efficient and transparent governance and local democracy as well as to create examples for central level authorities and for further implementation of the process in other oblasts. The project focuses both on strategic support and training for local officials as well as on the implementation of technical solutions at the local level in Ukraine.

The following cities and oblasts of Western Ukraine were selected for the integration of components of e-governance through the initiative: Ivano-Frankivsk Regional State Administration, the City Councils of Ivano-Frankivsk, Kalush, Dolyna and Lviv. Support includes four areas: Electronic Document Management System, Multi-Channel Communication Center, Geographical Information System and Mobile Applications.

Our goal is to share valuable experience in the field of e-government with Ukraine's cities and oblasts. The aforementioned solutions are directed at improving the provision of services to citizens as well as enhancing the government's efficiency, transparency and openness. Moreover, the results of the project will be shared with other Ukrainian cities and oblasts, assisting in their own progress towards these goals.



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Results of the project





Study visit of e-government leaders to Estonia and Sweden

The 5-day training agenda was focused on e-services and underpinned by a general overview of e-governance architecture. Topics of priority for the project areas (such as electronic document management system, geographical information system etc.) were also integrated into the program.



Handbook for implementation of the local/regional e-government in Ukraine

The main purpose of the Handbook “e-Government Handbook for Ukrainian Municipalities - Practical Guidelines and Best Practices of Local e-Government” is to help local decision-makers make informed policy choices and understand the practical challenges and opportunities brought with the introduction of local e-government.

Read more: <http://www.ega.ee/publication/handbook-for-ukrainian-municipalities/>



Available in
Android Market



Available in
Apple Store



Multi-Channel Communication Center

This system enables communication with citizens through different channels (SMS, email, phone, document). It is able to receive and make phone calls, send and receive SMS, e-mail and documents through e-mails. The center is a promising measure for making city management more transparent and communicative. Furthermore, it also enables better communication between city managers and citizens, improving the efficiency of the government as a whole.

The solution was implemented in Kalush.

Implementer: Effecta Solution, www.effectasolutions.com

Mobile Applications

This solution enables the distribution of accessible, recent information to citizen and tourist smartphone users, which will reduce administrative burden and increase transparency of information as well as increase the capacity of municipalities to share available data through the use of modern ICT. Applications were implemented in Ivano-Frankivsk, Kalush and Dolyna. Examples of application can be found in the Google Play and App Store. The Tourist Application of Dolyna is downloadable by using QR code on the left.

Implementer: Regio AS, www.regio.ee



Geographical Information System

Web-based GIS is a tool that enables the capture, storage, analyzation, and presentation of all forms of geographical data. This solution is possible to implement through the availability of digital maps. Today's cloud-based technologies and agile project methods are well-suited for similar projects, even when local partners lack any previous experience in these methods.

The solution was implemented in Ivano-Frankivsk.

Implementer: Datel AS, www.datel.ee

Read more: <http://www.mvk.if.ua/UKRMapServer/DoGis>



Electronic Document and Records Management System

A document and records management system (EDRMS) enables management of electronically created, transferred, approved, signed and archived documents. Implementing an EDRMS as a back-end service will facilitate more efficient e-government services for citizens and provide an opportunity to re-design the administrative processes, reducing unnecessary bureaucracy.

The system is being implemented in the City Councils of Lviv, Kalush, Ivano-Frankivsk and Ivano-Frankivsk Regional State Administration.

Implementer: Soft Xpansion Ukraine Ltd. www.sx-ua.com



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