vulyk
MODERN
INFORMATION SYSTEM
FOR ADMINISTRATIVE
SERVICE CENTRES

MYKHAILO FEDOROV

VICE PRIME MINISTER – MINISTER OF DIGITAL TRANSFORMATION

In Ukraine today, there are roughly 800 administrative service centres. The vast majority of them do not have information systems that would optimise their work to provide public services more efficiently. This was the main reason for initiating a general system to ensure uniform high standards for the work of centres across the country»

The Vulyk Information system is the first step towards the digitalisation of administrative service centres. It differs from others as it has access to public registries and online data exchange via the Trembita system. This will allow the acceleration of the provision of administrative services to citizens»

MARI PEDAK

EGOV4UKRAINE PROJECT MANAGER, E-GOVERNANCE ACADEMY (ESTONIA)

What is Vulyk?

Vulyk is a subsystem of the Electronic Interaction System of Executive Bodies (EIS EB). It is an information system for administrative service centres (ASCs), which automates centre administrator's activities. For instance, it processes applications for administrative services, generates reports and monitors deadlines. Vulyk also provides the opportunity to send applicants' documents electronically to the necessary authorities. Vulyk is connected to the Trembita data exchange system in order to access State Electronic Information Resources (DES SEIR). In the future, ASCs will be able to interact with the state registries and information systems of administrative services providers through the Vulyk and Trembita systems.

What was it created for?

- The Vulyk Information System helps to increase the availability and quality of ASC services by automating their work and improving interaction and workflows, as well as increasing the accuracy of data processing.
- Vulyk is intended mainly for small ASCs that cannot develop automated systems themselves. The system ensures the minimum functions necessary for the automation of the centres' workflow, while at the same time providing the possibility to extend the functionality by connecting with third-party modules.

THE VULYK CONNECTION TO THE TREMBITA DATA EXCHANGE SYSTEM WILL MAKE IT POSSIBLE FOR ASCS TO RECEIVE / EXCHANGE DATA WITH STATE REGISTRIES. HOWEVER, USE OF THIS FUNCTION DEPENDS ON A NUMBER OF FACTORS: FIRST OF ALL, THE CONNECTION OF CERTAIN STATE REGISTRIES TO THE TREMBITA SYSTEM AND, ACCORDINGLY, THE READINESS OF THE EXECUTIVE AUTHORITIES TO EXCHANGE INFORMATION, BOTH IN TECHNICAL AS WELL AS ORGANIZATIONAL AND REGULATORY TERMS.

Capabilities

- Processing applications, accepting, sending and receiving documents.
- Scanning the documents directly to an e-file and automatically assigning it.
- Automatically archiving completed applications for administrative services.
- Generating internal statistical and reference information on the provision of administrative services, tracking the progress of applications online.
- Keeping records in the Applicant Directory (individuals and legal entities, individual entrepreneurs) for reprocessing. At the stage of generating the application, when a person inserts data about the applicant, the Directory is automatically updated.
- Automatically generating and printing application forms, listing the required documents, providing a description of the documents, etc.
- Submitting applications to third party authorities (not connected to the ASC's Information System) and receiving review results via EIS EB.
- Entering and modifying information on settlement buildings and their addresses, i.e. generating a local register of addresses.
- Ensuring accurate work in the event of a sudden internet access disconnection.

THROUGH THE DEVELOPMENT AND CONNECTION OF THIRD-PARTY MODULES, VULYK CAN INTERACT WITH IDENTITY CARD READERS, STATE REGISTRIES AND SYSTEMS, UTC REGISTERS AND E-QUEUES, ETC.

Features of the Vulyk system

Centralised system (Cloud Service)

Customising administrative services without the help of IT specialists (administrative services configurator)

Reliable storage and protection of information

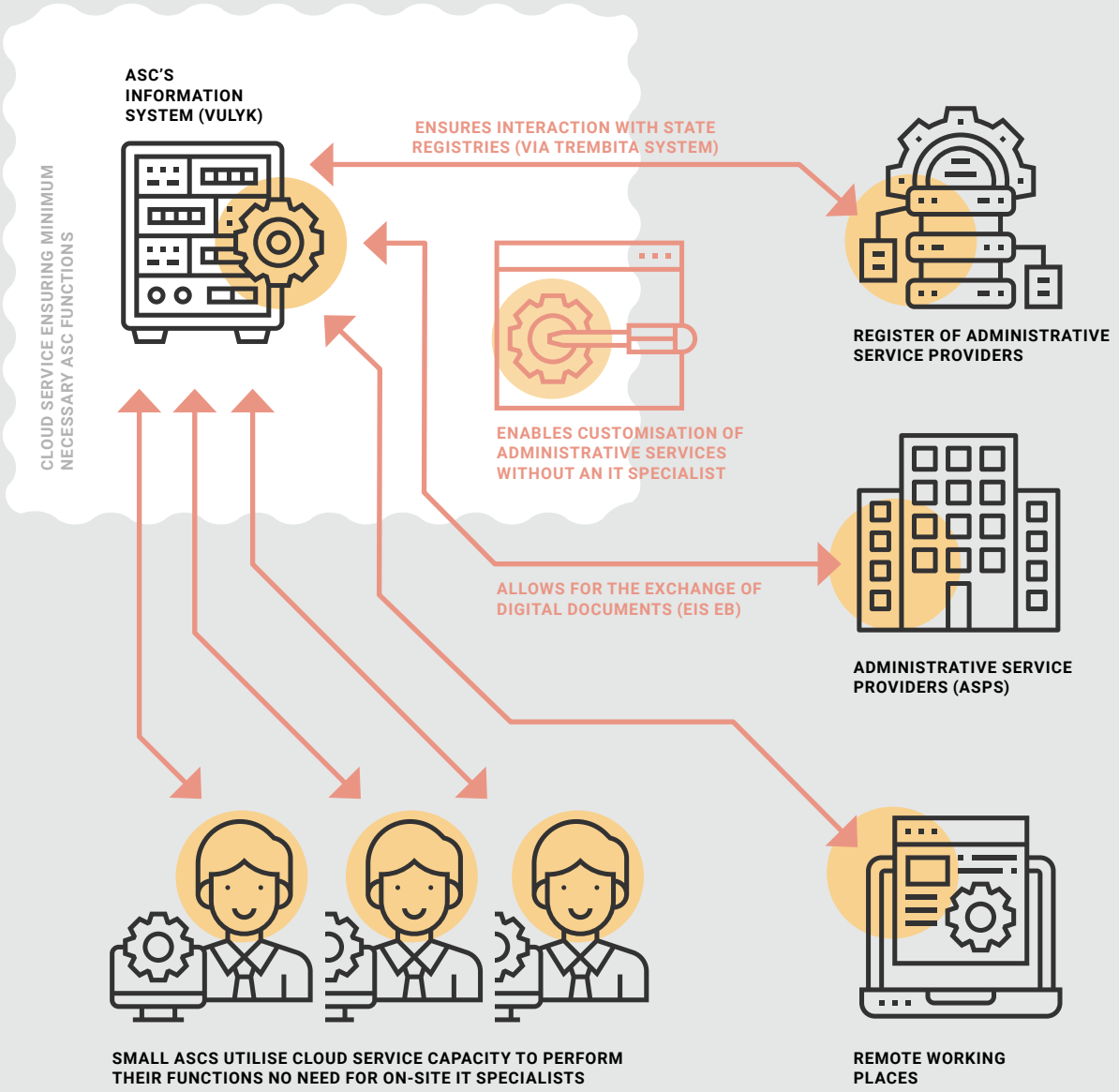
Making remote work possible for administrators

Exchanging digital documents

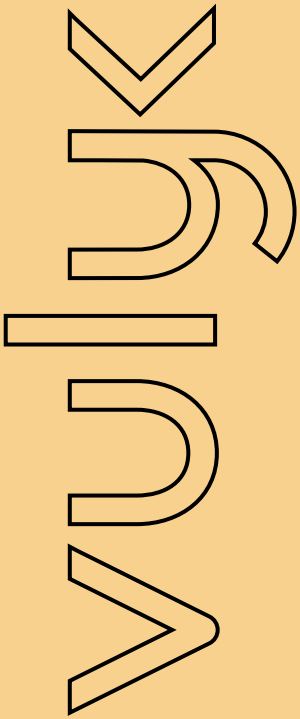
Interacting with the Trembita Data Exchange System

Enabling connections to third-party software systems (creation of additional modules)

Operational Scheme of the Vulyk Information System



How an ASC can connect to



Where to apply for the connection

An authority can apply to the State Centre for Information Resources of Ukraine (Administrator of the System of Electronic Interaction) for an ASC to be connected to Vulyk.

Information to provide an SEI Administrator

- Full name of the legal entity and its EDRPOU number
- Full and abbreviated name of the ASC
- Information about the ASC's Integrator
- Confirmation of the ability to interact with Vulyk (availability of an internet connection, necessary hardware, trained staff)

Who is the ASC's Integrator

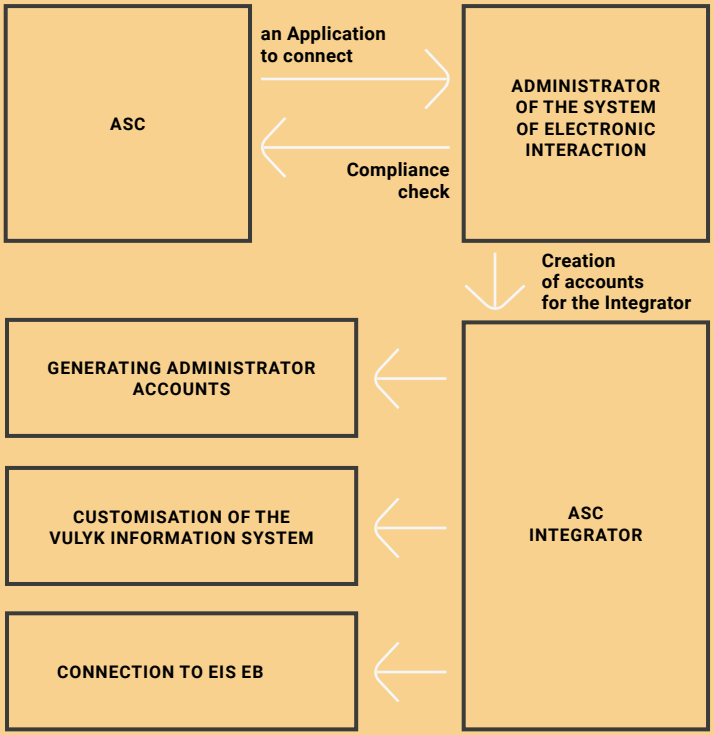
This is an individual that is authorised and responsible for the customisation of the Vulyk system at a particular centre.

THE INTEGRATOR MAKES A LIST OF ADMINISTRATIVE SERVICES AND SETS OUT THE PROCESS FOR THEIR PROVISION

IN ADDITION, THE INTEGRATOR

- Enters general information about the ASC into the system:
  - *Information about the manager and administrators, and applies for the possibility of a Certified Electronic Signature authorisation*
  - *Addresses and geographical coordinates of the ASC building location*
  - *General telephone number, manager's telephone number and email, the website and work schedule of the ASC*

6 Steps to connect to ‘Vulyk’

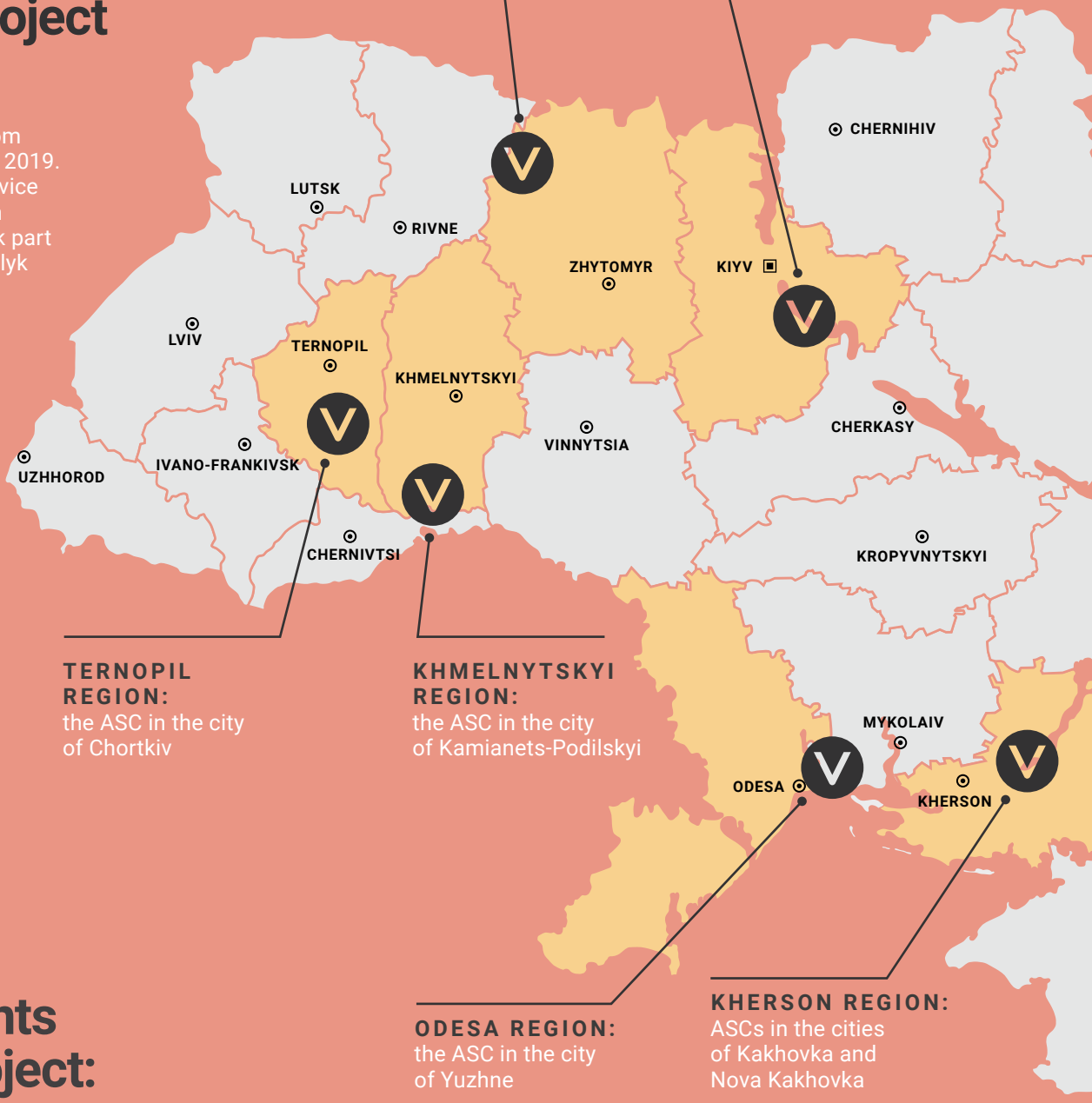


- Generates administrative authority directories
- Configures the SMS option to notify clients of the readiness of their documents (given the SMS gateway availability)
- Connects the ASC to the Electronic Interaction System of Executive Bodies (EIS EB)
- Sets search filters and, accordingly, generates various reports on the work of the ASC and its employees

INITIALLY, THE EGOV4UKRAINE PROJECT WILL CONNECT THE VULYK SYSTEM TO THE ASCS SUPPORTED BY THE ‘U-LEAD WITH EUROPE’ PROGRAMME. PRIORITY WILL BE GIVEN TO NEWLY ESTABLISHED UNITED TERRITORIAL COMMUNITIES AND SMALL CENTRES THAT CANNOT AFFORD TO INVEST IN IE SYSTEMS AND IT SPECIALISTS. THE INFORMATION SYSTEM WILL BE LAUNCHED IN 600 ASCS BY THE END OF 2020.

The Vulyk Information System has been tested: piloting project for ASCs

The pilot phase ran from August 2018 to March 2019. Ten administrative service centres (ASC) in seven regions in Ukraine took part in the launch of the Vulyk information system.



ZHYTOMYR REGION:
the ASC in the city of Olevsk

KYIV REGION:
ASCs in the towns of Ukrainka, Rzhyshchiv and Obukhiv

TERNOPIL REGION:
the ASC in the city of Chortkiv

KHMELNYTSKYI REGION:
the ASC in the city of Kamianets-Podilskyi

ODESA REGION:
the ASC in the city of Yuzhne

KHERSON REGION:
ASCs in the cities of Kakhovka and Nova Kakhovka

Participants of the project:

Direct interaction between developers, executors, and administrators has helped to better understand the workflows of ASCs and adapt the system to the needs of the administrators.

Results

- The administrators of the selected ASCs have acquired practical skills in working with the system.
- The possibility of optimising the ASC's operation due to automation has been proven.
- Developers managed to improve the system taking into account the ASC's needs.

Example

Initially, the information system did not include a tool for measuring the time spent consulting citizens on meeting the requirements of documents for various government bodies. The administrators suggested adding a citizen counselling option to the system.

The ASC of the Nova Kakhovka City Council Executive Committee successfully implemented the pilot project

Dates

6/8/2018

The Memorandum of Cooperation was sighed between the State Agency for Electronic Governance of Ukraine, the EGOV4UKRAINE project and the Nova Kakhovka City Council

11/4/2019

The ASC of Nova Kakhovka was awarded as the most active participant of the project during the Vulyk Pilot Summary Seminar

Assessment

YULIYA ORMANZHY, ASC MANAGER

"Vulyk has convenient functionality and an accessible interface and therefore increases the accessibility and quality of administrative services. The system significantly improves the operational efficiency of public service administrators, and also simplifies their work. The Vulyk system also allows the acceleration of appointment times and provision of administrative services to citizens and legal entities."

Conclusions

During the pilot stage, Vulyk proved itself to be a information system that provides for:

- Easier and faster processing of applications
- Maintaining database of customers records and the database search function
- Convenient monitoring of each application
- Deadline monitoring for timely provision of administrative services
- Ability to measure the quality of an ASC operation based on indicators and statistics

EGOV4UKRAINE EXPERT ANDRIY PISKUN CONDUCTS TRAINING FOR ASC ADMINISTRATORS

WORK PROCESS OF AN ASC IN NOVA KAKHOVKA

PARTICIPANTS OF THE PILOT PHASE DURING THEIR VISIT TO THE OFFICE OF THE E-GOVERNANCE ACADEMY (TALLINN, ESTONIA) IMPLEMENTING THE EGOV4UKRAINE PROJECT

The Vulyk system is developed and implemented within the framework of the EGOV4UKRAINE project under the U-LEAD with Europe support programme, running from 2016 to 2020. It is financed by the European Union and its Member States: Denmark, Estonia, Germany, Poland and Sweden.

European Union

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