EGOV4UKRAINE - EMPOWERING ADMINISTRATIVE SERVICE DELIVERY

EGOV4UKRAINE - Empowering Administrative Service Delivery

EGOV4UKRAINE is a U-LEAD support project, which improves public service provision in Ukrainian communities (hromadas) and cities by developing and implementing the governmental data exchange system Trembita and the information system Vulyk for administrative service centres (ASCs).

The ICT solutions, created by the project, make the governance more transparent and effective at the national and municipal level and support the development of the public services.

The EGOV4UKRAINE project ("Support for E-Governance Decentralization in Ukraine") is part of the Ukraine's decentralisation support programme U-LEAD with Europe, which runs from 2016 until 2020. It is financed by the EU and its Member States Denmark, Estonia, Germany, Poland and Sweden.

At a Glance

Duration: November 2016 – October 2020

Budget: 5,8 million €

Implementer: e-Governance Academy

Beneficiary: State Agency for e-Governance of Ukraine

Partners: The Trembita system is developed by the consortium of Estonian-Ukrainian companies Cybernetica AS and Soft Xpansion Ukraine LLC; the software for Vulyk is developed by the IT company Soft Xpansion Ukraine LLC.

Project Team

Mari **Pedak** - Team leader

Dmytro **Savranchuck** - Cyber security expert

Mykola **Samar** - IT expert - Vulyk

Hannes **Astok** - Project manager

Denys **Pryharin** - IT expert - Trembita

Andrii **Piskun** - Senior IT expert - Vulyk

Yurii **Kopytin** - Senior IT expert - Trembita

Oleg **Burba** - E-services development expert

Anna **Gladun** - Project assistant

Timeline of project activities

Procurement of the data exchange system
March 2017 - July 2017

Contest to find a name for the data exchange system. The system was named Trembita
October 2017

Procurement of the information system for ASCs
December 2017 - March 2018

Development of a data protection system for Trembita
March 2018 - February 2019

Development and installation of the information system for ASCs
April 2018 - October 2018

Training seminars for IT specialists on the Trembita system
August 2018 - September 2018

IV Forum for Public Sector IT Directors of Ukraine
November 2018

Support for public institutions to join the Trembita and develop e-services
November 2018 - 2020

January 2017
II Forum for Public Sector IT Directors of Ukraine

November 2017
III Forum for Public Sector IT Directors of Ukraine

April 2018
Brainstorming session to find a name for the Information system for ASCs. The information system was named Vulyk.

September 2018
The Trembita system is delivered to the State Agency for e-Governance

July 2017 - September 2018
Development of the data exchange system.

March 2018 - April 2018
Installation of the Trembita system

May 2018 - October 2018
Piloting the information system Vulyk in 10 ASCs

November 2018 - 2020
Implementation of Vulyk in up to 400 ASCs, service integration and development

● Communication, networking ● Trembita ● Vulyk

III Forum of IT Directors of Ukraine

Study training of IT experts on Trembita system

Trembita –
data should do the running, not people

Trembita system is a modern organisational and technical solution that allows secure interactions between information systems of state authorities and local governments through the exchange of electronic messages via the internet.

The Trembita system:

- supports the **easy and unified development** of interactions between information systems because it uses a single set of rules and formats,

- guarantees a **high level of security** through the use of electronic signatures, data encryption, event logging, access control to e-services and "denial of service" protection mechanisms,

- provides **protection against data manipulation and ensures resistance** to failures because the data exchange between different organisations occurs without passing through intermediate nodes,

- provides **access to data** from state registers to various institutions, in accordance with their given access rights,

- implements the **"once only"** principle in Ukraine, which allows authorities to reuse data previously supplied by citizens or businesses.

Benefits of the Trembita system:

operates as fundamental infrastructure for providing e-services

works as a basis for the provision of public services in ASCs

helps combat corruption

raises the quality of administrative services

enables interaction between the state and citizens

The Trembita system is based on the improved Estonian data exchange platform X-road that works as a backbone of the Estonian digital society.

Features of the Trembita system

Decentralized
Trembita system is a completely distributed, resilient system. Trembita system does not centralize the data and does not change the ownership of the data.

Secure
The Trembita system ensures the authenticity, integrity and non-repudiation of exchanged data. All outgoing data from the Trembita system is digitally signed and encrypted, all incoming data is authenticated and logged.

Reliable
The Trembita system does not have a single point of failure. All components in the infrastructure can be made redundant for high resiliency against failures and attacks. Components that are available over a shared or public network employ protective measures against denial of service (DoS) attacks.
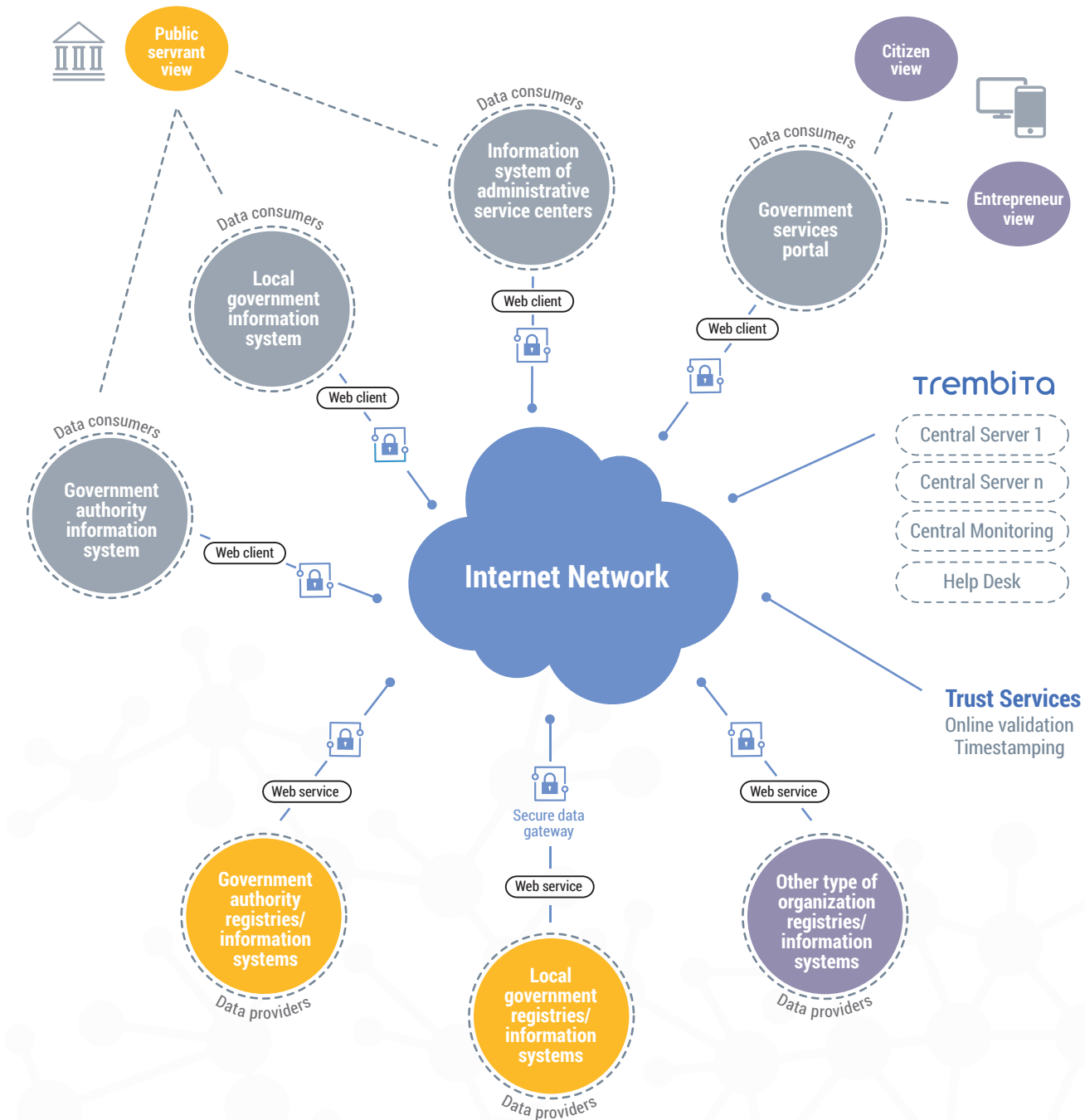
Flexible
The Trembita system connects information systems built on any platform. Trembita does not prescribe any tools or technologies for the internal use of organisations.

Easy to use
The Trembita system is easy to adapt, all communication is based on web services and can therefore be easily used by all developers.

Vulyk - a modern information system for ASCs

FAST - EFFICIENT - ACCOUNTABLE - TRANSPARENT - COST-EFFECTIVE

Vulyk helps to improve the availability and quality of services provided by Administrative Service Centres (ASCs) by developing communication and work processes, and by increasing the accuracy of data.

Vulyk automates the work of the ASCs and allows to speed up the delivery of services up to 10 times through:

- reuse of data from national registers

- provision of services directly to citizens

The information system will be launched in up to 400 ASCs across Ukraine by the end of 2020.

Several ASCs started using Vulyk in October 2018:

Kiev

Ukraine

Ten municipalities signed the partership agreement to start implementation of the modern information system Vulyk.

Features of Vulyk

- ☑ Provides ASCs with the main functionalities, through a centralised system.

- ☑ Enables the development and customisation of administrative services, without the help of IT specialists.

- ☑ Allows the exchange of unified digital documents.

- ☑ Accelerates inquiries, requests, and general communications between ASCs and service providers, via the data exchange system Trembita.

- ☑ Reduces mistakes and increases accuracy, by using various customised dictionaries.

- ☑ Ensures the reliable storage and protection of information.

- ☑ Enables users to work remotely.

- ☑ Provides a centralised helpdesk and support system.

- ☑ Includes centralised system maintenance features.

About the implementer

The e-Governance Academy has supported Ukraine's efforts towards e-governance since 2012. Previously, the Academy's experts have helped Ukraine to build the policy development, administrative and communication capability of the State Agency of e-Governance of Ukraine, develop government-wide digital documents exchange system, pilot an interoperability solution and create digital document management systems and e-services for local governments in West Ukraine.

The e-Governance Academy is a non-profit consultancy organisation founded for the creation and transfer of knowledge and best practice concerning e-governance, e-democracy, national cyber security and open information societies. Since 2002, the e-Governance Academy has cooperated with more than 130 organizations from 90+ countries and trained more than 4,000 officials.