

# Vulyk to Improve the Service Delivery in Ukraine

## U-LEAD support project EGOV4UKRAINE

**Mari Pedak**  
Team Leader  
EGOV4UKRAINE

Implemented by



THE STATE AGENCY  
FOR ELECTRONIC  
GOVERNANCE IN UKRAINE



# E-Governance Academy Kyiv Team



Implemented by



THE STATE AGENCY  
FOR ELECTRONIC  
GOVERNANCE IN UKRAINE

U-LEAD SUPPORT PROJECT EGOV4UKRAINE

# Support to Decentralization Reform

778 ASCs,  
125 in newly  
established  
hromadas



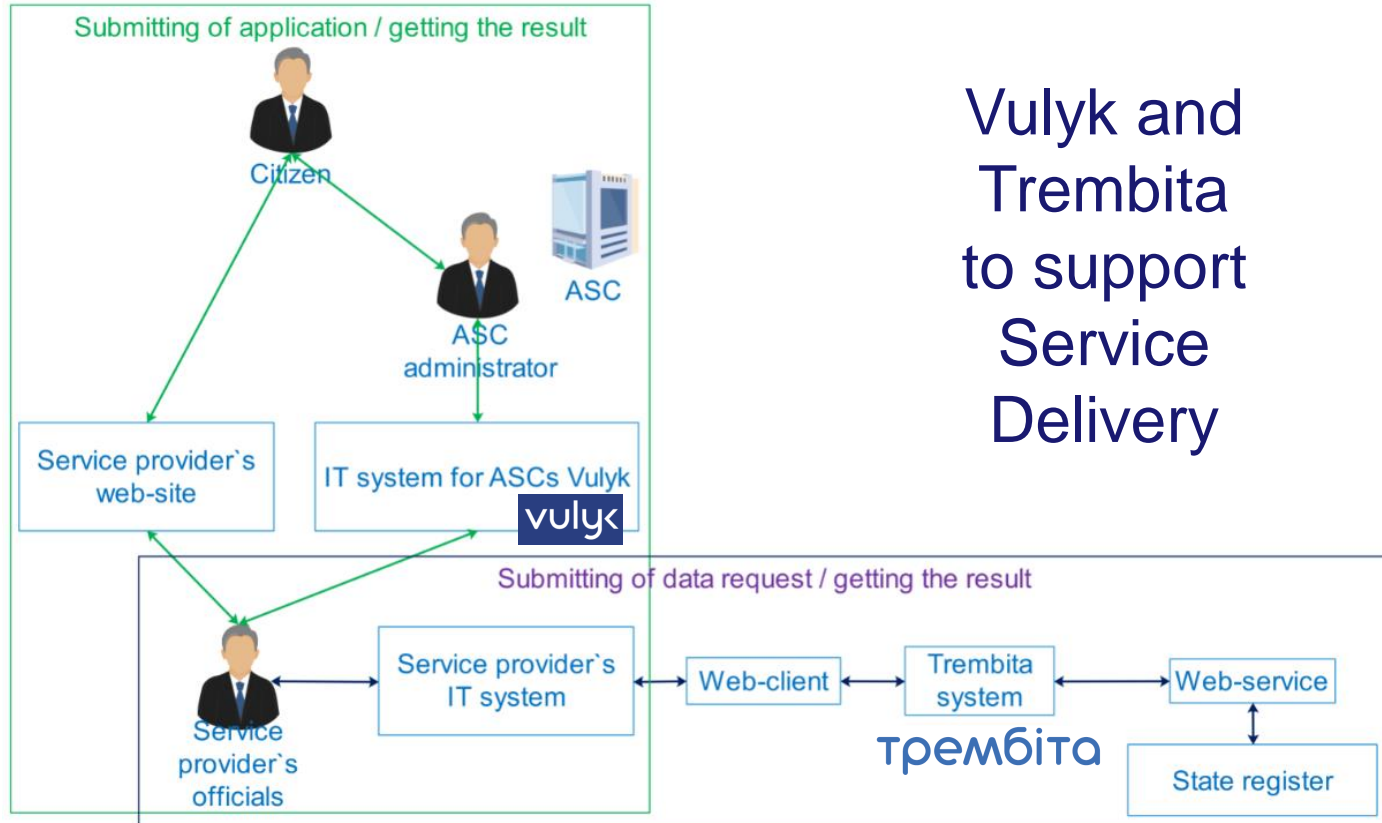
Implemented by



THE STATE AGENCY  
FOR ELECTRONIC  
GOVERNANCE IN UKRAINE

U-LEAD SUPPORT PROJECT EGOV4UKRAINE

# Vulyk and Trembita to support Service Delivery



Implemented by



THE STATE AGENCY  
FOR ELECTRONIC  
GOVERNANCE IN UKRAINE

U-LEAD SUPPORT PROJECT EGOV4UKRAINE

# Vulyk

- IT tool for newly established hromadas
- Digital working place for administrators of ASCs
- Ability to customize services
- Piloted at 10 ASCs
- 58 officials and 31 developers trained
- Implementation in collaboration with SKL International and NIRAS



<https://vulyk.gov.ua/#/>

Implemented by



THE STATE AGENCY  
FOR ELECTRONIC  
GOVERNANCE IN UKRAINE

U-LEAD SUPPORT PROJECT EGOV4UKRAINE

# Development of Vulyk continues to reach paperless service and once-only principle

Implemented by



THE STATE AGENCY  
FOR ELECTRONIC  
GOVERNANCE IN UKRAINE

U-LEAD SUPPORT PROJECT EGOV4UKRAINE

The screenshot shows the top navigation bar of the Vulyk website. It includes the gov.ua logo, the Ukrainian coat of arms, and a link for visually impaired users. The main header identifies the system as 'Інформаційна система "Вулик"' (Information System 'Vulyk') and its sub-system 'Підсистема СЕВ ОБВ'. Below the header is a navigation menu with links for 'Про "Вулик"', 'Новини', 'Як підключитись?', and 'Зворотній зв'язок'. The main content area features a large image of a modern building with a glass facade and a blue banner that reads '«Пакетні» послуги за життєвими ситуаціями'. To the right of the image is a 'Новини' (News) section with several news items and a link to 'Усі новини'. At the bottom of the page, there are four statistics cards, each with an icon and a numerical value:

Icon	Value	Description
Person at a desk	10	ЦНАПів
Document	6253	послуг надано
Envelope	7121	оброблено заяв
Alarm clock	120	заяв на розгляді

# Trembita System as Basis for Service Development

- Customized X-Road (Estonia)
- Access to central registers
- Secure decentralized system certified in December 2018
- 144 officials trained



трембіта

<https://trembita.gov.ua/ua>

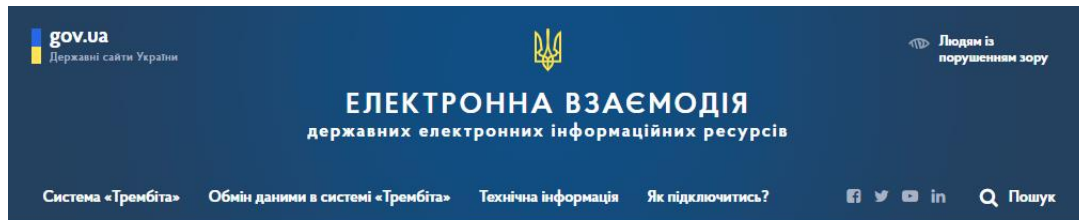
Implemented by



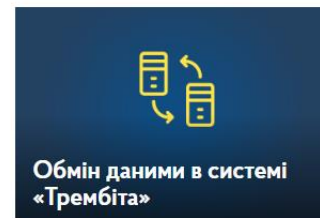
THE STATE AGENCY  
FOR ELECTRONIC  
GOVERNANCE IN UKRAINE

U-LEAD SUPPORT PROJECT EGOV4UKRAINE

- 15 authorities have joined with Trembita
- 9 authorities are connected to Trembita
- G2G services are under development



### Інформація про систему



### Новини та події



Україна має усі передумови для цифрового розвитку

01 червня 09:13 2018 року

Українські лідери та експерти з е-урядування поділилися досвідом на конференції з електронного урядування в Таллінні

Усі новини >

Implemented by



U-LEAD SUPPORT PROJECT EGOV4UKRAINE





**Thank you!**

Implemented by



THE STATE AGENCY  
FOR ELECTRONIC  
GOVERNANCE IN UKRAINE



МІНІСТЕРСТВО РЕГІОНАЛЬНОГО РОЗВИТКУ  
ІНФРАСТРУКТУРИ ТА ЖИТТЄВОГО КОМП'ЮТЕРИЗАЦІЙНОГО ІСТОТНОСТІ  
УКРАЇНИ

