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IGOV - PORTAL OF STATE SERVICES

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The purpose and objectives. The purpose is disclosing features of website and revealing the main goal of developers. Objectives are to inform others that using electronic services is much more convenient, saves time and prevents corruption.

Object of research. The research deals with the iGov, a portal of state services.

Methods and means of research. Analyze references and sum up of a common data, general comparison, study resources.

Scientific innovation and practice. Using public services in online format has many advantages such as allows you to fight with corruption, saves time citizens and increases the efficiency of works.

Results of research. The iGov.org.ua project is a website, where public services are collected in electronic form. In Ukraine there are a lot such of "services", because of which citizens and businesses are forced to interact with our state bodies, giving out bribes and wasting time and nerves.

The idea is simple: if the service is transferred to electronic rails, everyone benefits from this. Citizens do not need to physically contact officials, but if they still need to go somewhere, then at a specific time, and not "by agreement" or taking turns in the morning. Officials whose actions are controlled by the electronic system, there are fewer opportunities for unreasonable refusals or delays. The leaders of state bodies have the opportunity to optimize the staff (or to transfer officials to more efficient work), because often the IT system can replace an entire army of employees.

There are three main reasons why the processes have been translated into electronic form. The first is the fight against corruption, when at least part of the service is electronic. In this case, the corruption component is significantly reduced. Instead of handing out bribes to officials, you make a few clicks on the Internet and get one or another service. The second is convenience for citizens. Excluded queues and unnecessary communication with officials. It takes several minutes to process your application. The third is to increase the efficiency of labor. What earlier departments have done before, now occurs in an automatic mode. Thus, the state greatly saves on the labor of its employees.

The portal has about 1100 services, including "exotic" - for financial institutions - about 100-150. Of these, about 400 are already in electronic form. For example: passports, birth certificates, change of name, marriage, divorce, retirement, driver's license, soft katehriyi population, emigration, immigration, health and self-defense and much more for citizens and businesses. And all services to citizens will cost them some money, which is cheaper than traveling by taxi. Of course you will need to come to pick up something that order, but there are many services, when you do not have to go anywhere at all. You receive a response to an e-mail or SMS message. The third option is via Ukrposhta. You tell the address where you want to send the results, and you send them there.

Another advantage of the system is that when the form is filled, the machine automatically checks the correctness of the answers. If you miss a field or fill it in correctly, the system will most likely indicate an error so that the person does not wait for the official's answer. But if you did something wrong after all, the system or the official will tell you that

it's you who, having gone to the Internet, correct everything for a minute and send the application again.

The creator of the project is Dmitry Dubilet, he works as an IT director of the bank, and iGov for him and others is a purely volunteer project, to which he devotes about 30 percent of his free time, and indeed all his life. But he believes that the project does not belong to anyone.

First, iGov is an open source project. Perhaps you've heard about such phenomena as Linux, Firefox or VLC Player. All these projects have a so-called open source, to the development of which anyone can connect. The iGov code is laid out on the GitHub, so if you are a developer, I take the opportunity to invite you to join the development! Participation of volunteers in the project is expressed not only in programming. Increasingly in Ukraine, the iGov movement is expanding, which requires local authorities to start using this free platform. They hold meetings, seminars, even prepare rallies.

Secondly, iGov is a great example of interaction between civil society and the state. Fortunately, practically all ministries and regional administrations have progressive people (if not on the first level, then on the second), without whose support, of course, there could be no question of any development of the project. For example, the leader in Ukraine on the introduction of electronic services for today is the Dnepropetrovsk region, because the governor and his team have set themselves this topic for daily monitoring.

Conclusions. World is constantly evolving. All the services transferred to electronic format to conserve time and to ensure transparency. To date, therefore in our country this volunteer organization is very useful and necessary, because the project has practically zero budget and a lot of benefits.

Key words. Services, state services, portal of state services, electronic system, IT system, fight against corruption, volunteer project.

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