

The background of the slide is the flag of Singapore, which consists of a red field with a white crescent and five white stars in the upper left corner, and a white field with a red diagonal stripe in the lower right corner. The text is overlaid on the red field.

**Досвід впровадження
е-урядування у
Сінгапурі для України**

Стратегічні цілі розвитку:

- Перебудова уряду в рамках цифрової економіки;
- Надання інтегрованих е-послуг;
- Прозорість і чуйність уряду;
- Використання ІКТ для відкриття нових можливостей;
- Новаторство за допомогою ІКТ.



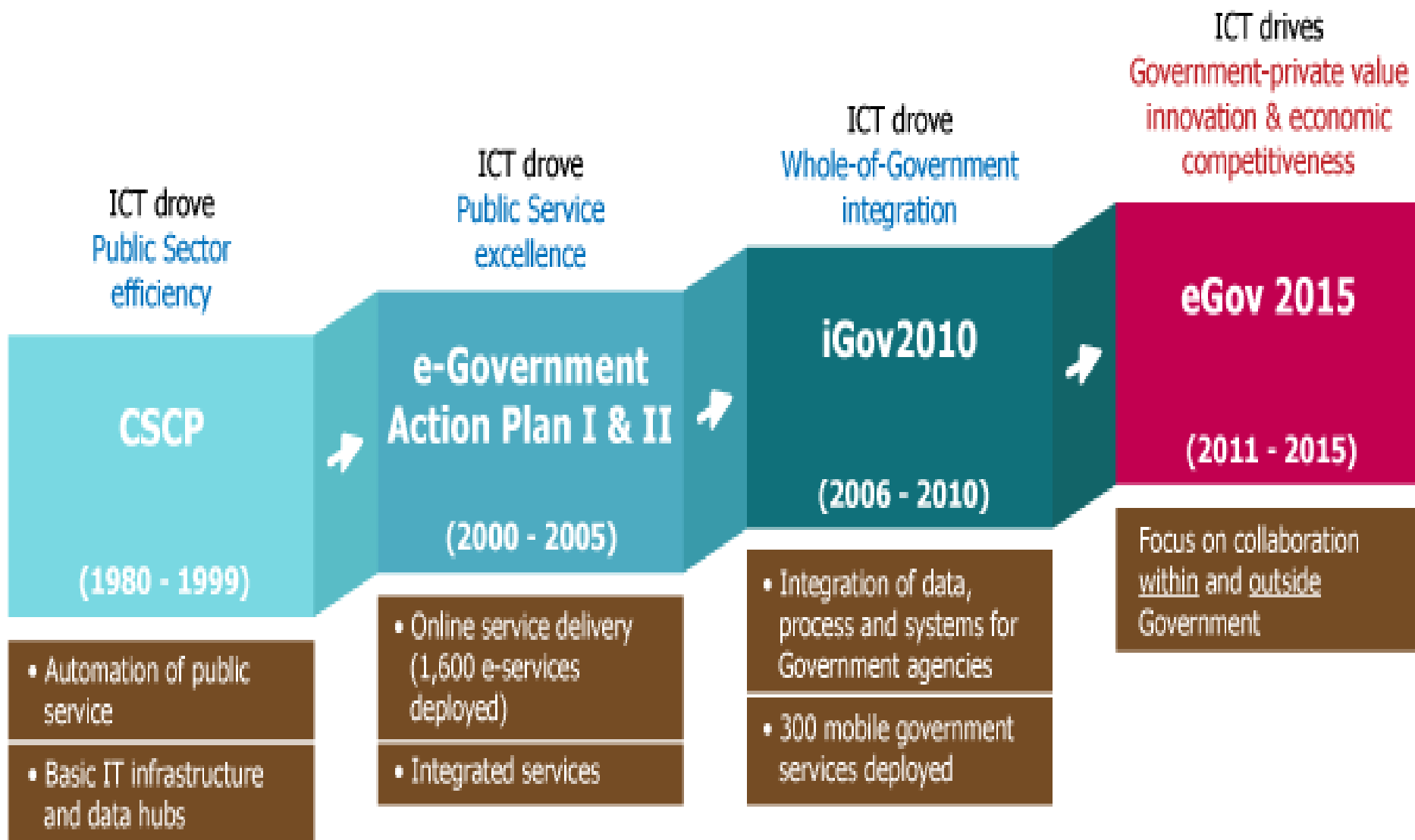
00H «E-Government Survey 2014: E-Government for the People»

[https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2014-Survey/E-Gov Complete Survey-2014.pdf](https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2014-Survey/E-Gov%20Complete%20Survey-2014.pdf)

World e-government leaders (Very High EGDI) in 2014

<i>Country</i>	<i>Region</i>	<i>2014 EGDI</i>	<i>2014 Rank</i>	<i>2012 Rank</i>	<i>Change in Rank (2012–2014)</i>
Republic of Korea	Asia	0.9462	1	1	-
Australia	Oceania	0.9103	2	12	↑ 10
Singapore	Asia	0.9076	3	10	↑ 7
France	Europe	0.8938	4	6	↑ 2
Netherlands	Europe	0.8897	5	2	↓ 3
Japan	Asia	0.8874	6	18	↑ 12
United States of America	Americas	0.8748	7	5	↓ 2
United Kingdom	Europe	0.8695	8	3	↓ 5
New Zealand	Oceania	0.8644	9	13	↑ 4
Finland	Europe	0.8449	10	9	↓ 1
Canada	Americas	0.8418	11	11	-
Spain	Europe	0.8410	12	23	↑ 11

Етапи впровадження е-урядування

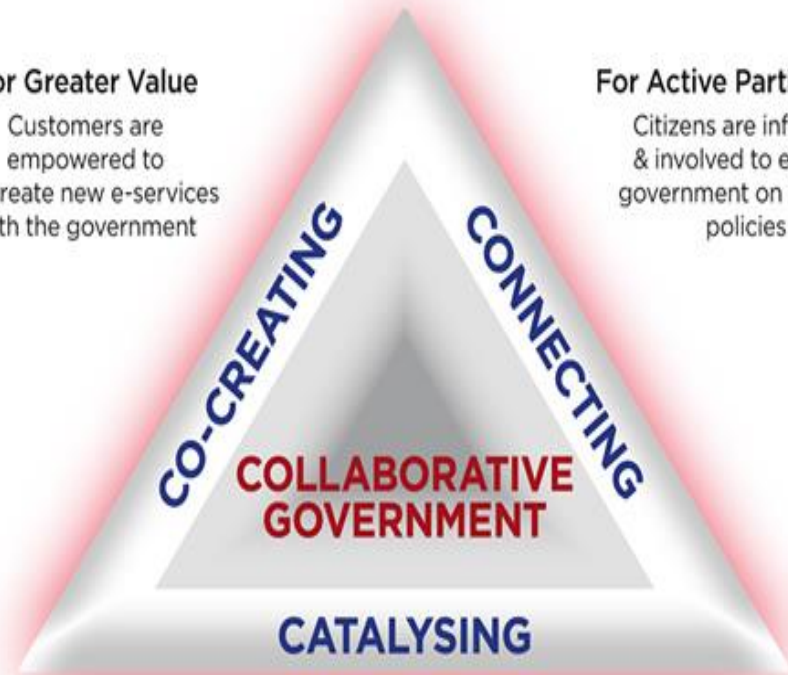


Стратегія розвитку: план eGov2015

1. Спільне створення більшої цінності.
2. Об'єднання для активної участі.
3. Стимулювання загальнодержавних перетворень.

For Greater Value
Customers are empowered to co-create new e-services with the government

For Active Participation
Citizens are informed & involved to engage government on national policies



Whole-Of-Government Transformation

Whole-of-government collaboration is enhanced through innovative and sustainable technologies

Об'єднаний портал Сінгапурського уряду (www.gov.sg)

www.gov.sg

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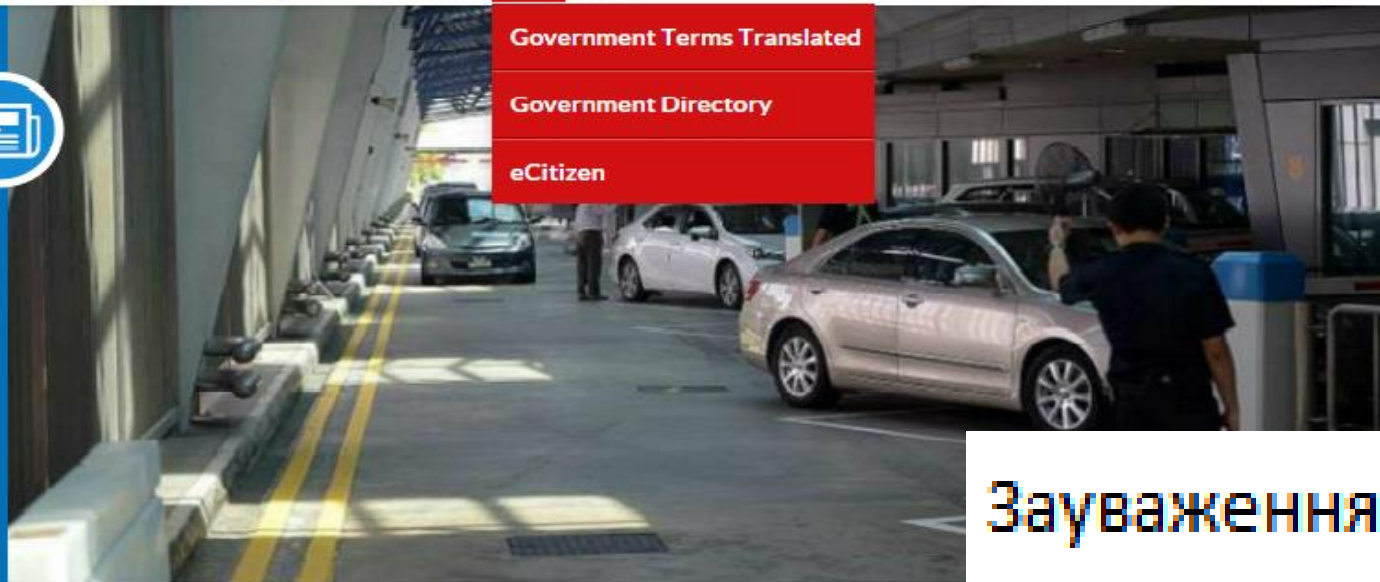
Events

Upcoming events in Singapore

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Government Terms Translated

Government Directory

eCitizen

From The Media

22 December 2015

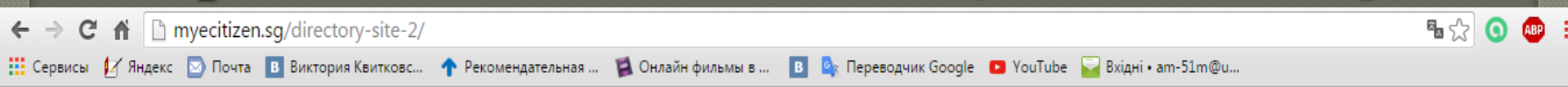
Travellers without proper documents are contributing to longer waiting times at checkpoints, says ICA. In other news this Tuesday, signing up for SingPass

Зауваження

Звернення

Пропозиції

портал Е-урядування громадянам (www.mycitizen.sg)



Singapore Citizen's Guide

Directory Site

National and State Public Holidays of Singapore in 2015



Automobile



Business



Education



Finance & Banking



Home Living



Medical & Healthcare



Or **Зміна клімату**

Заборона паління

Подолання бюрократії

Ті **Ефективність уряду**

Інформативна СМС розсилка



Industrial



Restaurant & Dining

G2C: портал для громадян (www.ecitizen.gov.sg)

www.ecitizen.gov.sg/Pages/default.aspx



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Податкове управління IRAS

(www.iras.gov.sg)

https://www.iras.gov.sg/IRASHome/Quick-Links/Payments/Internet-Banking/

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Making Payment

To make payment via Internet Banking:


1. Log in to your bank's Internet Banking Portal
2. Select "**Bill Payment**" option and enter IRAS as the billing organisation
3. Enter your **Payment Slip No.** under Bill Reference/ Bill Account/ Consumer Reference No..
For payment of Individual Income Tax, you can enter your Tax Reference No. instead.

Електронні заяви
Електронні реєстрації
Лотерея щорічно


Імміграційна служба та прикордонний КОНТРОЛЬ (www.ica.gov.sg)

www.ica.gov.sg

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 Immigration & Checkpoints Authority

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At Immigration & Checkpoints

- List of eServices & Forms
- Booking of Appointment
- Student's Pass
- Passport
- Identity Card
- Entry Visa
- Visit Pass
- Citizenship
- Certificate of Identity
- Re-Entry Permit
- APEC Business Travel Card
- Permanent Residence
- Shipping Crew
- Birth / Death Extracts

If you are a Singaporean

- Apply for/ Renew Passport
- Register Identity Card
- Report Loss of IC
- Extend Validity of Singapore Passport (11-17yr old NS men)
- Register Birth/ Death
- More about Citizen Services...

If you are a Singapore Permanent Resident

- Apply for Permanent Residence
- IC
- Loss of IC
- Register Birth/Death
- Renewal of Re-Entry Permit
- More on Permanent Resident Services...

If you are a Visitor

- Check if You Need Entry Visa
- Extend your Short-Term Visit Pass
- Apply for Long-Term Visit Pass
- Pre-Marriage Long-Term Visit Pass Assessment
- Apply for Student's Pass
- More on Visitor Services...

Plan your journey in advance for a smoother travelling experience at Tuas and Woodlands Checkpoints

Click here to view the full travel advisory.

Frequently Accessed eServices

- Apply for / Renew passport (APPLES)
- Apply for / Renew long-term stay (e-VP)
- Book/Change/Cancel appointment (e-Appointment)
- Apply for / Renew Re-Entry Permit (e-REP)
- Extend short term stay (e-XTEND)

ect.aspx?page=e_services.aspx?pageid=313

Урядовій портал для зворотного зв'язку (www.reach.gov.sg)

https://www.reach.gov.sg

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1 More!

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2

30,500 SG50 Babies Thus Far:
DPM Teo

Counters Open at

Simplified Process for

G2B: Сінгапурський портал для бізнесу (www.psi.gov.sg)

https://www.psi.gov.sg/NASApp/tmf/TMFServlet?app=RCB-BIZFILE-LOGIN-1B

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- > Deposit Services
- > Transaction Status Enquiry
- > Payment
- > Refund
- > Referral Authority

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BizFile System Migration

BizFile will not be available from 26 Dec 2015 to 2 Jan 2016 for system migration.

Public is advised to complete all BizFile related transactions before 25 Dec 2015, 2330 hrs. This includes seeking the necessary endorsements from business partners and making payments, if required.

A few select BizFile transactions will not be available from 22 Dec 2015 to 2 Jan 2016. More details on the affected transactions can be found on ACRA website at www.acra.gov.sg.

in Bizfile, the terms "professional body/ service bureau" and "prescrib

Comparison Table		
BUSINESS FIRM (SP or Partnership)	LOCAL COMPANY (Public/Private Ltd)	FOREIGN COMPANY
LIMITED LIABILITY PARTNERSHIP		LIMITED PARTNERSHIP

LOGIN

SingPass



BizFile currently supports Internet Explorer 8.0 and below. We will include other browsers in our future enhancements.

1) Login via SingPass unavailable

SingPass will be undergoing maintenance on the following day(s):

- 20 Dec 2015 (Sun) from 12 midnight to 08:00am

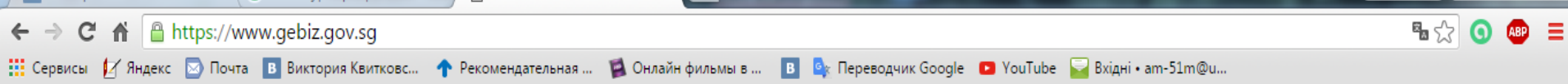
Login to BizFile via SingPass will not be available.

We apologise for any inconvenience caused

2) Scheduled Maintenance

There will be scheduled

Сайт урядових пропозицій та тендерів (www.gebiz.gov.sg)



Home Scheduled Maintenance Contact Us

Login & others services

Temporary Not Available!
We apologise for any inconvenience caused.

Scheduled Maintenance

Dec '15 to Jan '16
Scheduled Maintenance

In preparation for the transition to Next Generation GeBIZ, please note the following scheduled maintenance.

Portal	Notice Date	Scheduled Maintenance		Services Affected	Remarks
		From	To		
GeBIZ	08 Dec 2015	Saturday 12 Dec 2015 12.00 am	Monday 14 Dec 2015 6.00 am	GeBIZ	GeBIZ will be unavailable. To view and respond to business opportunities, please use the Next Generation GeBIZ .
GeBIZ	08 Dec 2015	Saturday 19 Dec 2015 12.00 am	Monday 21 Dec 2015 6.00 am	GeBIZ	GeBIZ will be unavailable. To view and respond to business opportunities, please use the Next Generation GeBIZ .
Next Generation GeBIZ	08 Dec 2015	Sunday 20 Dec 2015 12.00 am	Sunday 20 Dec 2015 8.00 am	SingPass and Next Generation GeBIZ	The system is not available during this period due to scheduled maintenance.
GeBIZ	08 Dec 2015	Friday 08 Jan 2016 12.00 am	Monday 11 Jan 2016 6.00 am	GeBIZ	GeBIZ will be unavailable. To view and respond to business opportunities, please use the Next Generation GeBIZ .

Please take note that the following service would be affected due to SingPass scheduled maintenance.

Service Provider	Notice Date	Scheduled Maintenance		Services Affected	Details
		From	To		
		Sunday	Sunday		

Сінгапурський персональний ДОСТУП (www.singpass.gov.sg)

https://www.singpass.gov.sg/spauth/login/loginpage?URL=%2F&TAM_OP=login

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SingPass ID

Password

Login

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Don't have a Singpass Account? [Register Now](#)

Security Advisory



Protect your SingPass with strong passwords

Change your SingPass password regularly

Visit the [GoSafe Online](#) website to learn more about how to protect yourself against cyber threats.

What can you do after Login?



Update Account Details



Change My Password



View Transaction History



Set Up 2-Step Verification (2FA)

Проаналізувавши досвід впровадження електронного урядування та досвід надання електронних послуг у Сінгапурі, можна виділити такі позитивні аспекти:

- ◎ **простота і доступність електронних послуг;**
- ◎ **залучення переважної більшості громадян до користування ними;**
- ◎ **зменшення витрат компаній та громадян;**
- ◎ **спрямованість на покращення і удосконалення послуг, підвищення їх якості та безпеки;**
- ◎ **підвищення прозорості та відкритості діяльності уряду завдяки е-демократії;**