суспільних утвореннях, які реалізують державну політику і надають державні послуги.

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Fesenko G., D. Sc.,
Deeb K., United Arab Emirates
O. M. Beketov National University of Urban Economy in Kharkiv, Ukraine

THE VALUE OF IT FOR URBAN MANAGEMENT

Cities are a "living platform" more than half of the planet's inhabitants. According to the United Nations, sustainable cities will be a major engine for pursuing

Sustainable Development Goals. Today, the unsustainability is a challenge facing towns and cities globally.

The size of cities and their growth, their social and spatial divides, their economic characteristics and institutional dimensions manifested through different urban models: from degrading to a smart city. In this situation, local governments are increasingly being recognized as essential actors for the achievement of sustainable development.

The new complexities of cities of today require a constant and fluid dialogue between institutions, on the one side, and between people and institutions, on the other. The local governments have the proximity to translate the principles of good urban governance to effectively manage, govern and develop a city and to ensure equitable access to citizenship. UN proposes Urban Governance Index for measuring the extent and progress of urban governance and urban participation.

It is noteworthy that in the age of the "information society" information and communication technology (ICT) can become a catalyst to improve governance in towns and cities. The benefit of such technology is the maximization of rapid and effective information transfer to communities and individuals. ICT helps increase the levels of participation, efficiency and accountability in public urban policies, if the tools are appropriately used.

E-governance is a valuable ICT tool with which to reach a wider population through various online service deliveries and options, including mobile devices. With the help of ICT, it is possible to improve the level of provision of municipal services, the transparency of government and the level of trust in it by citizens, and generally positively influence the competitiveness and well-being of society.

The use of ICTs in government can effectively support an integrated and inclusive implementation of the SDGs, including Goal 11 "Sustainable cities and communities". This is due to ICTs cross-cutting contributions to making cities inclusive, safe, resilient and sustainable. Local governments integrate aspects of e-governance into their operations, ranging from basic websites to sophisticated, interactive online platforms. Developing an e-governance framework that incorporates accountability, social inclusion, and sustainable practices into urban governance provide a useful starting point for municipalities.

Generally, centralized and comprehensively strategized e-governance should allow for more effective and optimized coordination and control of Smart City functions and operations. It is necessary to make full use of the potential offered by digitization and pursue a vision of Smart Sustainable City.

The UN Digital Governance in Municipalities seems to be the most solid because it is comprehensive and assesses five important components (security and privacy, usability, content, services, and citizen participation). This continuing research evaluates the websites of municipalities in terms of digital governance and ranks them on a global scale. Simply stated, digital governance is comprised of both digital government (delivery of public services) and digital democracy (citizen participation in governance). The research focuses on cities throughout the world based on population size and the total number of Internet users in each nation.

The identification of cities based on these factors proceeded through the utilization of statistics published by the International Telecommunication Union (ITU), an organization affiliated with the United Nations (UN). To determine the 100 most wired nations worldwide, information on the total number of online users was compiled from the ITU-UN. In each country, the largest city by population was then selected as a surrogate for all cities in that country.

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