

**Volodymyr Kazachenko**

Kyiv National Economic University named after Vadym Hetman, Ukraine

ORCID <https://orcid.org/0000-0001-6756-6031>

## **INFORMATION MANAGEMENT IN THE PROCESSES OF DIGITALIZATION OF COMMUNICATION INTERACTION OF UKRAINIAN LAW ENFORCEMENT AGENCIES**

The article examines the specific features of applying information management approaches in the digitalization of communication interaction within Ukrainian law enforcement agencies. Information management is considered a crucial factor in enhancing the effectiveness of internal, interagency, and external communications in the context of the digital transformation of the security and defence sector. The study identifies the main areas of communication interaction among law enforcement agencies, including the provision of administrative services, the development of public service relations with citizens, the organization of joint and closed meetings, as well as the implementation of communication-mediation practices and digital feedback mechanisms that contribute to more effective communication and partnership-based interaction between law enforcement agencies and the public. Current trends in the development of information management are characterized, and the key barriers hindering the digitalization of communication processes are outlined. Particular attention is paid to the practical aspects of implementing electronic document management systems and integrating digital tools, using the Security Service of Ukraine as a case study. The article analyzes the potential of the System of Electronic Interaction of Executive Authorities (SEI EA), electronic document management systems, and integrated electronic services in ensuring efficient information exchange, supporting public service activities, providing digital support for administrative services, and coordinating joint and closed meetings among entities of the security and defence sector. Based on the generalization of practical experience, recommendations are developed for improving digital communication interaction and advancing information management practices in other law enforcement agencies of Ukraine.

**Keywords:** Information management, digitalization, digital transformation, communication interaction, public service relations, mediation, law enforcement agencies, electronic document management, System of Electronic Interaction of Executive Authorities (SEI EA), administrative services, joint and closed meetings, information systems, communication management.