

QO'QON UNIVERSITETI XABARNOMASI

ILMIY-ELEKTRON JURNALI
5-SON

**KOKAND UNIVERSITY
HERALD**

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UNIVERSITETI
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XABARNOMASI

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MANAGEMENT OF PROCESSES OF IMPLEMENTATION OF STATE INTERACTIVE SERVICES THROUGH INFORMATION TECHNOLOGIES

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MAQOLA HAQIDA	ANNOTATION
<p>Qabul qilindi: 24-dekabr 2022-yil Tasdiqlandi: 26-dekabr 2022-yil Jurnal soni: 5 Maqola raqami: 2 DOI: https://doi.org/10.54613/ku.v5i5.203</p>	<p>The article considers the processes of implementation of public interactive services through information technology. Studied the world experience in the provision of information and communication services. The theoretical and methodological foundations and the contribution of foreign and local authors to the consideration of this problem are also considered. It is concluded that public institutions can further help create a healthy business environment by providing the appropriate infrastructure to facilitate the entry of firms into the Internet. Organizations operating in areas with affordable high-speed Internet access will have an advantage over companies that do not have such access. In addition, local organizations will be able to transform the Internet using high-speed inclusiveness to create the latest business opportunities with appropriate consulting and financial support. Providing integrated services, available through a single channel, allows private companies and governments to collaborate.</p>
<p>KALIT SO'ZLAR/ Ключевые слова/ Keywords interactive services, e-Government, unified telecommunications policy, data collection, storage and exchange, software, advanced information and communication technologies, virtual and augmented reality, artificial intelligence, Internet resources, electronic commerce.</p>	

Introduction. In recent years, large-scale measures have been implemented in our country aimed at developing the sphere of information and communications, providing interactive services, improving the management system in this area, and training qualified specialists for this area.

Modern trends in the development of the economy and ongoing reforms show that, taking into account the geographical position of the republic, the formation and implementation of policies aimed at ensuring the quality and popularity of public interactive services, the introduction of modern technologies and intelligent field management systems are of particular importance.

The development of "digital entrepreneurship" through the production of software products and the creation of technological platforms, by 2023 it is planned to increase the volume of services in this area by 3 times and increase their export to \$100 million.

World experience shows that the field of information and communication technologies is becoming increasingly important in the provision of services. Today, digital technologies have penetrated all aspects of socio-economic life and their scope is expanding day by day. According to the experience of countries such as South Korea, Germany, the United States, China and India, which have great potential in this area, the development of the telecommunications sector, in turn, serves to accelerate innovative development, increase export potential, and ensure investment attractiveness. And employment of the population, as well as a further increase in the rate of economic growth.

Today, the leading "digital" countries are Norway, Sweden and Switzerland. The top 10 groups include the US, UK, Denmark, Finland, Singapore, South Korea and Hong Kong. At the same time, together with China, India, Malaysia and the Philippines, it took 39th place in the ranking of the digital economies of the world.

According to the data, 10.9% of global GDP is in the field of information and communication technologies, of which 10.0% is in China and 5.5% in India¹.

In order to provide a scientific solution to a number of problems related to the development of processes for the implementation of public interactive services by means of information technology in the world experience, targeted scientific research was carried out by the

world's largest research institutes and companies, such as ITU, Garner Research, Software and UNESCAP as they grow. , McKinsey, NASSCOM, IBM, IICD.

In the context of globalization, the development of the digital economy has become a task not only for individual economic systems, but also at the national level. With this in mind, Uzbekistan is implementing consistent measures to actively develop the digital economy, the widespread introduction of modern information and communication technologies in all sectors and areas, primarily in public administration, education, and healthcare. care and transportation.

Public interactive services are important in the development of the economy of any country, especially in the field of telecommunications.

If you look at world practice, today the digital economy is not limited to the sphere of e-commerce and services, but is rapidly penetrating into all spheres of life and gives its high results in each of them. In particular, if we look at the telecommunications sector, various projects are currently being implemented in Uzbekistan within the framework of e-government.

Research methodology. Considering this topic, we considered the theoretical and methodological foundations and the contribution of foreign and local authors to the consideration of this problem.

Literature review. The theoretical and methodological foundations for the development of the digital economy have been studied in the scientific works of European and American scientists such as

O. Toffler, N. Negroponte, G. Moore, B. Imla, D. Tapscott, T. Mezenburg, L. Margerio, E. Brianolfson, M. Gumaha and Z. Jamaluddin, J. Alderla, P. Piganyola, J.-J. Servan-Schreiber, J. Furastier, B. Brooks, Y. Garfield, S. Grade and others. In the field of information and communication technologies in the expansion of services, A.M. Babich, D.V. Valovaya, V.D. Markova, V.Yu. Morozov, A.G. Novitsky, A.R. Pankrup, X.A. Platonova, A.I. Potemkin, I. A. Rozhdestvenskaya, L.V. Sulpovar, V.A. Tupchienko, G.I. Khotinskaya, L.I. Yakobson, Ya. Yadgarov and others. The introduction of ICT services in government bodies is considered in the works of A.A. Belov, A.E. Volkov, A.V. Giglavniy, V.I. Drozhzhinov, B. Kristalny, Yu.A. Mikheev, Yu. Travkina and others.

¹ <https://review.uz/post/Uzbekistan-otsifrovivyaetsya>

Issues related to scientific research are studied by both domestic and foreign researchers, an example of which is A.I. Boltochko, Scientific electronic journal "Economics and innovative technologies", Ahmadzoda N.S. As an example, we can cite the foreign experience of state regulation in a digital economy, as well as the scientific work of Strizhenko and V.V. Ermakov, J. Islamov, D.N. Rakhimova, scientists of our country, presented the priority areas of state policy in the field of informatization in the innovative development of the logistics network. The functions and principles of state regulation of innovation activity in this area are also highlighted. Research U.M. Akhmedov cover the processes of minimizing the costs of ICT projects for automation and effective management of information resources and products in this network. You can also cite the scientific works and articles of F.A. Mirbabaeva and U.A. Shodmonova. In their work, they paid attention only to the theoretical aspects of the introduction of automated information systems in foreign economic activity. In the scientific papers that these researchers are indirectly related to the issues of the topic, the problems of the use of ICT in public authorities, the introduction of the "Electronic Government" system, the use of information technologies in enterprise and production management were studied.

At the same time, the studied scientific literature considers organizational problems related to information and communication support of authorized bodies directly or indirectly involved in the management of the process of implementing state interactive services of the AC, or international and regional organizations, and the problems of international information and communication cooperation in this area not fully explored.

Research results. The economic significance of the introduction of public interactive services based on ICT is based on the following characteristics:

The field of communication, not limited either in time or space;

- Clearly defined entry channels;

- Full transparency of the market - the ability to find out the conditions of competitors in a few seconds;

- Active users ready for certain expenses;

- Clear efficiency for the client;

- Possibility of dividing clients into groups;

- Possibility of statistical analysis of user behavior;

- Ability to quickly transfer statistical data;

- Possibility of expanding the functions of the system Possibility of statistical analysis of user behavior;

- Ability to quickly transfer statistical data;

- Possibility of expansion of system functions.

Managers of enterprises using information and communication technologies should be able to determine the cost-effectiveness of the costs of creating information and communication networks, databases, communication lines, etc. Different indicators can reflect the effectiveness of the use of information technology in various areas of economic activity - trade, business, advertising, publishing, etc.

The state is creating new tools to increase labor productivity, thereby creating a healthy business environment and giving local organizations an advantage over foreign companies.

Firms everywhere use e-commerce in their transactions to cut costs and improve workforce management. Interaction with government bodies further increases the competitiveness of private organizations and allows them to simplify various official procedures and reduce departmental red tape. It will be easier for organizations to comply with the law, and they will be able to quickly get to work. All this is studied through the possibility of filing documents electronically and paying taxes or submitting statistical records on the Internet.

For example, instead of going to the local government and filling out various paperwork, a contractor builder can apply for a building permit and agree on the terms of verification via email.

Conclusion. Government agencies can further help create a healthy business environment by providing the appropriate infrastructure to make it easier for firms to go online. Organizations operating in areas with affordable high-speed Internet access will have an advantage over companies that do not have such access.

In addition, local organizations will be able to transform the Internet using high-speed inclusiveness to create the latest business opportunities with appropriate consulting and financial support.

Providing integrated services, available through a single channel, allows private companies and governments to collaborate.

Public services have the right to change the lowest opinion of the population about the quality of the services provided and to regain the support and trust of citizens, making them the focus of any initiative to improve the state of affairs. The changing nature of customer relationships encourages the delivery of services in a new way, without long delays and complex procedures. Consumer-oriented companies are making significant strides in both personal and public relations.

Such companies have the opportunity to facilitate the use of services for citizens, increase the volume of services provided, and reduce the time spent by employees on joint activities with customers.

Modern trends in the development of the economy and ongoing reforms show that, taking into account the geographical position of the republic, the formation and implementation of a unified telecommunications policy aimed at ensuring the quality and popularity of telecommunications services, the introduction of modern technologies and intelligent industrial management systems are of particular importance.

To date, the number of Internet subscribers of JSC "Uzbektelecom" in the regions and the city of Tashkent has exceeded 1,394,000 people. The "Uzmobile" branch of JSC "Uzbektelecom" provides mobile communication services in Uzbekistan according to GSM CDMA standards.

The new network developed by JSC "Uzbektelecom" allows the localization of world-famous Internet resources and portals and the creation of projects for the development of high-quality national content. This has a positive effect on the level of Internet use.

The implementation of this project in Uzbekistan allows, to a certain extent, to optimize the loading of the international Internet channel and ensures the rational distribution of Internet resources. Currently, there is a joint project with JSC "Uzbektelecom" and the largest supplier of media content in Russia - LLC "Ivi.ru" (ivi.ru). The project serves to provide high-quality licensed media content in Uzbekistan. Uzbekistanis got the opportunity to enjoy the latest foreign films, series and music premieres simultaneously with the whole world.

The Uz-IX network is an infrastructure managed by JSC "Uzbektelecom", and all its participants (partners) can exchange traffic with each other.

At the moment, a legal entity that provides services for the use of the network, hosting platform or media content and has the appropriate license can become a member of the Piring network.

In this rapidly developing world, it is necessary to develop a high-level telecommunications service in order to politically and economically strengthen the sovereignty of the Republic of Uzbekistan and become a full member of the world community.

The transition to the provision of interactive public services in electronic form is an important component of the programs for creating an "electronic government" system.

At the same time, it should be emphasized that the problems of creating "electronic government" are not limited to the implementation of electronic services, but also have important components related to the need to create a system of interdepartmental and interdepartmental cooperation at the level.

The issues of improving the system of providing interactive public services to the population, their standardization and regulation occupy an important place in the policy of many modern countries, which is aimed at achieving a more efficient functioning of the executive branch and local governments.

Special programs for the development of public services are being adopted, the main purpose of which is to raise the standards of public services, improve their organization and distribution. Control systems are being upgraded. The direction of the modern strategy, as a rule, is aimed at improving the activities of state authorities and administration, local government bodies to strengthen communication with the population.

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