MODERN AND COMMUNICATION TECHNOLOGIES

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Abstract

Decree of the President of the Republic of Uzbekistan. The country conducts consistent work on the development of modern information technologies and communications, creating an integrated system for the provision of electronic public services, and introducing new mechanisms for dialogue between government agencies and the public.

Having decidedly decided that the introduction and development of ICT in many areas of life is the necessary element that simplifies and accelerates many processes related to society, government and business, both among themselves and within, it is important to highlight the main guidelines, based on which, you can track the direction of ICT development. Among them can be divided into:

Improving the legal framework. It should be noted that most of the regulations are directly or indirectly interconnected, creating a picture of mutual complementarity and structuring. At the same time, it is important to specify the legislative framework that is the flagship of the regulation of individual areas of ICT development.

Integrator for the creation and support of state information systems, whose tasks will be enter:

- ensuring the development, implementation and integration of information systems, resources and software products in the "Electronic Government" system and information technologies in sectors of the economy;

- implementation of comprehensive measures to improve the quality of e-government services to the population and business entities;
- promoting the development of the domestic market of information and communication technologies and software products;
- introduction of information systems and networks of inter-agency electronic interaction and information exchange between government agencies and other organizations. [1]

first, the telecommunications infrastructure is underdeveloped, remote settlements of the country remain unsecured by telecommunications networks, the quality of mobile communications and the Internet does not meet the needs of the population;

second, due to the ineffective implementation of a single technological approach in the implementation of information technologies and communications in the public administration system, departmental information systems and resources are introduced fragmentarily, which complicates the process of their integration into a single information space;

third, due attention is not paid to the introduction of integrated trading and marketing platforms, online stores, payment systems, and logistics systems in e-commerce, which is becoming one of the reasons for restraining the development of the economy and entrepreneurship, attracting foreign investment;

the fourth, weak organization of work to ensure information security and protection of information in state information systems and resources increases the possibility of unauthorized access to information, violation of the integrity and confidentiality of databases;

fifth, the heads of the majority of state bodies and organizations do not pay sufficient attention to the implementation of informatization projects and the introduction of modern information technologies and communications aimed at

improving the quality and efficiency of the services provided to the population, eradicating bureaucratic procedures, reducing paperwork;

sixth, effective measures are not being taken to modernize postal services and the logistics system, introduce qualitatively new working methods of the national postal operator and increase the prestige of its activities in the market;

Seventh, the current system of training, retraining and advanced training in the field of information technology and communications does not take into account the rapid pace of development of IT-technologies, and also does not allow for organizing an effective dialogue with leading educational institutions of foreign countries to introduce advanced teaching methods;

Thus, a two-channel platform for receiving and processing requests was created, through which over 1.2 million calls have passed, of which 557 thousand were received through the Unified Call Center.

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