STATE COMMITTEE FOR COMMUNICATIONS, INFORMATION AND TELECOMMUNICATION TECHNOLOGIES OF THE REPUBLIC OF UZBEKISTAN
TASHKENT UNIVERSITY OF INFORMATION TECHNOLOGIES

"Approved for protection"
Head of "Econoimics in ICT" department
Achilova C.P.
_____
«____» _____ 2014 y

Final Qualifying work
on a theme:
"IMPROVEMENT OF PROCESSES OF PROVIDING THE STATE SERVICES USING INFORMATION AND COMMUNICATION TECHNOLOGIES"

Graduate _____ Aripova D.A.

Head _____ Iminov O.K.

Reviewer _____ Nazarov.A.

The adviser of S.V.A _____ Qodirov F.M.

TASHKENT-2014

STATE COMMITTEE FOR COMMUNICATIONS, INFORMATION AND TELECOMMUNICATION TECHNOLOGIES OF THE REPUBLIC OF UZBEKISTAN
TASHKENT UNIVERSITY OF INFORMATION TECHNOLOGIES

Faculty of "Economics and Management" "Economics" department

Direction: 5340100 - Economics (on branches and spheres)

I CONFIRM

MANAGING CHAIR _____

«____»_____ 2014 year

Student: Aripova Dilshodakhon Abdulla qizi

"IMPROVEMENT OF PROCESSES OF PROVIDING THE STATE SERVICES ON THE BASIS OF INFORMATION AND COMMUNICATION TECHNOLOGIES"
The theme for final qualifying work

TASK

1. **The theme is confirmed by order on university** from December 30th, 2013 Number 1323.

2. **Term of delivery of finished work:** 02.06.2014y.

3. The initial data to work: President's books, economics text-books, law and orders, other necessary documents, company's financial report.
4. Accountant is a content of written explanation: Theoretical bases of process of granting the state services on the basis of ICT; state and prospects of development of the sphere of providing the state services on the basis of ICT in the Republic of Uzbekistan: improvement of processes of rendering the state interactive services on the basis of ICT in Uzbekistan.
5. The table of graph materials: the first table is the main forms of interaction of the electronic government with various subjects, the second is stages of formation of EG, the third is levels of development of the electronic government.

6. The date of delivery of the task on 14th January 2014 y.

The supervisor: _____

Task has accepted:_____ _____

7. The advisers of some parts of work

The name of the sections	Consultant	Signature, data	
		The task was given	The task was given
1. Theoretical bases of process of granting the state services on the basis of ICT	Iminov.O.K	14.01.2014	14.01.2014
2. State and prospects of development of the sphere of providing the state services on the basis of ICT in the Republic of Uzbekistan	Iminov.O.K	07.02.2014	07.02.2014
3. Improvement of processes of rendering the state interactive services on the basis of ICT in Uzbekistan	Iminov.O.K	10.03.2014	10.03.2013
4. Safety of vital activity	Qodirov F.M	23.05.2014	23.05.2014

8. The schedule of performance of work

№	The names of diploma work's parts	Period of finishing	Head (sign)
1.	Theoretical bases of process of granting the state services on the basis of ICT	05.02.14	
2.	State and prospects of development of the sphere of providing the state services on the basis of ICT in the Republic of Uzbekistan	07.03.14	
3.	Improvement of processes of rendering the state interactive services on the basis of ICT in Uzbekistan	14.04.14	
4.	Safety of vital activity	30.05.14	

Graduate: _____ 2014 year ____ June

Supervisor: _____ 2014 year ____ June

CONTENT:

INTRODUCTION

Relevance of a subject of research. Potential of administrative reform can be realized fully only at simultaneous improvement of the economic mechanism of activity of authorities of various level. One of the purposes of such improvement is efficiency increase, or productivity, i.e. cut in expenditure on execution of functions of self-government institutions, reduction in cost of the state services at preservation or growth of their quality. The new economic mechanism applied within administrative reform, is capable to give to it necessary dynamism and to provide self-development, thin control for public requirements.

One of tools of this mechanism is introduction of the information and communication technologies (ICT) to the sphere of public administration, economic and public life which is especially important for ensuring intensive economic growth and the solution of problems of development of the country. Its implementation is based on implementation of various programs in which the central positions are taken by creation of "the electronic government" (EG).

At Governmental meeting on January 18, 2013, devoted to results of social and economic development of the country in 2012 and to the most important priority directions of the economic program for 2013, the President of the Republic of Uzbekistan Islam Karimov noted importance of development of the Concept and the comprehensive program of formation of Electronic Government system in the country.

Today the tendency of formation of the concept of "information society" what it is possible to judge on works of J. Alderl, P. Piganyol, Zh.-Zh. Servan-Shreyber, Zh. Furastye (France), B. Brooks (England), Yu. Garfild, Ch. Medou, O. Toffler (USA), Sh. Shteynburkh (Germany) is observed. These authors claim that thanks to information in society there will be "an information revolution", allowing to allow difficulty of economy and to improve social systems on a global scale.

Absolutely prevailing sector of economy in post-industrial society is the services sector to which research as a whole, and to its separate branches A.M

works are devoted. Babich, D. V. Valovogo, V.D. Markova, V. Yu. Morozov, A.G. Novitsky, A.P. Pankrukhip, H.A. Platonova, A.I. Potemkin, I.A. Rozhdestvenskoy, L.B.Sulpovara, V.A. Tupchiyenko, G. I. Hotinskoy, L.I Jacobson, Ya.S.Yadgarov and many other authors. As for scientific development in a scope of information technologies in activity of public authorities, especially for the purpose of providing the state services, here it should be noted A.A works. Belova, A.E. Volkova, A.B. Giglavnogo, V. I. Drozhzhinov, B. V. Kristalnogo, Yu.A. Mikheyeva, Yu.V. Travkina, Ts. Tserenova, A.A. Shtrik, etc. However, it should be noted that these researches of processes of formation of domestic information resources, for providing the state services the insufficient attention is paid to Internet use still. The solution of the specified problems is objective need as in scientific, and on the practical level.

The purpose of final qualification work consists in development of methodical and scientific and practical recommendations about improvement of processes of providing the state services by means of ICT use in Uzbekistan. The specified purpose defined need of the solution of the following problems of work:

– studying of essence, the purposes and problems of providing the state services on the basis of ICT;

– studying and the analysis of standard and legal base of process of providing the state services on the basis of ICT in the Republic of Uzbekistan;

– definition of opportunities and the rational directions of application of foreign experience of providing the state services on the basis of ICT of the leading countries of the world;

– the analysis of a current state of the sphere of providing the state services on the basis of ICT;

– technique of an assessment of quality of processes of providing the state services;

– studying of difficulties of the organization of process of rendering the state services and assistance of the international organizations;

– development of measures for improvement of process of rendering the state services in Uzbekistan on the basis of ICT;

– offers of the main priorities of development of processes of rendering the state services on the basis of ICT in Uzbekistan.

Object of research are processes of providing the state services by means of use of information and communication technologies.

Subject of research is set of the organizational and economic relations arising in the course of rendering the state services by means of use of information and communication technologies.

Information base of writing of work was made by works of the President of the Republic of Uzbekistan, works of domestic and foreign scientists, standard and legal and acts of the Republic of Uzbekistan, documents and materials of the foreign and domestic organizations which are engaged in advance of IC-technologies and formation of information society, data of the state, regional statistics and special researches, scientific editions and materials of publications in mass media and the Internet, results of the carried-out monitoring of processes of rendering the state services.

I.THEORETICAL BASES OF PROCESS OF GRANTING THE STATE SERVICES ON THE BASIS OF ICT

1. Essence, purposes and problems of granting the state services on the basis of ICT

One of defining factors of economic development of any country and its role in the world community are the quantity and quality of information services, degree of their availability and use by various groups of the population. Today the information and communication technologies (ICT) became one of the most important factors of influence on development of any society. Their revolutionary influence concerns government institutions and institutes of civil society, economic and social spheres, science and education, culture and a way of life of people which are expressed by the following tendencies:

1. Transformation of all public institutes and spheres of human activity under the influence of ICT;

2. Progress in all spheres of development, production and introduction of modern technologies;

3. Aspiration to formation of the developed information environment adequate to problems of social of economic development of the country;

4. Ensuring the equal guaranteed access of the population to information resources;

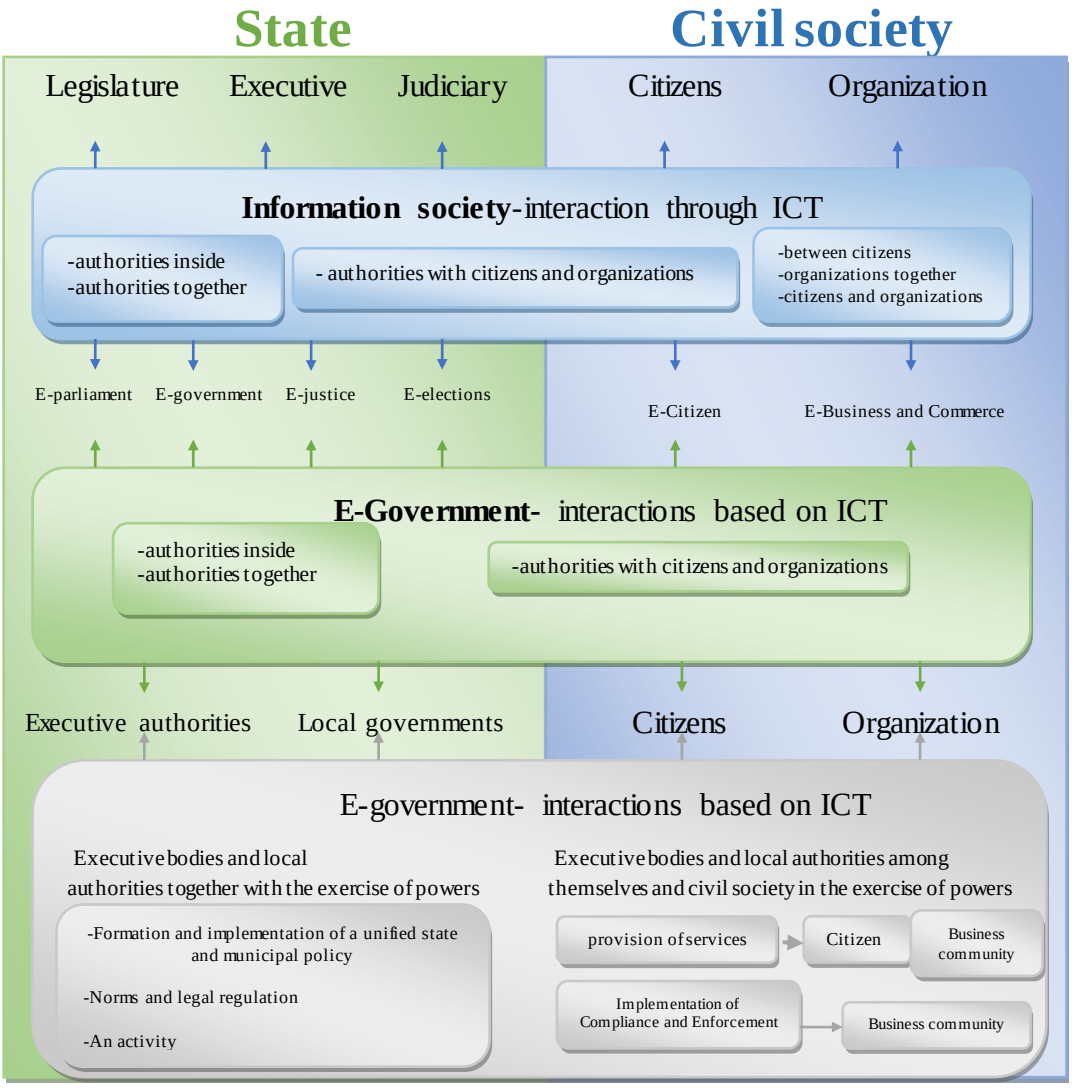
5. Training of citizens, public institutes, business and public authorities of all.

Many developed and developing countries fully realized those enormous advantages which are born with itself by development and ICT distribution. The governments of many states started using intensively modern ICT for the purpose of reforming of processes of public administration, increase of availability and quality of rendering services for the population, development of information society.

Rendering services made for a long time an essential role in social and economic development of society. Existence of services as forms of interaction of people defines formation and creation of the modern economically developed society.

If information service is focused on satisfaction of information needs of users by granting information products, electronic service is directed on satisfaction of needs of the applicant, by means of the automated electronic forms of its granting. The state service is understood as standard established way of ensuring the rights and freedoms, and also legitimate interests of citizens and the organizations by government bodies of the power, carried out in interaction of the natural or legal entity (user) with executive authority or the civil servant. Unlike state regulation the state service has individual, address character.

In the modern technologically developed world of ICT already began to take the central place in the course of governmental transformations. Now use by the governments of ICT has quite settled character and became an integral part of how the governments carry out the activity. Information infrastructures, in particular the technology Internet, by the nature possess such characteristics, as openness, ensuring connection, availability, etc. Therefore at the ICT national level the attention as to one of the key factors promoting transformations is paid. For complex representation of process of the state services, it is offered to use the generalized term "electronic government" (English e-government). In world practice for designation of a target condition of activity of the authorities leaning on possibilities of ICT, the concept "electronic state" relating to the state and public administration as a whole, and not just to executive authorities is used. We will note that in practice the terms "EG" and "electronic state" are often used as synonyms. The electronic state represents ICT use for government transformation with the purpose to make it more available to citizens, more effective and more accountable (picture 1.1).



Picture 1.1. Place and role of process of granting the state services in the solution of a problem of formation of information society[1]

However, from this definition at all doesn't follow that transition to the electronic state has to be marked by growth of number of computers in offices of officials. On the contrary, according to this definition he has to lead to change of relationship between civil servants and other citizens.

Today exist a set of the most different definitions of the term "electronic government" (EG). Most shortly EG can be characterized as automation of process

[1] Electronic government, electronic state, information society. [Electronic resource]. URL: https://www.google.ru/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0CCEQFjAA&url=http%3A%2F%2Fvvv.srcc.msu.su%2F~serbina%2Flekcii_2012%2FModul_1_fin.doc&ei=wdGVU4SoH5L14QTK-oHIBw&usg=AFQjCNGjSJw50DjV_oUNVAKqeokUWNwiRw&bvm=bv.68445247,d.bGE&cad=rjt

of providing the state services. EG — system of public administration on the basis of electronic means of processing, transfer and distribution of information (Glossary.ru). EG — a way of providing information and the created set of the state services to citizens, business, other branches of the government and government officials at which personal interaction between the state and the applicant is minimized and greatest possible are used information technologies (Wikipedia).

In modern literature it is possible to allocate three approaches to understanding of the term "electronic government". The first approach considers it as transformation of providing the state services with ICT use. He relies on widespread practice of transferring of effective technologies of management from the business sphere in public sector. Their introduction has to provide an exit to a new level of quality of service, convenience to users at simultaneous reduction of expenses. If the first approach is limited, in fact, to electronic service of providing the state services, representatives of the second approach emphasize that it only a component of the contents which is put in concept EG, and consider the government as the hi-tech organization which functioning is provided with modern means of ICT. This approach proceeds from prospects of information era when only the organization of all activity of the government on the basis of ICT can provide transformation of public sector according to requirements of new reality. The third approach considers the electronic government as the new model of management adequate to emergent and information society. It isn't simple broader interpretation which absorbs the first two approaches, but essentially new view on the contents and the organization of public administration.

It is a new form of the organization of activity of the public authorities, ICT providing at the expense of broad application new level of efficiency and convenience of receiving by citizens and the organizations of the state services. Personal interaction between the state is thus minimized and the applicant, red tape thereby decreases, and also there is a saving of time and forces of the applicant. EG pursues a number of the main objectives:

1. Optimization of providing the state services to the population and business;

2. Increase of extent of participation of all voters in management and country government processes;

3. Support and expansion of opportunities of self-service of citizens;

4. Growth of technological awareness and qualification of citizens;

5. Reduction of extent of influence of such factor as geographic location.

If to concern institutional transformations of the connected EG, transformation, first of all, the state and the related institutes is meant. The institute, and form of its representation is thus transformed not – along with an offline there is an on-line form which is dependent on the structural organization of society. In due time Humberto R. Maturana spoke about "structurally determined systems" and system of EG which completely correspond to the specified transformations.

In very simplified form in public life of any country there are three subjects – the state, citizens and the commercial organizations – the businesses representing national economy. Citizens, respectively, represent civil society, the state is integrating system. Functionally activity of EG can be divided into three components - the state for the state (granting by state agency of services for other administrative bodies), the state for citizens (providing the state services for the population), the state for business (providing the state services for managing subjects). At the international level interaction between these three types of subjects of public life from the different countries is carried out in a set of various forms. There are quite traditional forms – for example, interaction of the states from the different countries is shown in the form of the international relations. Interactions of businesses from the different countries are carried out in the form of international trade, the international division of labor and in a set of forms of transnational businesses – when cross-border are not only the interaction relations, but also the accessory relation (picture 1.2).

Picture 1.2. The main types of the state interactions in the electronic government[2]

As interaction is possible between someone, in world practice the following terms are standard:

- interaction between the state and citizens- G2C (Government-to-Citizen);

- interaction between the state and business - G2B (Government-to-Business);

- interaction between various branches of the government - G2G (Government-to-Government);

- interaction between the state and employees- G2E (Government-to-Employees)

Note: Back office – interaction of different levels (central, regional, local) and power types (executive, legislative, judicial) (G2G);

Front office – power interaction with society (G2C) and business (G2B).

The G2G appendix represents the initiatives of the electronic government concerning auxiliary operations while G2C and G2B provide interaction between the governments and citizens, and also a business community, i.e. the main operations. The category G2G contains the initiatives which main objective consists in updating of working processes, such as establishment of electronic

[2] I.R. Agamirzyan. World experience of implementation of the concept of "the electronic government". [Electronic resource].URL: http://emag.iis.ru/arc/infosoc/emag.nsf/BPA/1ed2ca919e0a735dc3256d5d0045e452. (Address date:10.04.2014.).

working processes, expansion of an exchange with administrative information, and also restructuring of process of maintaining business activity on the basis of rendering services. For example, the system of electronic documentation, a financial system for the local and central governments, system of electronic audit, etc. belong to the category G2G. The categories G2C and G2B include the appendices providing updating of services for citizens and a business community. According to the approach, offered Dan Sandorom it is possible to add three classical forms of interaction - G2G, G2C и G2B new (table 1.1).

Table 1.1

The main forms of interaction of the electronic government with various subjects[3]

Subjects	**Citizens (C)**	**Government (G)**	**Business (B)**	**Third sector (N)**	**Science (S)**
Citizens (C)	C2C	C2G	C2B	C2N	C2S
Government (G)	G2C	G2G	G2B	G2N	G2S
Business (B)	B2C	B2G	B2B	B2N	B2S
Third sector (N)	N2C	N2G	N2B	N2N	N2S
Science (S)	S2C	S2G	S2B	S2N	S2S

Process of formation of system of EP can be divided into a number of stages (table 1.2) conditionally.

[3] Source: Tselishcheva E.F. From the electronic government to the electronic state. Scientific and information electronic magazine of students and young scientists. "EGO: Economy. State. Society". Release No. 2(6) June, 2011 URL: http://ego.uapa.ru/ru-ru/issue/2011/02/01/.

Table 1.2.

Stages of formation of EG[4]

Stage	Maintenance of a stage
Initial presence	Existence of a site and basic information on it, links to other authorities, divisions of the government and non-governmental organizations
Advanced presence	Development of information presence of authority on the Internet, existence measured by indicators on a site of archives of documents (laws, resolutions, etc.), the current information, databases (statistical and other information), the news section, the section devoted by EG, the section of often asked questions, services of search, the help, downloading of files and a site map. It is a stage of the unilateral interaction assuming flows of information from the state to the population
Interactive presence	Emergence of opportunities to download and fill forms for various services at a certain number of these forms, existence of contact information and opportunities to contact representatives of governmental body, use audio- and video files for public informing
Transaction presence	Bilateral interaction of authorities and the population, the business, assuming use of the Internet for implementation of all transaction - payments of taxes and penalties, inquiry and obtaining documents, fees with use of various payment systems, etc.
Network presence	Existence of special tools and opportunities for involvement of citizens in discussion and decision-making - web forms for comments, instruments of on-line consultations with the population, discussion forums on policy issues and actions of authority, on-line polls, opportunities to receive a reply to the requests by e-mail or through web forms (with the indication of term of the answer) and to subscribe for obtaining information on e-mail

Depending on achievements in area of development of the electronic government it is accepted to classify all countries by various levels. In particular, allocate the rudimentary level added, interactive, transaction and complete (table 1.3.)

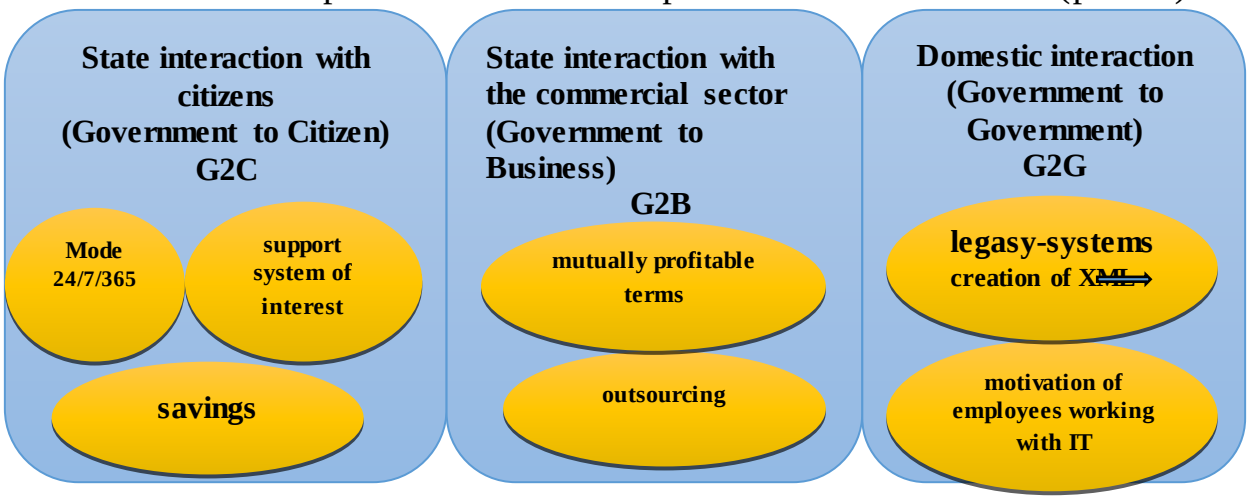
[4] Irkhin Yu.V. "The electronic government": foreign experience and Russian realities. [Electronic resource]. URL: http://ars-administrandi.com/article/Irhin_2009_1.pdf. (Address date: 10.04.2014.) .

Table 1.3

Levels of development of the electronic government[5]

№	Levels	Factors
1	Rudimentary	Presence of the government at the Internet is provided in the form of several official websites not connected with each other. Information only the main, limited also is seldom updated
2	Added	Substantial filling and information is updated more often
3	Interactive	Users can "download" forms of documents, contact to officials, do inquiries and agree about a meeting
4	Transaction	Users can pay for services or perform financial operations in an online mode
5	Complete	Full integration of the functions presented on the Internet and services of all government agencies. Participation of interested parties in policy formation

As a whole it is possible to allocate 4 spheres of electronic board (pic.1.3):



Picture 1.3. Classification of the electronic government[6]

1. Electronic services (e-services). This term is meant as granting in an electronic form of governmental information, programs, strategy and services.

2. Electronic control (e-management). It concerns the internal information institutions, including a data control and information, conducting electronic records and flows of information between departments.

3. Electronic democracy (e-democracy). It is heaviest to cause and hold this manifestation of the electronic government. The electronic democracy represents

[5]Comparative analysis of the electronic government: Global Prospect – the Assessment of member states of the UN, p.10. [Electronic resource] URL: http//www.unpan.org/egovernment2.asp. (Date of the address 14.04.2014).

[6] URL:www.gov.uz

use of ICT as the tool, helping to establish the agenda and priorities of a state policy, to develop political measures and to participate in their introduction in an advisory form (for example, by electronic consultations or electronic vote).

4. Electronic commerce (e-commerce). This concept of that party of interaction of the government with the outside world which directly concerns business. Electronic commerce assumes an exchange of money for governmental goods or services on the Internet. For example, citizens can pay taxes or pay bills for housing-and-municipal services, prolong registration of vehicles or pay for rest programs, and the government can buy a stationery (through electronic government procurements).

Thus, the biggest incentive forcing the governments to use information technologies for service is in optimization of bureaucratic and labor-consuming procedures that gives the chance to save money and to increase labor productivity in long-term prospect. Moreover, automating and optimizing procedures and processes, especially in such important areas from the point of view of monetary receipts as taxation and penalties, authorities can reduce scales of corruption and considerably raise level of receipts, increasing thus trust to the power.

1.2. Foreign experience of process of providing the state services on the basis of ICT of the leading countries of the world

In the international practice sufficient experience (both positive, and negative) on providing the state services on the basis of ICT is saved already up. Today there is no uniform template which could answer all conditions and solutions of a problem of rendering high-quality services. Each country has the unique combination of circumstances, priorities and cash resources which can be used at realization of this task. In the course of creation of the electronic government emphasis is placed by the majority of the states of the world on electronic access to the main public services. The methodology of the UN defines four-stage model of development of providing electronic services:

1. The developing electronic government in which the state sites are presented in the form of simple business cards and official web pages. At this stage probably electronic interaction of the ministries and departments of the central government, and also between the central and local authorities. Some official information can be provided in an on-line mode.

2. Expanded presence of the electronic government at which the state provides the bigger volume of information on the Internet – laws and normative documents, reports, the news, downloaded databases. The user can use a search engine for acquaintance with documents available on a site.

3. The transaction presence assuming interactive interaction between the citizen and the government. Online services on payment of taxes, registration of identification documents, birth certificates, passports, updating of driver's licenses, etc. are entered. Citizens have an opportunity of implementation of electronic payments for receiving state services.

4. Network EG being the most developed level of work of the state on the Internet. The G2G services (the state - the state), G2C (state citizen) and C2G (citizen state) are integrated among themselves. The government involves citizens in preparation and decision-making processes and public discussions.

Analyzing experience of construction of EG in different regions and the world countries, it is accepted to allocate three main architectural models which have received a practical embodiment in America, Europe and Asia. Conditionally it is possible to call them so: the American model which reflects specifics of its formation in the USA; European within which development of electronic government institutions in the majority of the countries of the Western, Central and Eastern Europe is carried out. And, at last, Asian model, with the greatest success realized in Singapore and South Korea. The EG continental model is characterized:

- existence of supranational institutes (European Parliament, European Commission, the European court) which recommendations are obligatory for execution by all countries of the European Union;

- high extent of integration of the European people and the countries that is shown in uniform currency, in uniform all-European information space, in free movement of the capitals, energy, information;

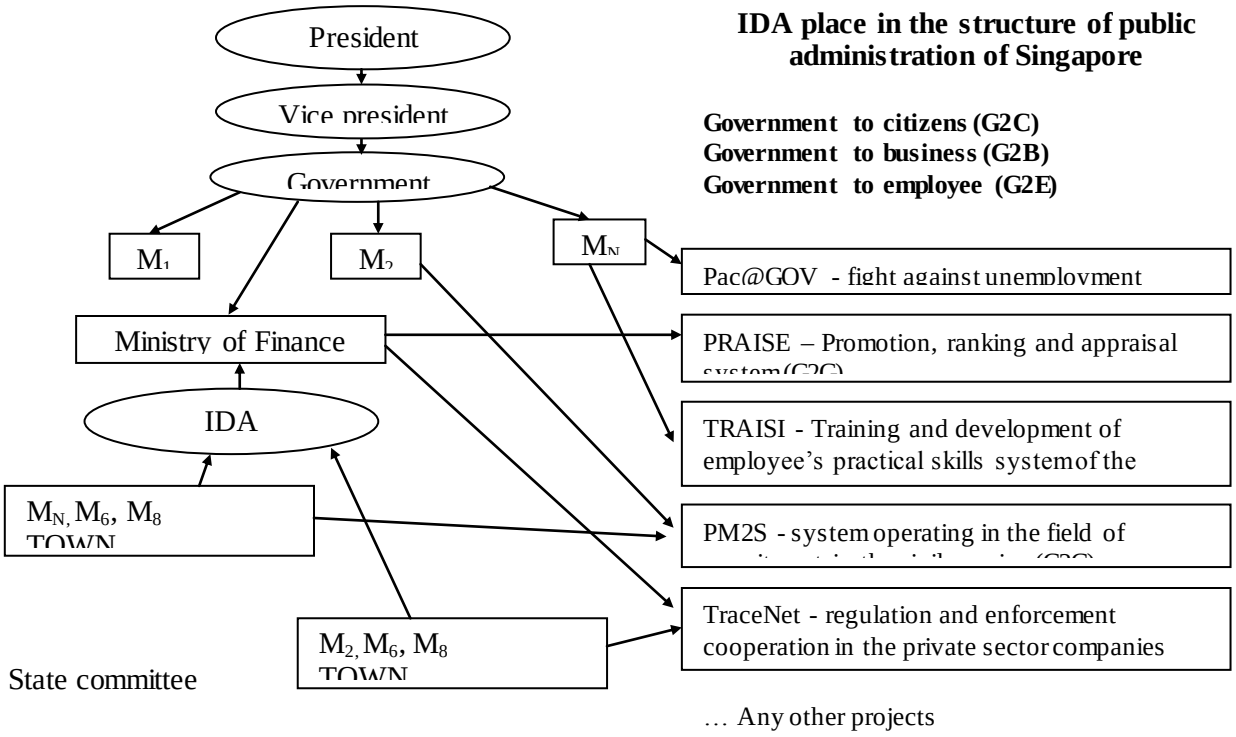
- the rigid legislation governing the information relations and information streams, circulating in the European space.

The Anglo-American EG model is developed in the USA, Canada and Great Britain. The Anglo-American model of informatization of the state is under construction on the principles of service granting to citizens of the state services, exceptions of excess functions of authorities and fast satisfaction of needs of citizens by means of information technologies. These countries are aimed at the development of transactions, payments of the maximum number of the state services on the Internet that significantly saves budgetary funds. Successfully services of providing official information in authorities gained development. Mechanisms of expeditious publication of made decisions practice legislative process within one day. Integration of official web representations of authorities as in system of one window, and reference technologies on authorities is characteristic.

The EG Asian model relies on specific management style, Asian type of corporate culture and system of the public administration organized by the principle of a hierarchical pyramid. Many countries (the USA, Canada, Singapore, Great Britain, South Korea, Australia) began introduction of electronic state services with creation of the web portal representing a uniform point of access to the state services and/or to information on the state services — in other words, a portal of the state services. The web portals focused on providing to citizens of access to the state services, appeared for the first time in Singapore (1999), in Canada (1999), in the USA (2000), in Great Britain (2000). Kazakhstan, Kyrgyzstan and Ukraine in 2006 became the first CIS countries which have created national portals of EG with elements of granting state.

Formation of the electronic government in Singapore began in 1980 with adoption of the The Civil Service Computerization Programmer program aimed at

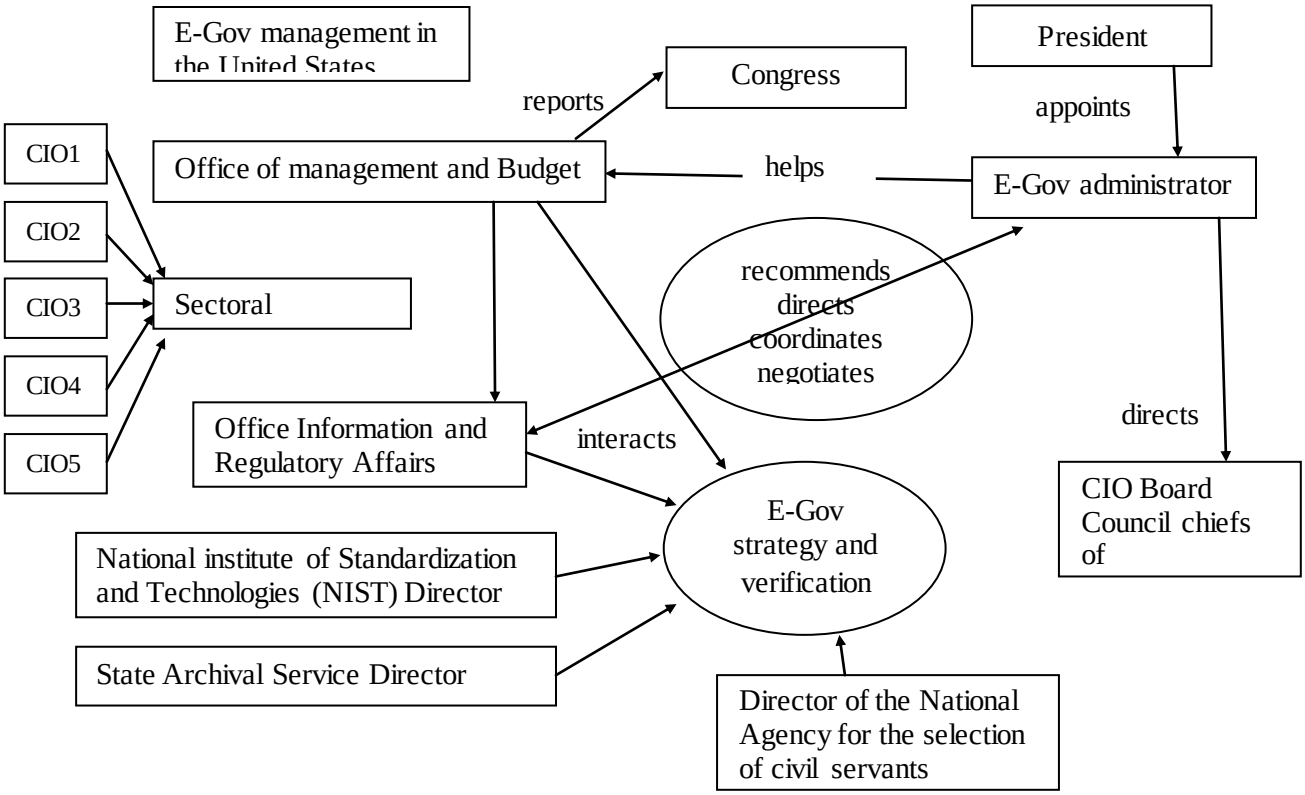
providing administrative services of the government by hi-tech means of work. At the beginning of the 90th the country could start creation of a network public date - and service centers. The main task of the following development plan of interactive methods of work of the government ("e-Government Action Plan", 2000-2003) declared an exit of EG of Singapore in ranks of world leaders. One of the most significant results of later project ("e-Government Action Plan II", 2003-2006) it is considered a conclusion in online more than one and a half thousand governmental services. For needy citizens in October, 2005 the special initiative of Citizen Connect — providing free Internet access in public places, various options of the help in using governmental online services was started (picture 1.4).



Picture 1.4. Structure of public administration of Singapore[7] URL:www.google.com

In 1999 the state agency IDA (Infocommunication Development Agency) was created, created the state commission on standardization, the law "About Electronic Transactions" (1998) is adopted, the national portal of "E-citizen" (the electronic citizen) and system of government procurements of GeBiz is created "cities" (TOWN), (picture 1.5**).**

In the USA the legislative base of creation of EP started being formed by Clinton/Gore's administration since 1995 — it there was a start of the large-scale project of introduction of technologies of the electronic government in activity of the American state structures. From 1995 to 1999 the share of Internet users in the USA grew four times and already made about 40% of the population of the country that created a necessary social base for a demand of governmental electronic services. Bush's administration continued reorganization of activity of structures of public administration with use of ICT and step-by-step introduction of electronic state services as integral part of administrative reform.



Picture 1.5. Management of the Electronic government in the USA[8]

Important factor of success was embedding of the positions connected with informatization of a state administration and quality of interactive governmental services, in the general system of estimates of efficiency of functioning of

[8] URL:www.google.com

governmental departments that found reflection in the amounts of financing from the state budget and special funds. The laws "About Paperless Document Flow and Freedom of Information" (1995), "Were adopted about reform of use of information technologies", "Klindzhera-Cohen's" law, (1996), "About freedom of information", (1996). Also were created Management for information and regulation (Office of Information and Regulatory Affairs), Council of Chief information officers of the branch federal Ministries (CIO), etc.

Canada one of first-ever began a solution of the problem of open access to information of government institutions and became the leader in innovations in this area. In September, 2005 the Services Canada project providing multichannel access to various services of the state was started. It includes 320 points of interaction with citizens, for achievement of vertical integration in the provinces of Canada local agencies on providing the state services cooperate with service Services Canada.

The European approach to development of the electronic state substantially relies on the basic principles of macroeconomic policy of the European Union countries in the field of formation of the information society, declared in the Electronic Europe program. The list of the basic state services, which realization is traced at the level of EU, shares on two parts — for citizens and for business (Table 1.4). In France creation of EG was proclaimed one of the priority directions in the Action program for preparation of the entry of France in information society

Table 1.4 Basic electronic services in the European Union countries.
URL: www.google.com

Basic electronic services for citizens (G2C)]	Basic services of EU for business (G2B)
– declaring of income tax; – job search through employment services; - registration of the social help; – registration of personal documents; – car registration; – submission of applications for construction; – police informing; – using public libraries; – registration of certificates; -- submission of applications for receipt in educational institutions; – informing on residence change;	– registration of social assignments on employees; – declaring of corporate taxes; – value added tax registration (declaring, notices); – registration of the new company; – submission of statistical data; – customs declaring; – obtaining permissions connected with environmental protection; – functioning of system of government procurements.

(PAGSI, 1998). In 1998 all ministries developed the projects of sites containing full information on the activity and services provided by them. By 2000 public services received e-mail addresses. That activity of the ministries and departments is in full view of Internet users, is estimated as an important factor of increase of responsibility and overall performance of the French officials. The considerable

attention in the country is paid to increase of computer literacy of the population and civil servants: special programs for training of officials and the population to work with computers and in a network are organized.

In Germany the centers of service of the population (CSP) provide to citizens various municipal services. The first centers appeared here at the beginning of the 80th as experimental establishments. Creation of universal agency on providing simple administrative services was their purpose. Today municipal (CSP) are widespread in the large cities and regional administrations. One more successful project is the Mobile Service of Citizens project (Mobile Burgerdienste — MoBuD) which was developed in Berlin in 2002 - 2005 for the purpose of introduction in practice of mobile departments on service of citizens. Thus, the alternative to stationary offices on providing the state services is created and the new format of the relations of officials with citizens and the organizations who received the name mGovernment, or "The mobile government" is realized.

In 1999 the government of Japan initiated formation of policy of development of information technologies and creation of information and telecommunication network society. In 2001 Council for development of information technologies at the Government of Japan accepted the five-year development plan of information infrastructure — "Strategy of information and technological development of the country" ("Electronic Japan"). Providing a new way of implementation of administrative functions by means of the information networks ensuring functioning online became the main objective of EG of Japan. Set in strategy "Electronic Japan" the objectives were achieved for the shortest term (2000-2006), and with acceptance in 2006 of the new document "Strategy of

Information and Technological Development of the Country — 2" Japan passed to the second stage of development — information and telecommunication network society.

EG of South Korea won the world recognition which reason considerable development and providing the mobile applications loaded from a uniform integrated portal of the country is. The portal provides access to services in numerous channels. Pursuing the aim of rapprochement of electronic state services with the advanced ICT by 2015, the Korean government realizes now strategy "The clever government". With its help, citizens will be able to use simple and free access to the state services, irrespective of access channels. Respectively, South Korea hopes to solve the social problems of low birth rate and society aging, at the same time actively reacting to future requirements of social security and welfare of the population. The government of South Korea when forming model of electronic democracy placed the main emphasis on satisfaction of requirements of the population and ICT introduction in culture and education system. In 2010-12yy. The UN recognized system of EG of South Korea of the best and effective in the world.

Estonian model. From the countries of the former Soviet Union it should be noted Estonia. In Estonia there is no state program on EG development. From this it follows that there are no multi-billion budgets also. It is staked on specific projects which put forward local governments, citizens and the independent organizations which are reduced then in the general scheme. To connect them in the Network, the unique H-way software product providing providing electronic services with use of various databases, located in various organizations was created, turning the country into uniform office. In 2012 in the country population census – generally through online was carried out.

Constructed on the basis of indicators of development of EG over 192 countries of the world for 2002-2009 Kokhonen's network allowed to allocate groups of the countries (clusters) which are at different stages of introduction of ICT in work of state bodies (Table 1.5) .

Table 1.5

Stages of formation of the electronic government

Stage	Characteristic	Country
Zero (cluster 6)	Low level of the human capital, practically there are no telecommunication infrastructure and governmental websites	28 countries, among which Afghanistan, Bangladesh, Chad, Niger, Pakistan, Senegal and Mozambique
The first (cluster 5)	The average level of the human capital, practically there are no telecommunication infrastructure and governmental websites	50 countries, among which Angola, India, Iraq, Namibia, Nepal, Nigeria, Sudan, Tajikistan, Turkmenistan and Zimbabwe
The second (cluster 4)	Level of the human capital is higher than an average, telecommunication infrastructure and governmental websites at a formation stage	15 countries, among which Armenia, Cuba, Georgia, Iran and Paraguay
The third (cluster 3)	Level of the human capital is higher than an average, telecommunication infrastructure on formation stages, governmental websites have information character	24 countries, among which Azeybardzhan, China, Egypt, Kazakhstan, Kyrgyzstan, Uzbekistan, Moldova, Thailand, the Republic of South Africa, El Salvador and Honduras
The fourth (cluster 2)	High level of the human capital, the developed telecommunication infrastructure, governmental websites have information character	43 countries, among which Bulgaria, Belarus, the Czech Republic, Greece, Italy, Poland, Latvia, Russia, Turkey and Ukraine
The fifth (cluster 1)	The highest level of the human capital, the developed telecommunication infrastructure, governmental websites have interactive character	32 countries, among which Korea, the USA, Canada, Great Britain, Norway, Denmark, Australia, France, Singapore, Sweden, Germany, Japan, Estonia, etc.

URL: www.google.com

Annually the UN publishes ratings of the countries of the world on development of the electronic government (Tables 1.6-1.8)

Table 1.6

Rating of the electronic governments on world regions

	Average in 2012y.	Average in 2012y.	Change in %
World	0.4959	0.4200	15.32% ⬆
Africa	0.2944	0.2681	8.91% ⬆
America	0.5403	0.4790	11.34% ⬆
Asia	0.4992	0.4330	13.26% ⬆
Europe	0.7188	0.5937	17.40% ⬆
Oceania	0.4240	0.2695	36.43% ⬆

Table 1.7

Rating of the electronic governments of the countries of the world for 2010-2012. Top 10

Country	E-Government 2012	Rating 2012y	Rating 2010y	Rating change
South Korea	0.9283	1	1	
Holland	0.9125	2	5	+3
Great Britain	0.8960	3	4	+1
Denmark	0.8889	4	7	+3
USA	0.8687	5	2	-3
France	0.8635	6	10	+4
Sweden	0.8599	7	12	+5
Norway	0.8593	8	6	-2
Finland	0.8505	9	19	+10
Singapore	0.8474	10	11	+1

Table 1.8

Rating of the electronic governments of the countries of Central Asia for 2010-2012 yy. Top 10.

Country	E-Government 2012	Rating 2012y	Rating 2010y	Rating change
Kazakhstan	0.6844	38	46	+8
Uzbekistan	0.5099	91	87	-4
Kyrgyzstan	0.4879	99	91	-8
Tajikistan	0.4069	122	122	
Turkmenistan	0.3813	126	130	+4

URL: www.google.com

Besides, annually the rating of the electronic governments of the countries of the world carries out Institute of rating of the electronic government of University of Waseda (Table 1.9)

Table 1.9

Rating of EG of Institute of rating of the electronic government of University of Waseda[9]

No	Final Rankings	Score
1	**Singapore**	**94.00**
2	**Finland**	**93.18**
3	**USA**	**93.12**
4	**Korea**	**92.29**
5	**UK**	**88.76**
6	**Japan**	**88.30**
7	**Sweden**	**87.80**
8	**Denmark**	**83.52**
8	**Taiwan**	**83.52**
10	**Netherlands**	**82.54**
11	**Australia**	**82.10**
12	Canada	81.78
13	Switzerland	81.33
14	Germany	80.08
15	Italy	79.11
16	New Zealand	77.29
17	Norway	75.53
18	Belgium	72.01
19	Estonia	71.76

No	Final Rankings	Score
20	France	69.49
20	Thailand	69.49
22	Portugal	69.11
23	Turkey	67.10
24	Malaysia	66.26
25	Hong Kong	66.12
26	Spain	65.89
27	China	65.69
28	Mexico	64.24
29	UAE	63.34
30	India	62.77
31	Brunei	60.89
32	Israel	60.25
33	Brazil	59.88
34	Russia	59.32
35	Macau	58.65
36	South Africa	57.77
37	Vietnam	55.42
38	Czech	55.06

No	Final Rankings	Score
39	Chile	54.87
40	Indonesia	53.05
41	Philippines	50.88
42	Romania	49.72
43	Argentina	49.23
44	Pakistan	47.25
45	Venezuela	47.20
46	Peru	46.56
47	Nigeria	45.20
48	Egypt	44.11
49	Kazakhstan	37.27
50	Georgia	34.98
51	Cambodia	33.52
52	Fuji	32.65
53	Tunisia	31.33
54	Iran	30.77
55	Uzbekistan	30.35

As shows world experiment, practical implementation of the concept of the electronic government goes in the direction from wide use of ICT for providing the state services and development of on-line services to transformation of public administration on the basis of change of the principles on which interaction of the power and citizens is based.

Process goes from creation of E-Government system in its simplest understanding, as systems of electronic services, to understanding and implementation of the concept "E-Governance" which provides expansion of forms and a sphere of influence of citizens on process of acceptance and implementation of administrative decisions.

Studying of experience of implementation of projects in the advanced countries is necessary in connection with desire to avoid the general mistakes and to maximize an indicator of return of investments. At the same time there is a set of

[9] Given a rating of the electronic governments of the countries of the world for 2010-2012. Top 10. [Electronic resource] URL: http://unpan3.un.org/egovkb/datacenter/Stranaview.Aspx. (Date of the address 14.04.2014).

factors which have to be considered and considered at concrete realization: population of the country; cultural, social and economic and political features; prevalence of Internet access in society; sources and readiness of financing of projects etc.

Thus, the program of creation of the electronic government in many countries of the world says that it is necessary to develop information technologies as a factor of ensuring effective management of the state and granting to the population of high-quality social services.

II. STATE AND PROSPECTS OF DEVELOPMENT OF THE SPHERE OF PROVIDING THE STATE SERVICES ON THE BASIS OF ICT IN THE REPUBLIC OF UZBEKISTAN

2.1. Standard and legal base of process of providing the state services on the basis of ICT in Uzbekistan

In recent years in Uzbekistan the corresponding standard and legal base of process of providing the state services on the basis of ICT and the first stage on creation and EG development was created. Acceptance and formation of legislative regulatory base of creation of EG system in Uzbekistan is directed on:

– increase of efficiency of activity of government bodies on the basis of wide use of ICT;

– optimization of providing the state services to the population and business, improvement of quality and availability of provided state services, simplification of procedures and reduction of terms of their rendering, decrease in administrative expenses from citizens and the organizations connected with receiving the state services;

– ensuring unity of national information space, and also effective use of the state information and communication infrastructure;

– increase of openness of information on activity of government bodies and expansion of possibility of access to it;

– improvement of system of information and analytical providing made decisions at all levels of public administration;

– ensuring efficiency and completeness of control of productivity of activity of government bodies.

For achievement of the specified purposes it is necessary to provide:

– definition of a problem of formation of EG system by one of national priorities of the state;

– formation of the standard and legal and methodological base allowing government bodies, citizens and the organizations to function in the conditions of information society;

– introduction of uniform standards of information service of citizens;

– providing high level of information security and protection of the state information resources, databases and information systems;

– formation of strategy of improvement of quality and availability of the state services which basis is development of standards of providing the state services in an electronic form and reengineering of business processes of government bodies;

– formation of information resources and databases of government bodies for integration into EG system;

– providing the state services with use of a uniform basic platform of EG system;

– formation of a corporate state network — the Intranet, the uniform system of the protected interdepartmental electronic document flow founded on introduction with coverage of all levels of public administration;

– expansion of volumes and improvement of quality of the state services rendered with use of the Internet through a uniform point of access;

– principle realization "one window" — creation of a uniform place of reception, registration and issue of necessary documents to citizens and the organizations when providing the state services;

– reduction of number of the documents, provided by applicants for receiving the state services and time for their processing;

– formation of system of professional education and professional development of employees and specialists of specialized structural divisions of the government bodies responsible for introduction of ICT.

As a whole the Republic of Uzbekistan began active work in the sphere of the electronic government 12 years ago when on May 30, 2002 the President signed No. DP-3080 Decree "About further development of a computerization and ICT introduction".

Adoption of this decree also was the cause for an ICT institutionalization, to transformation of the Uzbek agency of mail and telecommunications to the Uzbek communication agency and informatizations and by that having determined it by responsible government body in questions of regulation and implementation of initiatives and programs in the ICT sphere.

At the end of 2003 adoption of two basic laws followed: The law "About Informatization" No. 560-II of December 11, 2003 and the Law "About a Digital Signature" No. 562-II of December 11, 2003. The subsequent adopted laws were directed on improvement of the general standard and legal environment and concerned such questions, as activity and agency functions (No. 2154 RCM of May 7, 2004); creation of the state information resources, including requirements for official websites (No. 256 RCM of November 22 2005года); development of telecommunication infrastructure and acceptance of a state program of use of ICT by government bodies (The resolution of the President No. RP-117 of July 8, 2005). 2007 became a sign event and especially productive year (3 laws) from the point of view of concentration on important questions of interaction of government bodies among themselves were adopted, and also with citizens and the enterprises through service of the electronic government (No. 181 RCM of August 23, 2007). It is result of evolutionary development of the electronic government in Uzbekistan when earlier made decisions caused creation of various information resources in public sector, and attention increase to a question of effective interaction between government bodies. Special situation for creation of standards for interactive state services with use of the ICT provided by government bodies was accepted, and also the list of the main interactive services was created. Also further the list of the state information resources (No. 34 RCM of February 16, 2007) was specified (Table 2.1).

Table 2.1

Formation legislative regulatory base in Uzbekistan EG

Laws	Decrees and Resolutions of the President	Governmental decisions
About telecommunications(1999)	About further development of a computerization and introduction of ICT (2002)	About measures for further development of a computerization and introduction of ICT (2002)
About informatization (2003)	About additional measures for further development of ICT (2005)	About improvement of standard and legal base in the informatization sphere (2005)
About the electronic digital signature (2003)	About measures for further introduction and development of modern ICT (2012)	About measures for further improvement of interaction of government bodies with ICT use (2007)
About electronic document flow (2004)	About creation of the State committee of communication, informatization and telecommunication technologies of the Republic of Uzbekistan (2012)	About professional development and skills of employees of government bodies on use in operation of the computer equipment and ICT (2011)
About electronic commerce (2004)	About measures for further development of National information and communication system of the Republic of Uzbekistan (2013)	About measures for further improvement of activity of the Governmental portal taking into account providing interactive state services (2012)
About electronic payments (2005)	O measures for further strengthening of stimulation of domestic software developers	About measures for the organization of activity of the Center of development of EG system and the Center of ensuring information security (2013) About measures for introduction of system of an assessment of a condition of development of information and communication technologies in the Republic of Uzbekistan (2013)
About openness activity of bodies, government and management (2014)		

Source URL: www.gov.uz

It was logical that the same year the Government of Uzbekistan adopted the Resolution No. 259 of December 17, 2007 for improvement of representation of information resources and rendering interactive services on the Governmental portal.

The next years also showed proceeding evolution of the electronic government in the Republic of Uzbekistan by means of improvement of the information offer and its representation on the Internet. For example, the Government resolution No. 116 of April 21, 2009 defined 102 types of information for granting on the Internet the government bodies, grouped in nine thematic domains. The resolution also established a regularity of updating of information. At the same time, it is possible to tell what exactly 2012 became revolutionary for the electronic government in Uzbekistan.

In 2012 4 laws (more than a quarter of all laws adopted since 2002) for the purpose of considerable acceleration of development of the electronic government in the Republic of Uzbekistan were adopted. First of all, the President pointed in the Resolution No. RP-1730 of March 21, 2012 to additional measures for creation of the National Information System (NIS) covering 32 state information systems, through deepening of integration of the operating information systems controlled by the state and other public bodies and persons, on the basis of the general technical policy. The president approved the Program for 2012-2014 (including 21 concrete actions) which execution is assigned to Coordination Council on computerization and ICT development. At Council constantly operating expert group which will meet on a constant basis is created. The task of coordination of integration process of the state information systems was assigned to the Center of development and introduction of the computer and information "UzinfoCom" technologies of the State committee of communication, informatization and telecommunication technologies of the Republic of Uzbekistan. Also it was noted that the structure of information systems has to comprise obligatory providing interactive electronic services for the population and business.

The decree of the President No. DP-4475 of October 16, 2012 transformed the Uzbek communication agency and informatizations to the State committee of communication, informatization and telecommunication technologies of the Republic of Uzbekistan, thereby, having strengthened institutional aspect of

acceleration of the electronic government in Uzbekistan. The following was the aims which were pursued by the government:

– to update the list (register) of interactive services;

– to accelerate implementation of the National program of the electronic government for 2013-2017

– to expand availability of electronic services.

For implementation of the above decision of the head of state 3 working groups for interaction deepening were created between:

1. public authorities;
2. public authorities and population
3. public authorities and subjects of business through development of the mechanism of intersectoral information exchange.

The governmental program for complex development of information and communication system of Uzbekistan for 2013-2020 in which such tasks as providing the population with opportunity to carry out relationship with public authorities in an electronic form, principle introduction "a uniform window" in system of public administration, actions for creation of complexes of information systems and EG system databases are defined are planned is accepted. The state committee of communication, informatization and telecommunication technologies published the bill "About the Electronic Government" on the site. The document is developed according to the Comprehensive program of development of National information and communication system of the Republic of Uzbekistan for 2013-2020. The working group by which it was in detail studied foreign experience of legal regulation of the public relations in EG sphere is engaged in development of the document. In particular, a transfer is made and the law of the Republic of Korea "About the electronic government", and also the relevant laws of Russia, Belarus, Bulgaria, the USA and other countries is studied. Besides, the Resolution of the Cabinet of RUz of September 16, 2013 No. 250 made the decision on creation at the State committee of communication, informatization and telecommunication technologies of two Centers: The center of development of EG

system and the Center of ensuring information security, through development of the mechanism of intersectoral information exchange.

As a result of introduction of EG system transition to completely transaction services which exclude need of visit of different instances and direct communication with civil servants for receiving the state services by the population and representatives of business that will promote in turn to creation of additional conveniences to the population and improvement of conditions of business is expected.

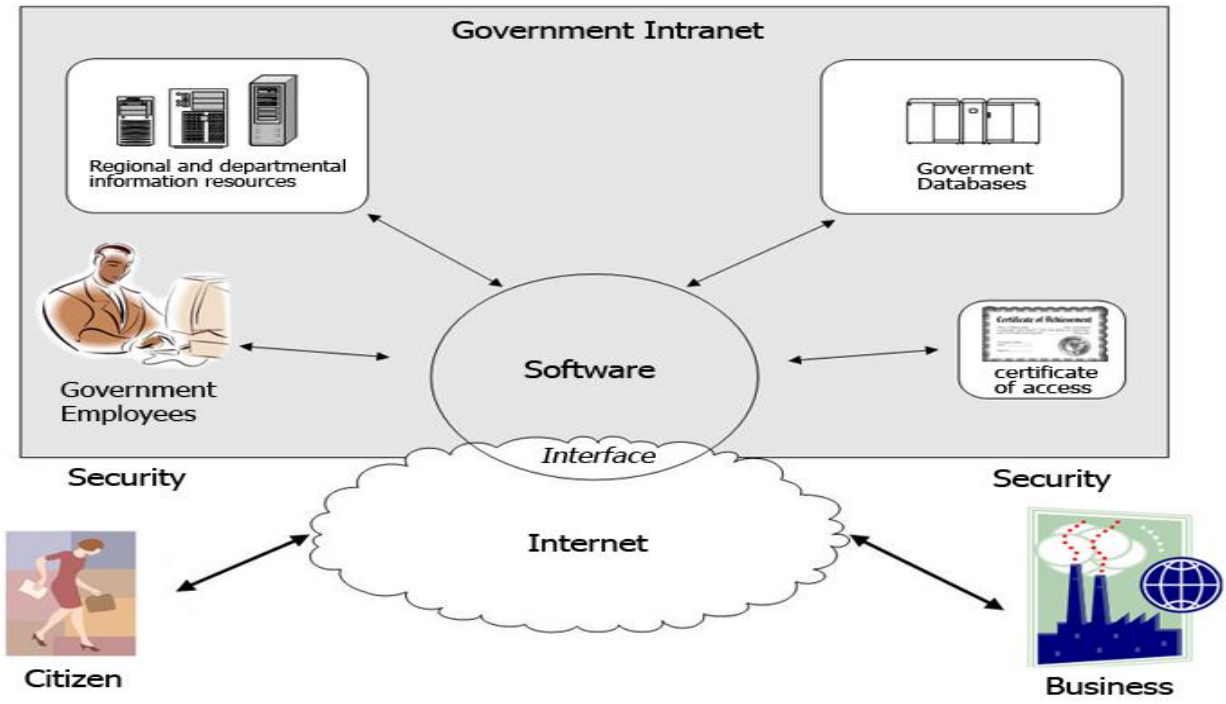
2.2. The analysis of a current state of the sphere of providing the state services on the basis of ICT

Now the importance gets further development and widespread introduction in all branches of economy and spheres of life of Uzbekistan modern ICT, ensuring the accelerated development of information resources, systems and networks, and also stimulation of expansion of a range and improvement of rendered interactive state services to subjects of business and the population.

One of the most important components of formation of information society is creation of "the electronic government". Need of creation of such system is noted in final documents of the World summit concerning information society (WSCIS) – the Geneva declaration of the principles and the Plan of action (2003) and the Tunisian program for information society (2005).

In Uzbekistan the program of application of ICT in activity of state bodies and the government on places" is approved ". Adoption of the regulations giving legal status to electronic documents in Uzbekistan, certainly, promotes development of the market of systems of electronic document flow and the organization of the interdepartmental document flow, allowing to automate document flow between various public authorities. Introduction of systems of electronic document flow promotes increase of level and quality of information exchange, efficiency of search, processing and information use in large volumes.

The model of the electronic government of Uzbekistan, by analogy to world experience and established practices, consists of two interconnected, but functionally independent structures - the Governmental Intranet and external infrastructure, the so-called public Internet (Picture 2.1**).**



Picture 2.1. Model of the electronic government of Uzbekistan[10]

The governmental Intranet (G2G) represents, first of all, communication between the public institutions, carried out by means of electronic means. Therefore the main component of the Governmental Intranet is the protected uniform transport environment providing functioning and interaction of internal information systems, and the protected exit in public telecommunication. Such communication is necessary for integration of processes, i.e. for the solution of the problems assuming acceptances of complex measures, demanding data processing and being in various organizations. Integration of interdepartmental systems represents the first step on a way of solutions of electronic control. In this regard into structure of the Governmental Intranet enter also:

[10] URL:www.gov.uz

1. The portal of GOV.UZ providing protected access on departmental systems;

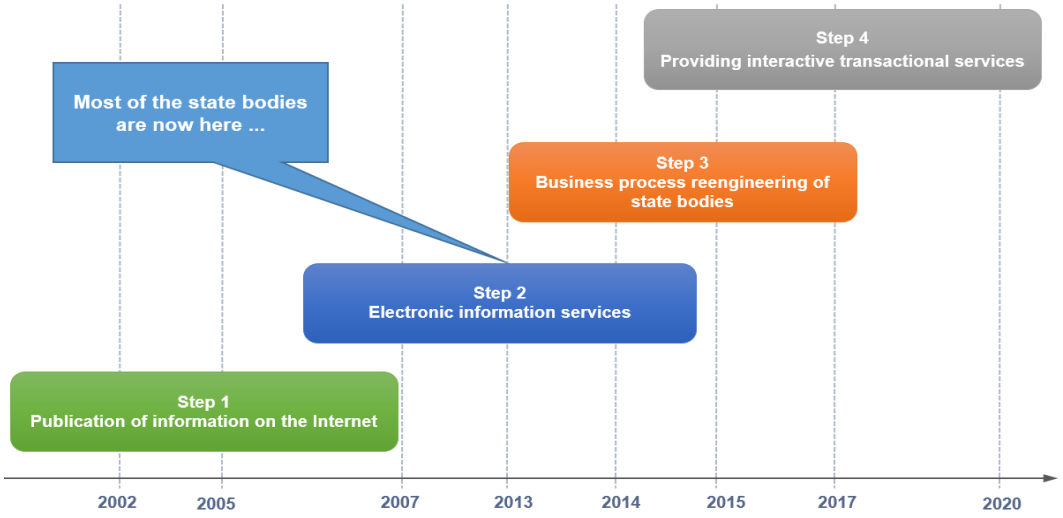
2. The center of registration of certificates on different levels of access to the Intranet networks;

3. Registers of natural and legal entities - the state backbone databases;

4. Suppliers of electronic services;

5. The interface between a portal of GOV.UZ and departmental information systems.

Development of the Governmental Intranet taking into account rates of formation and readiness of elements of infrastructure of EP has to happen evolutionarily and its introduction has to happen step by step (Picture 2.2).

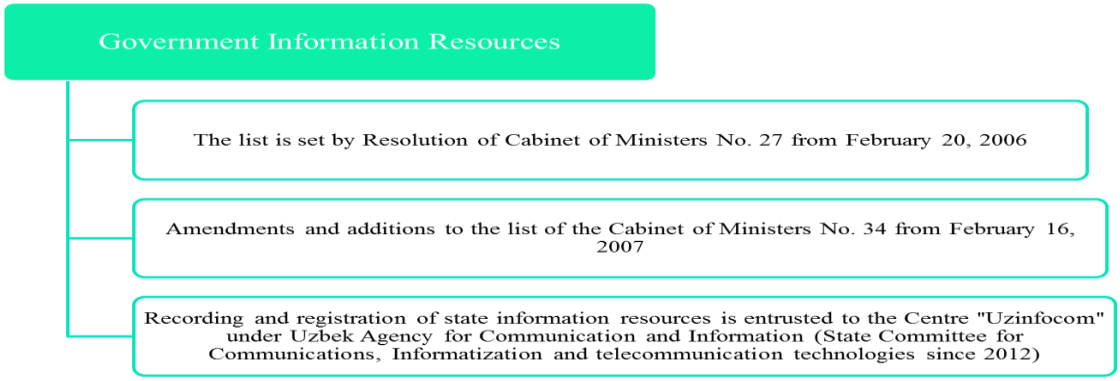


Picture 2.2. Stages of development of the electronic government of Uzbekistan[11]

The work which has been carried out lately in Uzbekistan in the sphere of development of EG, brought notable results with improvement of the standard and legal environment. From them, it is possible to allocate, at least, three main results. One of them is creation of the various state information system (SIS), and also accumulation by authorities of appropriate resources in the form of bases of data/registers.

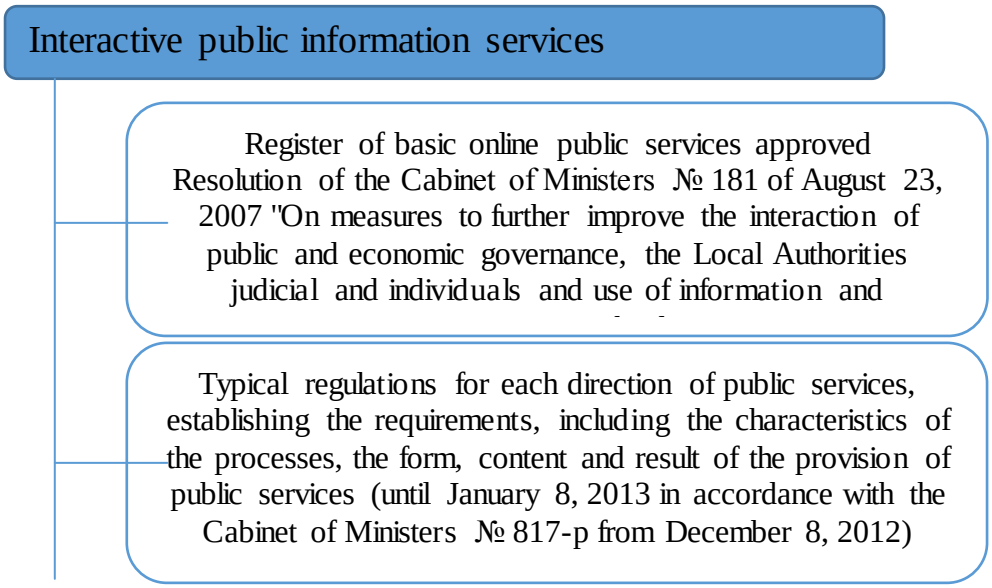
[11] URL:www.gov.uz

Governmental solutions 2006 and 2007 of years put a legal basis for formation of the state information systems (Picture 2.3).



Picture 2.3. Regulation of the state information resources of Uzbekistan[12]

As a result of it, in 2007 the general state register of interactive services was created. In 2012 it was processed with introduction of general/standard regulations which describe characteristics of processes, forms and contents of the state services **(**Picture 2.4**).**



Picture 2.4. Main state interactive information services[13]

The purpose there is a providing all state services online. In 2009, 102 types of information within 9 theme groups were defined.

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[12] URL:www.gov.uz
[13] URL:www.google.com

Further development of this sphere increased number of the state services. The list of information systems of bodies of the public and economic board, public authorities on the places integrated into National information system in the period of 2012-2014, has 32 information systems, including 84 subsystems (registers/database) from which 6 have to be created in 2012, 15 – in 2013, 11 – in 2014.

Considerable work on equipment of government bodies by the computer equipment, creation of local and corporate networks of the data transmission was in recent years done; all government bodies have Internet access. Dynamically the Governmental portal of the Republic of Uzbekistan develops in the Internet which monthly attendance makes more than 250 thousand users.

Today all government bodies have the constantly updated websites which provide broad access to legal entities and individuals to information on activity of the government bodies, decisions made by them. About 200 types of interactive state services which provide openness, transparency, efficiency in their activity appear government bodies to users.

The total of the state information resources reached 195 units, the registered information systems made 108 units. 118 bodies of the public and economic board are connected to uniform protected e-mail and system of electronic document flow, the government on places, and also 26 divisions of the executive office of the Cabinet of Ministers of RUz.

As a result of the carried-out measures for expansion of electronic exchange of information in the sphere of public administration following the results of 2012 the number of users of services in formation and reception of the electronic tax reporting exceeded 232 thousand organizations that makes 96% of the organizations which are handing over the tax reporting.

With use of information system of the State committee on statistics on reservation of trade names in electronic form in 2012 more than 90 thousand demands for reservation of trade names were processed. The Ministry of Justice created the Information retrieval system of the National database of the legislation

which provides access to more than 25 thousand normative legal acts in electronic form. And visited for wide audience websites of the State tax committee, the State committee on statistics, the Ministries of Foreign Affairs, Ministries of Health is the most informative.

Since January 1, 2014 the system of a rating assessment of efficiency of introduction and ICT development in activity of bodies of the public and economic board, public authorities on places is entered. And in this system the important place is allocated for how in these bodies work with official websites is organized.

On July 1, 2013 in the republic the Uniform portal of interactive state services, which is available to the address http://my .gov.uz/is developed and started. On this resource for users the Personal office which is intended for creation of conditions for granting opportunity to citizens in realization of their rights and guarantees at the appeal to government bodies on the basis of use of modern information technologies is created and created for increase of efficiency of interaction of citizens with government bodies in a common information space through a uniform point of access.

During monitoring of granting by government bodies Interactive State Services, namely the Interactive State Services (ISS) "Consideration of Addresses of Citizens", through websites were directed to all state agencies of the address for check of efficiency of reaction and consideration of electronic addresses. By results of the carried-out analysis on the period till April 20, 2014 through the Uniform portal of interactive state services (http://my.gov.uz/) it is directed to only 12371 units of demands from which 10346 (84%) are complete, and in processing there are 2025 (16%) pieces. The greatest number of demands arrived from natural persons - 10957 (89%), further from legal entities-1414 (11%) and businessmen – 528 (4%). For the purpose of providing broad access to users to the ISS on the Governmental portal special opportunities and services are created. On a portal by the principle of "a uniform window" basic interactive state services are presented.

At the beginning of 2011 the platform for the organization of services and services through SMS (SMSG) as a component of services of the Data-center is started. The

platform allows to bring available interactive services to users of mobile communication whom several times it is more, than stationary Internet users, providing that bigger coverage of society. Today by means of SMS platform such SMS services, as already work:

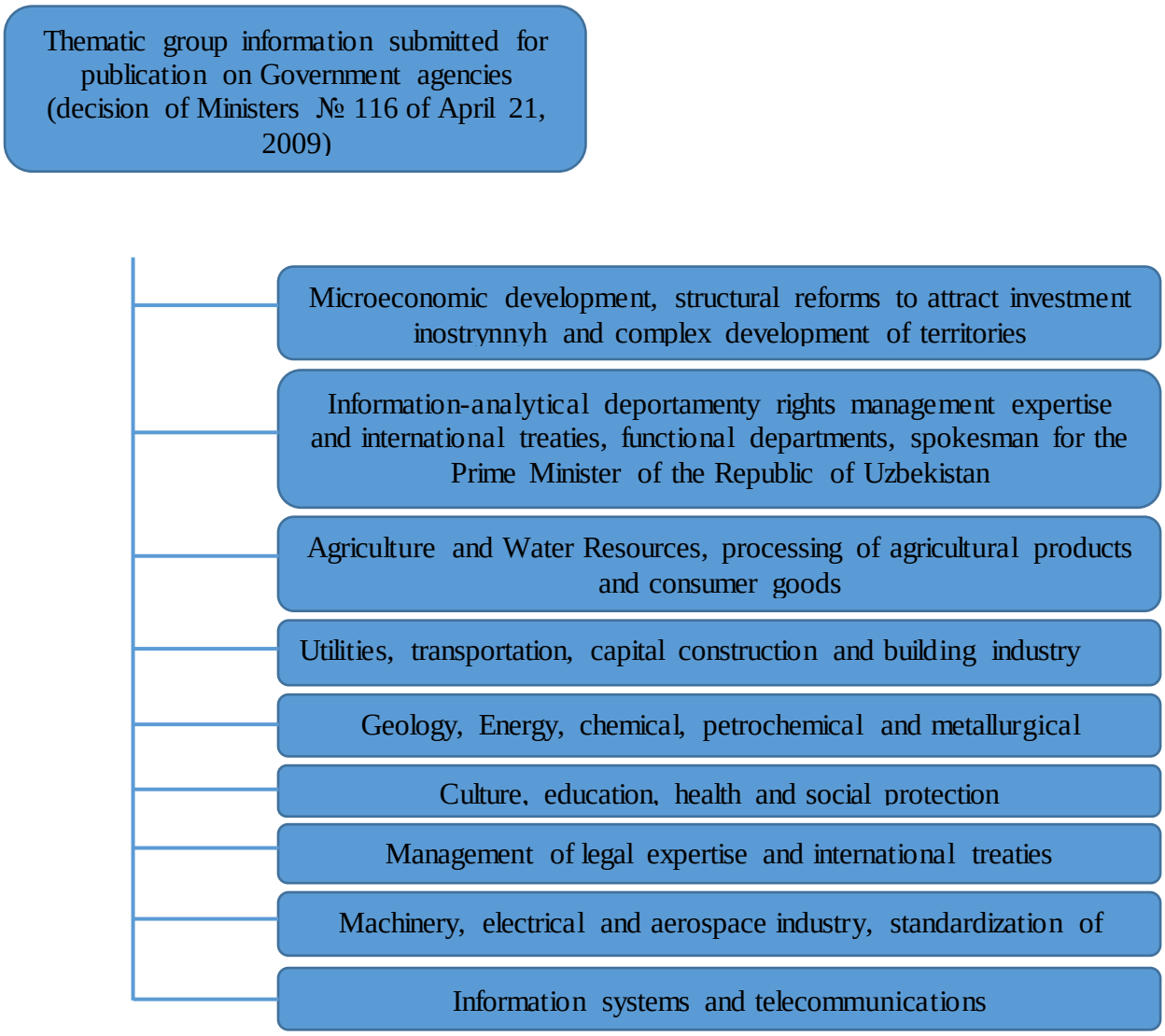
- extract on demand from the register of licenses in the communication and informatization sphere;
- notices of the UZ domain termination.

On a site (www.reestr.uz) in the section "Register BISS" it is possible to learn, which basic interactive state services have to be rendered, whom and on what site. In 2007 were the register of 49 basic interactive state services — BISS (**Appendix 1)** is approved.

It should be noted that this register far not the full. At present, according to the approved list of BISS, the interactive state services (ISS) rendered by state agencies through websites to users, are in number of 617 units. The fullest register of basic interactive state services with the indication of the name of service and body, it representing, in the Uzbek and Russian languages is published on the Governmental portal of the Republic of Uzbekistan to the address http://www .gov.uz/ru/services/reestr_base. The Concept and the Comprehensive program for realization of System of the electronic government (Picture 2.6).

It should be noted that in creation of national strategy of the electronic government of new generation bodies the governments (such, as the new created State committee of communication, informatization and telecommunication technologies), and local authorities will be involved as central (republican level). It is very important step forward which emphasizes deeper penetration of new interactive digital technologies into public administration.

It is possible to draw a conclusion that the existing system of EG still, generally is defined by technical priorities of back offices of public sector. The number of the services intended for the population, remains rather low and demands significant increase.



Picture 2.6. The comprehensive program of development of system of the electronic government in Uzbekistan till 2017[14]

As it was noted, the principle of focus on the population isn't prevailing. The fluent review of the Governmental portal didn't allow to reveal considerable number of on-line bilateral interactive services; as a rule, unilateral services in providing information prevail.

Nevertheless, today Uzbekistan achieved good results in the sphere of the electronic government by formation ought standard - a legal basis, implementation

[14] URL:www.gov.uz

of institutional reforms, creation of databases, determination of priority of the state services, expansion of telecommunication infrastructure.

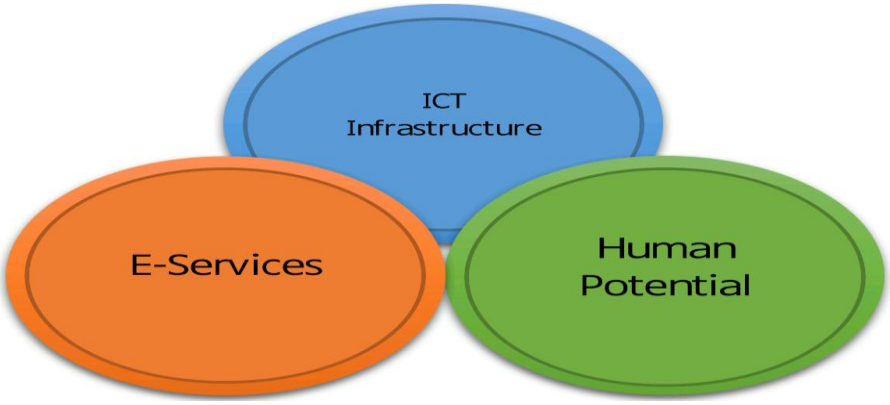
The latest events show that the extensive way of development sputtered out and the government prepares for qualitatively new phase of system integration, develops the general standards and provides joint services, including "cloudy" (the method of interaction of the client and the server at which client information is processed and stored on is daring number the server).

Some interactive electronic services are already available and their quantity, certainly, will quickly grow as it and is provided by recently adopted laws which are more focused on services and integration. Focus on the user and the systems of the electronic government focused on the population.

III. IMPROVEMENT OF PROCESSES OF RENDERING THE STATE INTERACTIVE SERVICES ON THE BASIS OF ICT

3.1. Technique of an assessment of quality of processes of providing the state services

For the quantitative assessment, characterizing a level of development of the electronic government two indicators are used now: index of development of the electronic government (E-GRI) and index of electronic participation (E-Participation Index). The E-GRI index reflects characteristics of access to the electronic government, technological infrastructure and educational level (Picture 3.1).



Picture 3.1. Index of development of the electronic government (EG index))

The index of readiness of EG E-GRI is formed from 3x initial subindexes:

- OSI - the Index of development of electronic services (Online Service Index);
- TII -the Index of telecommunication infrastructure (Telecommunications Infrastructure Index);
- HCI - the Index of the human capital (Human Capital Index).
- E – GRI = 1/3 OSI + 1/3 TII + 1/3 HCI.

If to analyze, only OSI has full relation to EG, 2 others are formed on the basis of official state statistics in the field of ICT (MSE) and education (PROON and UNESCO).

The OSI index serves as an assessment of development and efficiency of use of governmental portals, Web – sites and providing electronic services. The

index of governmental websites pays off as the weighed sum of number of points of access to the services specific to each of four stages of development of the electronic government (on UN methodology). The index of development of electronic services reflects all stages of development of electronic services in the country:

Stage 1: Emerging information services – information presence at a network with providing the main (basic) information relating to politicians, laws, regulation, reports, access to databases, other;

Stage 2: Enhanced information services - provide an expanded unilateral or simple two-way electronic communication between the government and the citizen: loaded forms for providing the state services and appendices, possess audio-and video opportunities, are multilingual;

Stage 3: Transactional services – rendering the electronic services C2G on the basis of bilateral interaction between the citizen and the government: payment of taxes, the statement for obtaining documents proving the identity (the passport, the birth certificate), license renewals, other C2G on-line services;

Stage 4: Connected services – is characterized by full interaction of G2G, G2C and C2G of electronic services. Opportunity online of participation in consultative decision-making and bilateral dialogue by means of interactive functions, online of comments and consultations relatively the politician, draft documents, decisions, other is given.

Portals and Web - sites of the government and five ministries – health care, education, social security, work and employment and finance are considered.

Assessment of a level of development of electronic services. It is carried out by specialists of the independent research organization at UN Department control on economic and social problems. The questionnaire consists of 4 sections corresponding to the 4th stages of development of governmental portals, Web – sites and to level of providing electronic services.

All questions demand the answer yes (1 point) or not (0 points). The current value = a score of answers from the questionnaire.

Index (OSI) = (the current value - the minimum value) / (the maximum value – the minimum value).

For example, the list of basic services of EU for citizens (G2C):

– income tax: declaring and so forth;
– job search through employment services;
– social help (doles; birth grants; compensation of expenses for medical services; study payment);
– personal documents (passport, driving license);
– car registration (new, second-hand, imported);
– submission of applications for construction;
– police informing (for example, in case of theft);
– public libraries (availability of catalogs, search means);
– certificates (about the birth, marriage): inquiry and granting;
– submission of applications for receipt in higher educational institutions;
– informing on residence change;
– the services connected with medicine (for example, interactive consultations, availability of medical services in various hospitals, the demand for treatment in concrete hospital).

The list of basic services of EU for business (G2B):

– social assignments on employees;
– corporate taxes: declaring and so forth;
– value added tax: declaring, notices;
– registration of the new company;
– submission of statistical data; customs declaring;
– obtaining permissions connected with environmental protection;
– purchases for the state needs.

The first stage (initial) is characterized by that on state sites information on activity of state agencies, acts is provided. They contain references to sites of other ministries and departments. Citizens have access as to the current information on activity of state agencies, and to archives. The second stage (developing) — state

sites provide expanded unilateral access and simplified bilateral between the government and interactive services (requests for not electronic forms and personal information which can be sent on an electronic box) are present citizens, restrictedly.

Third (business) — state sites provide expanded bilateral access between the government and citizens. Authentication of citizens for an exchange of business information is provided, are realized as non-financial transactions (loading and unloading of forms of feedback, online filling of forms, the tax reporting, for - просы on obtaining certificates, licenses, permissions), and connected with payment for services of state agencies. The fourth — state sites change a way of interaction with citizens. They pass to a platform a web 2.0 and completely interactive services. The index of telecommunication infrastructure pays off as an arithmetic average of five indicators (quantity counting on 100 people): a) Personal computer, b) Internet users, c) telephone lines, d) mobile phones, e) broadband communication channels. The index of the human capital pays off on the basis of data of UNESCO on literacy level among adult population and shares of graduates of the younger, high and higher school.

Index of telecommunication infrastructure of TII:

The difficult, weighed index consisting of five MSE primary indexes concerning ability of infrastructure on delivery e-services:

– - the Internet users on 100 inhabitants;

– - computers on 100 inhabitants;

– - the main phones on 100 inhabitants;

– - mobile phones on 100 inhabitants;

– - broadband access on 100 inhabitants.

TII = 1/5 (PC index) + 1/5 (Internet index) + 1/5 (Tel line index) + 1/5 (Mobile index) + 1/5 (Broadband Index).

Index (TII) = (the current value - the minimum value) / (the maximum value – the minimum value).

The index of the human capital of HCI measures achievements of the country concerning an education level of its population on two main indicators. At calculation of HCI 2 indicators are considered:

- level of literacy of adult population;
- index of a cumulative share of the pupils getting primary, secondary and higher education. UNESCO is the main source of data on both indicators. Index of the human capital of HCI – a calculation formula.

The human capital of HC (compound value) = ⅔ x level of literacy of adult population + ⅓ x an index of a cumulative share of the pupils getting primary, secondary and higher education the HCI Index = (the current value - the minimum value) / (the maximum value – the minimum value).

The index e - EPI (e-participation) participations is separately considered:

– electronic informing (e-information);
– electronic consultations (e-consultation);
– electronic decision-making (e-decision making).

Target indicators and indicators are developed for an assessment of efficiency of proposed measures on introduction of system of EG on various spheres and the directions of interactive services of government bodies. Today, in Uzbekistan as the EG effective elements, more than 20 projects are realized. Among them:

– Governmental portal of the Republic of Uzbekistan – gov.uz which is a backbone element of infrastructure of electronic information exchange of the organizations, and also between legal entities and individuals. Within the Governmental portal of Uzbekistan the Uniform portal of interactive state services working in a mode of "a uniform window" is started;

– "E-Kommunal.uz" portal - the general information infrastructure in the sphere of housing and communal services which simplifies exchange of information between the population, supervisory authorities and associations of owners of housing, and also municipal services;

– System of automation of collecting and processing of statistical, tax and other financial statements from subjects of business in electronic form (stat.uz, soliq.uz);

– National base of the legislation of Uzbekistan, comprising more than 25 thousand regulations in open access (lex.uz);

– Personal office for consumers of the electric energy, providing access to the personal data of each consumer of the electric power (uzbekenergo.uz);

– The online questionnaire for registration of visas to receiving by foreign citizens of the visa to Uzbekistan (mfa.uz);

– Uniform portal of the licensee, allowing to receive information on the list of licensed kinds of activity and the allowing procedures, demanded documents for obtaining licenses and permissions and others;

– To reception of electronic cargo customs declarations (customs.uz);

– to allowing procedures in the real estate and inventory (odnookno.uz) sphere;

– to tracking of a state of the account by consumers of electric energy (uzbekenergo.uz);

– issue of information on departure of trains and ticket prices through a mobile application for Smartphone (uzrailway.uz), etc.;

– to delivery of the electronic statistical reporting under all forms of the state statistical reporting, reservation of trade names through the Internet (stat.uz);

– personnel certifications of government bodies (ksbt.uz);

– to development of a scientific and educational network and Electronic Education network (ziyonet.uz);

– automation of the bank and financial sphere: uniform electronic system of the foreign trade operations, the integrated automated banking system, treasury budget performance, accounting in budgetary organizations, electronic government procurements, etc.;

– automation administrative and productions in bodies of an economic board and the large state enterprises (NGMK, AGMK, Uzbekneftegaz, etc.);

– to introduction of the biometric passport, identification of the personality according to the image, the accounting of motor transport, etc.

Besides, now there is an introduction of clearing system of calculations of payment of retail payments in real time.

For the purpose of regulation and the effective organization of activity of interbank retail payment Uzcard system, functions of the Clearing bank in Uzkart system are transferred from the Interbank financial settlements center of National bank of foreign economic activity of the Republic of Uzbekistan to Clearing Center of the Central bank of the Republic of Uzbekistan. Thus, calculations for obligations will be carried out through correspondent accounts of the commercial banks opened in the Center of calculations of the Central bank that will allow to cancel need for the deposit relations between commercial banks in Uzcard system, to promote timely implementation of obligations for calculations, fall of cost of transactions and effective use of own means of commercial banks.

As a result of introduction of system of EG transition to completely transaction services which exclude need of visit of different instances and direct communication with civil servants for receiving the state services by the population and representatives of business that will promote in turn to creation of additional conveniences to the population and improvement of conditions of business is expected.

3.2. The main priorities of development of processes of rendering the state services on the basis of ICT in Uzbekistan

Relying on the international experience of creation of information society, it is possible to allocate 4 main key directions of development:

1. ensuring system effectiveness of public administration;
2. ensuring availability of information and communication infrastructure;
3. creation of the information environment for social and economic and cultural development of society;

4. development of domestic information space.

Within these directions by means of universal introduction of ICT tasks of improvement of public administration, creation opened and "the mobile government", to development of availability of information infrastructure will be solved.

Development of the strategic directions on further development of system of EG it is directed on improvement of business processes of government bodies regarding rendering the state services to the population and subjects of business, system monitoring of introduction and development of information and communication technologies (Picture 3.2).

The main of the direction of the Center of ensuring information security is safety of information systems and resources of government bodies, definition and the analysis of threats, development of decisions on improvement of information security of system of EG. The main projects till 2020 are (Picture 3.3):

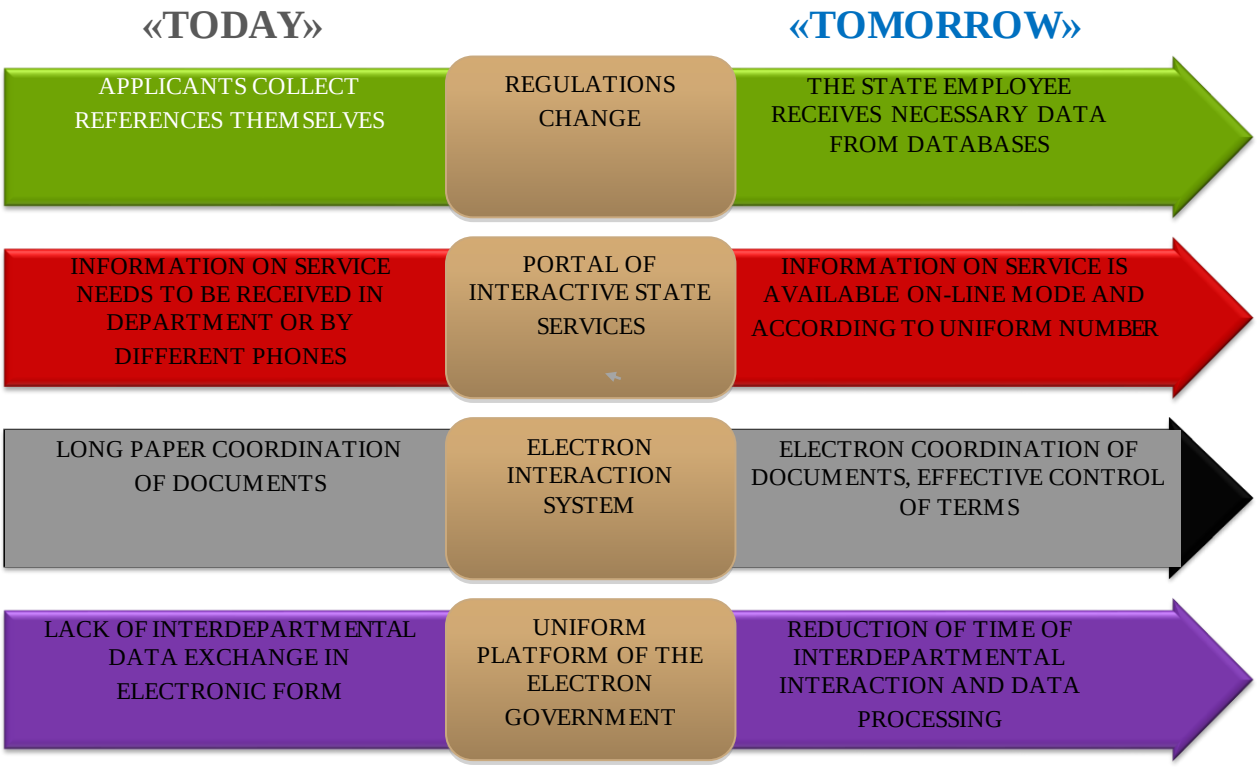
1) National databases (natural persons, real estate, transport, legal entities, Geoinformation system, Unified register of addresses);

2) Creation of an interdepartmental integration platform of system of EG (Association of separate information resources (databases) and information systems of government bodies);

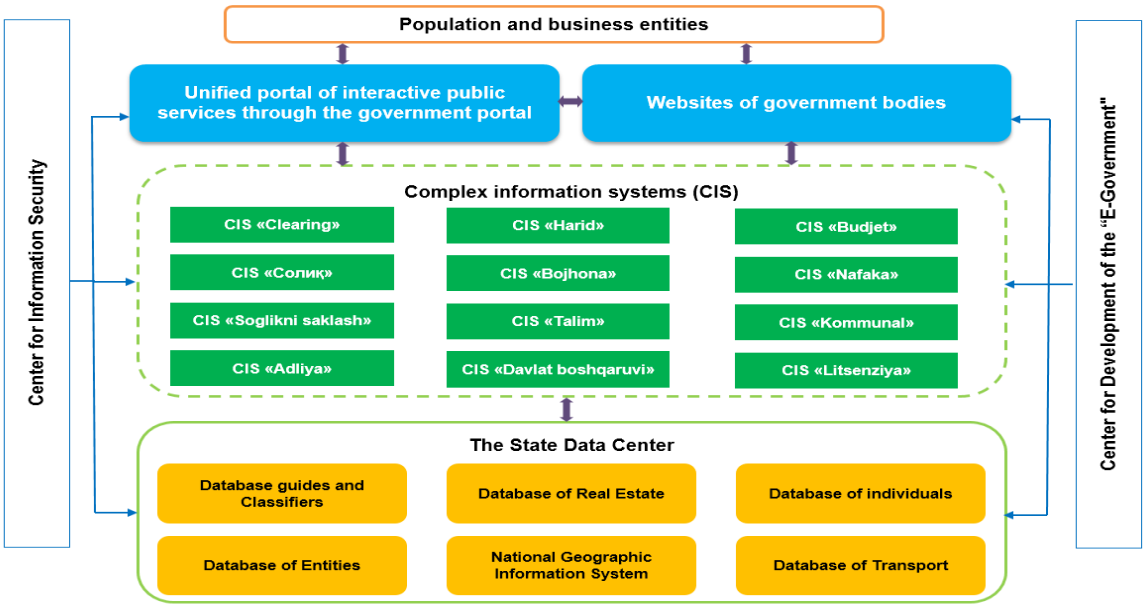
3) Further development of the Uniform portal of interactive state services (increase in number of provided services, optimization of an operating procedure for granting of the state services);

4) Creation of complexes of information systems on various spheres

5) (Harid, Solik, Bozhkhona, License, Budget, Tajlim, Kommunal, Adliya-2, Davlat boshqaruvi, Nafaka).



Picture 3.2. Main strategic directions of process of rendering providing the state services[15]



Picture 3.3. Architecture of the electronic government of Uzbekistan[16]

It is possible to allocate the following main priorities of development of processes of providing the state services on the basis of ICT:

1. Formation of uniform space of trust of a digital signature;

[15] URL:www.google.com
[16] URL:www.google.com

2. Development of system of interdepartmental electronic interaction;

3. Formation and development of infrastructure of the universal electronic card;

4. Creation of uniform system of reference books and the qualifiers used in the state (regional) information systems;

5. Development of the protected system of interdepartmental electronic document flow;

6. Development of system of information technological support of activity of Presidential Administration, Government office and Oliy Majlisa RUz;

7. Development of the protected segment of the Internet for public authorities AT regional level;

8. Electronic Region project development, including:

- development of standard, methodological and technological decisions for introduction of the electronic government at regional level;

- development of a complex of actions for introduction of information technologies in regions, development of the relevant standard software solutions on the basis of the free software;

9. Ensuring interaction in an electronic form between federal public authorities and bodies of the regional government;

10. Development of uniform interdepartmental information and statistical system;

11. Creation and development of infrastructure of spatial data;

12. Creation of organizational and technological infrastructure for implementation of electronic payments for the state services;

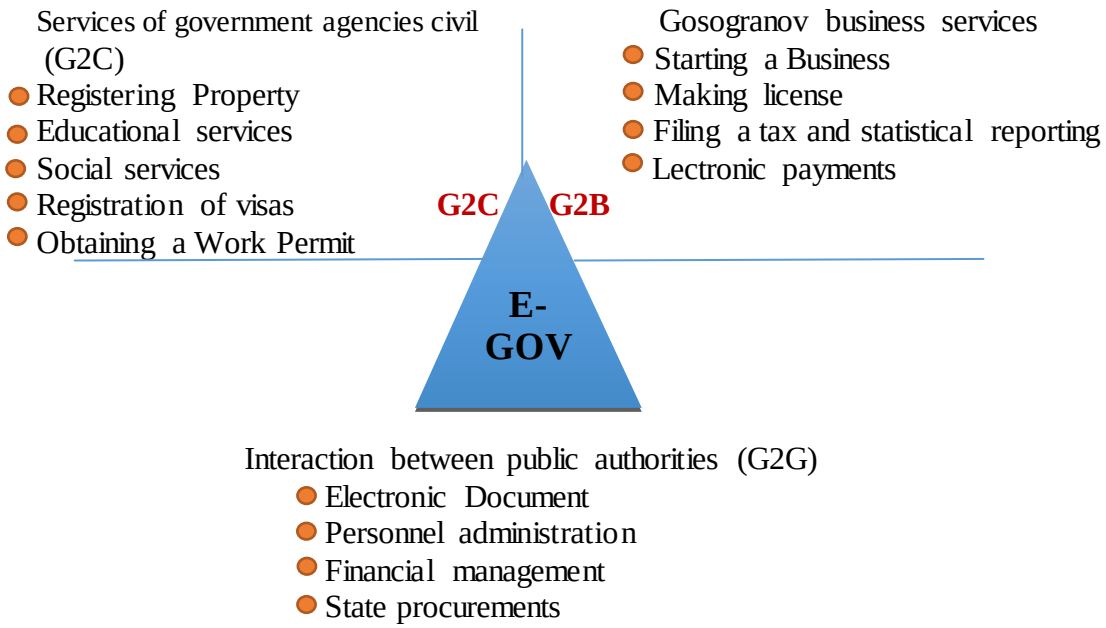
13. Creation of a uniform control system by personnel structure of the public civil service;

14. Carrying out monitoring of implementation of the Program and examination of the received results;

15. Creation of the monitoring system of implementation of decisions of the Governmental commission on introduction of information technologies in activity of government bodies and local governments;

16. Realization of actions for coordination of an expenditure of budgetary funds by public authorities on information technologies.

Let us consider the most significant and important actions for introduction. Ensuring methodical support, creation of the centers of competence for civil servants. Special value has creation of the centers of collecting the positive experience got at formation of EG (picture 3.4.)



Picture 3.4 Priorities introduction of interactive services[17]

Independent examination of projects in the sphere of ICT has to provide the obligatory publication of project documentation and reports on implementation of projects, except for information relating to the state secret.

Staffing of formation of EG is connected with increased requirements to a skill level.

Development and deployment of mechanisms of increase of motivation of civil servants and other participants of projects. It is expedient to provide development of mechanisms of stimulation of the civil servants participating in realization of the state powers with use of ICT.

Due to stated it is possible to draw the following conclusions and offers:

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– departmental and organizational complexity of formation of the electronic government order to refuse attempts of global reforming. It is necessary to allocate a kernel from the most important in the social and economic relation of services and functions (200-300) and the related accounts (15-50) and to concentrate on them financial and, the main thing, administrative resources;

– the special attention should be paid to organizational support of activity: to planning; responsibility of the management of departments for results; to the regular entrusted monitoring of results in a binding to "external" values in relation to departments.

– necessary condition is orientation of reform to citizens with fixing of this principle in conceptual, strategic and legal acts, and also change of a mentality of government officials that is represented difficult, but after all a feasible task.

– it is necessary to adjust the accounting of expenses on ICT and to connect functions (service) of departments with the budgetary expenses on their transfer to an electronic look.

– it is necessary to increase qualification and quality of management of separate projects at the level of departments and bodies of municipal management.

IV. SAFETY OF VITAL ACTIVITY

1. Rational organization of work place

The complexity of production processes and equipment changed the functions of the person in modern industry: increased responsibility of tasks; increased volume of information perceived by the working and the performance of the equipment. A person's work has become more difficult, increased load on the nervous system and increased physical load. In some cases, the man has become the least reliable link of the system «man-machine». There is a task of providing reliability and safety of persons at work. Solves this task ergonomics and engineering psychology.

Ergonomics (from the Greek ergon work and nomos - law) is the scientific discipline that studies the human in terms of its activities related to the use of machines. The goal of ergonomics - optimization of conditions of work in the system "man-machine". Ergonomics defines the requirements of the person to technology and to the conditions of its functioning. The ergonomics of the equipment is the most generalized index of properties and other characteristics of equipment.

The connection of the man with the environment and the parameters of the workplace. Working place, this is the area in which the committed work of the performer or group of performers. Jobs may be individual and collective, universal, specialized and special.

General requirements, which must be observed when designing jobs, the following:

• adequate working space for the person;

• optimum position of the body of the worker;

• sufficient physical, visual and auditory communication between man and machine;

• optimal allocation of working space in the room;

• the permissible level of action of factors of production conditions;

•the optimal placement of the information and the motor field;

• availability of means of protection from hazards.

Design should provide the zone of optimum and easy reach of the motor field of the workplace and the optimal area of the information field of the workplace. Angle of view in relation to the horizontal should be 30-40 degrees. The choice of working arrangements should take into account the efforts expended by the man, the magnitude of the movements, the need for movement, the pace of operations. The choice of working postures should take into account the physiology of man and parameters of working places determined by the choice of the position of the body at work (standing, sitting, a variable). Jobs for work «sitting» are organized in an easy job and middle severity, and the severe - working posture -"standing".

In the design of equipment and organization of a job it is necessary to foresee the possibility of regulating the individual elements, in order to ensure the optimum position of the operator.

The design of the equipment must ensure that it meets the anthropometric and bio mechanical characteristics of the individual on the basis of accounting change dynamics of the amount of heat when you move, the range of motion in joints.

For the account in the design of equipment anthropometric data should:

• determine the contingent of people for whom is designed equipment;

• select a group of anthropometric characteristics;

• install the percentage of working, which must meet the equipment;

• determine the boundaries of the interval size (efforts), which should be implemented in the hardware.

When designing the use anthropometric dimensions of the body, and take into account the differences in the sizes of the body of men and women, nationality, age, professional. To determine the boundaries of the intervals, which take account of the percentage of the population, the system is used pertseteley.

Design of the equipment should provide the ability to use at least for 90% of consumers.

To work in a position "sitting" are used by various operating seats. Distinguish workers seat for long and short term use. General requirements for the seat of long use of the following: the seat should ensure position, minimizing the statistical work of muscles; create conditions the possibility of changes in working postures; not to obstruct the activities of the systems of the body; to ensure the free movement relative to the working surface, have adjustable parameters; have the floor upholstery. For short-term use is recommended hard chairs and a different type of stools.

In the conditions of growing mechanization and automation of production processes is of special significance means of display of the information about the object of management. Widespread use of the received information model, that is organized according to certain rules information about the status of the object of control.

The information models of the following requirements:

• the content of the information model should adequately display the object of management;

• information model should provide the best information balance;

• the shape and composition of the information of the model must be consistent with the labor process and possibilities of man for the reception of the information.

Practice makes it possible to outline the sequence of the development of an information model: definition of the objectives of the system, the sequence of their decisions and sources of information; drawing up a list of control objects and their characteristics; the distribution of objects on the degree of importance; the distribution of functions between automation and man; the choice of coding of objects and drawing up of the overall composition models; determination of Executive actions of man.

In the process of constructing information model are determined by the location of the media in the workplace, are selected dimensions of marks and the layout of. Displaying means are placed in the field of view of an observer with the account of optimum corners and observation areas. Dimensions signs monitoring are determined taking into account maximum accuracy and speed of perception of the information, as well as the brightness of the character, magnitude contrast, the use of color. Optimum brightness are considered to be the value at which the maximum contrast sensitivity. The value of it will be greater, the smaller the size of the object of discrimination. Optimal area size contrast is 60-90%. In the work of the eyes is a place of a certain inertia, which requires taking into account the time of exposure of the optic signal and the time intervals for the sense of separate signals the following one after the other. In most cases, the exposure time of the signal should be no less than 50 MS. Each variety of indicators has its area of use: indicators backlit used for the display of high-quality information that requires an immediate response of the operator; gauges are used for the reading of the measured parameters; integral indicators for combining information immediately on several parameters.

The structure and dynamics of the controlled object are usually with the help of a chip. In some cases the scoreboard used to display information and perception of the team of operators.

In the design of the workplace should take into account the rules of the economy's movements: when using two hands of their motion should be simultaneous and balanced; movement should be smooth and rounded, rhythmic and customary for working. The design of the equipment shall take into account the rules relating to the speed and accuracy of workers ' struggles. For example, the most rapid movement to itself; in the horizontal plane of the hand speed more than in the vertical; the accuracy of movements better in a sitting position, than standing, etc. Controls, used in the workplace must comply with the General requirements of ergonomics: and direction of the management bodies must comply with the movement associated with him indicator; the compliance of the location

of the management bodies of the sequence of work of the operator; ease of use; the creation of the bodies of the Board of mechanical resistance and etc. In addition, for each type of bodies of pressure corresponds to a specific area of use and the special requirements of the size, form, effort, etc.

The automated workplace of the operator-Communicator (the operator in the control room) in the General case are used:

- means of mapping the information of individual use (imaging units, signaling devices, and so on);

- means of control and input of information (remote the display, keyboard control, separate controls, and so on);

- devices of communication and transmission of information (modems, telegraphic and telephone sets):

- the device documentation and storage of information (printing devices, magnetic recording and so on);

- auxiliary equipment (means of office equipment, the storage media, the device of local lighting).

At the automated working place should be provided with information and constructive compatibility used by technical means, of anthropometric and physiological characteristics of the person.

At optimization of the procedures of interaction between operators of telecommunications workers with technical means in the conditions of automation ergonomic factors act as the main determining the probability-time characteristics and the intensity of the work. These factors are sensitive to variations of individual properties of the operator.

Working the furniture should be comfortable for the execution of planned operations. The design of the working furniture: table, chairs is of great importance for the creation of healthy environments and highly productive work. Working the furniture is designed with consideration of anthropometric data of a human, technical, aesthetic and economic factors.

In the complete set of the working furniture of great importance is the design of the production of a chair, as it depends on the attitude of the employee and, therefore, energy consumption and the degree of its strain. Operating the seat must have the required dimensions, the relevant anthropometric data of the person and be flexible. The most comfortable chairs and seats with adjustable back tilt and height of seat. Changing the height of the seat from the floor and back angle, you can find the most appropriate labour process and the individual characteristics of the employee.

As a rule, all the surface of the written and desktops should be at the level of the elbow in the position of a person. When choosing the height of the table should be considered a man sits during work or stands.

The inconvenient of the table height reduces the efficiency of work and causes rapid fatigue. The lack of sufficient space for the knees and feet cause constant irritation of the employee. Minimum operating table height should be not less than 725 mm. As practice shows, for the working medium height the height of the desktop is accepted 800 mm. For the employee of another growth you can change the height of the working chair, or the position of the boards so that the distance from the object processing before the eyes of the working height is equal to approximately 450 mm.

Accommodation of the technical means and the chair of the operator in the working zone should provide easy access to the main functional nodes and units of equipment for conducting technical diagnostics, preventive inspection and repair; the ability to quickly occupy and to leave the work area; the exception of accidental actuation means of control and input of information; comfortable working posture and position of rest. In addition, the scheme of accommodation should meet the requirements of integrity, compactness and technical and aesthetic expressiveness of the working postures.

The display must be placed on a table or stand so that the distance of observation on the screen does not exceed 700 mm (optimal distance of 450 - 500 mm). Display screen height must be located so that the angle between the centre of

the screen and horizontal line of sight was 200. Horizontal viewing angle of the screen should not exceed 600. The remote display to be placed on a desktop or stand so that the height of the keypad in relation to sex was 650 - 720 mm. When placing the remote control on a standard desktop height of 750 mm it is necessary to use the seat with height adjustable seat (450 - 380 mm) and the footrests. Document (form) for entry operator data it is recommended to have at a distance of 450 - 500 mm from the eyes of the operator, predominantly on the left, with the angle between display screen and the document in the horizontal plane shall be 30 40 degrees. The tilt angle of the keyboard should be equal to 15 degrees.

Display screen, documents and keypad display should be located so that the difference of brightness surfaces, depending on their location relative to the source of light, not more than 1:10 (the recommended value 1:3). At nominal values of brightness of the image on the screen 50 - 100 CD/m2 illumination of the document should be 300 - 500 Lux.

Working place should be equipped in such a way that the movement of an employee would be the most efficient, least tedious.

The device documentation and other, rarely used by technical means, it is recommended to concentrate on the right from the operator in the zone of maximum reach and means of communication to the left, to free the right hand for the entries.

4.2. Emergencies

In theory SAFETY EMERGENCIES - is a set of events, the result of the onset of which is characterized by one or more of the following signso

a) danger to life and health of a significant number of people;

b) the material violation of the ecological balance in the area of the emergency;

c) the failure of the life support systems and control, full or partial cessation of economic activities;

d) significant material and economic damage;

e) the need to involve large as the usually external to the area of emergency forces and means for the salvation of men and the elimination of consequences;

e) psychological discomfort for large groups of people.

It is characteristic that emergency arises outwardly suddenly, suddenly. Specification of definition of the emergency is achieved by introduction of quantitative measures of the dangers.

The classification of emergencies.

For reasons of emergencies are of natural, man-made, man-made, environmental, and social.

To the natural (natural) emergency situations are dangerous natural phenomena or processes that have extraordinary in nature and lead to a breach of everyday life more or less significant groups of the population, loss of life destruction of material values. These include earthquakes, floods, tsunamis, volcanic eruptions, mudflows, landslides, avalanches, hurricanes and Smer-Chi, massive forest and peat fires, snow and avalanches. The number of natural disasters are also droughts, long-term heavy rains, strong stable frosts, epidemics, epizootics, epidemics, mass distribution of pests of agriculture and forestry. Natural disasters can happen: as a result of rapid movement of the substance earthquakes, landslides); in the release of within the earth'senergy (volcanic activity earthquakes) at increasing the overall level of rivers lakes and seas floods tsunamis) under the influence of an unusually strong wind ahurricanes cyclones. Some natural disasters fires avalanches landslides, etc..may arise as a result of the actions of the people themselves but their consequences are always the result of the action of the forces of nature. For each natural disaster characterized by the presence of intrinsic in the affecting factors, adversely affecting human health.

Natural disasters are a tragedy of the entire state and especiallyo for those areas where they occur. As a result of natural disasters are affecting the economy of the country since the collapse of production of the enterprise the destruction of material values and most importantlyo there are losses among the peoplee killed

their housing and property. In addition, natural disasters pose extremely adverse conditions of life for the population, which may be the cause of outbreaks of infectious diseases. The number of people affected by natural disasters can be considerable and the nature of the lesions is very diverse. Most people suffer from floods (40% of the total damage), hurricanes (20%), earthquakes and droughts (15%). About 10% of the total damage is on the other types of disasters.

A number of Soviet and foreign experts, citing data on the losses in major disasters assume that in the future in connection with the growth and concentration of population similar in the force of the disaster will be accompanied by an increase in the number of casualties in the tens of times.

Man-made emergency situations is considered a sudden failure of machines, mechanisms and units during their operationи accompanied by serious violations of the production processc the explosions the formation of fire radioactive chemical or biological infections of large territories a group of damagedestruction of people. To technogenic emergencies are accidents at industrial facilities constructione as well as on railм airo roado pipeline and water transport as a result of which the firesa the destruction of civil and industrial buildingsa there was a danger of radioactive contaminationя chemical and bacterial contaminationт there was the spreading of the oil products and aggressive poisonous liquid on the surface of earth and water and there are other consequences endangering human health and the environment.

The nature of the consequences of technogenic catastrophes depends on the type of accident, its scale and characteristics of the enterprise, where the crash occurred (on the means of transport and the circumstances in which the accident occurred.

Anthropogenic emergency situations are the consequence of the erroneous actions of the personnel. This class of emergency can occur at the same objects that and man-made emergency situations. The difference consists only in the fact that man-made emergency situations is not connected with the human factor directly.

The emergency ecological character may include: intensive degradation of the soil and its pollution by heavy metals (cadmium, lead, mercury, chromium, etc.) and other harmful substances, polluting the atmosphere of harmful chemical substances noise electromagnetic fields acid rain the destruction of the ozone layer, etc.

To the social emergency relate the events taking place in the society robbery violence) ethnic conflicts accompanied by the use of force contradictions between the States with the use of weapons.

CONCLUSIONS AND OFFERS

During performance of this work by the author the following conclusions are drawn:

1) The program of creation of the electronic government in many countries of the world says that it is necessary to develop information technologies as a factor of ensuring effective management of the state and granting to the population of high-quality social services.

2) Studying of experience of implementation of projects in the advanced countries is necessary in connection with desire to avoid the general mistakes and to maximize an indicator of return of investments. At the same time there is a set of factors which have to be considered and considered at concrete realization: population of the country; cultural, social and economic and political features; prevalence of Internet access; sources and readiness of financing of projects etc.

3) The UN review "The electronic government for people" allows to carry out the analysis of a state and an e-government level of development for each country for the purpose of definition of achieved success and identification of existing problems;

4) Across the CIS the E-GDI index averages 0,5413, and CIS countries take the second place among world regions on average value of this index;

5) In nine member states of the CIS value of an index of development of the electronic government of E-GDI exceeds the average world value (0,4882);

6) In two years (with 2010 on 2012) seven CIS countries raised the ratings on the E-GDI index from 32 to 4 positions;

7) The Republic of Uzbekistan began active work in the sphere of the electronic government 12 years ago when on May 30, 2002 the President signed No. DP-3080 Decree "About further development of a computerization and ICT introduction";

8) The governmental program for complex development of information and communication system of Uzbekistan for 2013-2020 in which such tasks as

providing the population with opportunity to carry out relationship with public authorities in an electronic form, principle introduction "a uniform window" in system of public administration, actions for creation of complexes of information systems and EG system databases are defined are planned is accepted;

9) The state committee of communication, informatization and telecommunication technologies published the bill "About the Electronic Government" on the site;

10) Government bodies still insufficiently effectively use possibilities of information technologies to move to qualitatively new level of interaction with the population;

Studying of foreign experience in the sphere of effective rendering the state services on the basis of ICT to the population can be used as offers for its improvement in Uzbekistan:

1) It is necessary to develop the register and carrying out inventory of the state services;

2) It is required carrying out an assessment of potential of the civil servants, rendering services to the population;

3) Carrying out training of the civil servants rendering services to the population is necessary;

4) Adjustment of qualitative feedback with the population is necessary;

5) Rendering the state services by means of mobile means and services is necessary;

6) Creation of available information communication infrastructure for the population is necessary;

7) Today system approach to service is necessary for the population in the electronic option (look), assuming the decision organizational, economic, legal and some other questions;

8) Important task is formation and development of the industry and the corresponding infrastructure raising a level of demand on electronic services, focused on the mass consumer with use of the information (electronic) resources

providing a high level of quality, availability and efficiency of providing electronic state services;

9) Formation of uniform system of the service in electronic form including creation of a uniform database, the requirement to structure and contents of information on rendered service in electronic form, the mechanism of authorization of users of services is necessary;

10) Today creation and development of the state interdepartmental electronic interaction, allowing to exchange data and to make decisions in real time, thus providing security of the recipient and the representative of the services rendered in electronic form is necessary.

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3. The law of RUz "About Legal Protection of Programs for Electronic Computers and Databases" of May 8, 1994;

4. The law of RUz "About a Digital Signature" of December 11, 2003;

5. The law of RUz "about electronic document flow" of April 29, 2004;

6. The law of RUz "about electronic commerce" of April 29, 2004.

Decrees and Resolutions of the President of the Republic of Uzbekistan:

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8. "About further development of a computerization and introduction of information and communication technologies";

9. 8. Resolution of the President of the Republic of Uzbekistan of 08.07.2005 г.№ RP-117

10. "About additional measures for further development of information communication technologies";

11. The resolution of the President of the Republic of Uzbekistan of March 21, 2012 No. RP-1730

"About measures for further introduction and development of modern information and communication technologies";

12. The resolution of the Cabinet of the Republic of Uzbekistan of December 31, 2013 No. 355 "About measures for introduction of system of an assessment of a condition of development of information and communication technologies in the Republic of Uzbekistan"

13. The resolution of the President of the Republic of Uzbekistan of September 20, 2013 No. RP-2042 "About measures for further strengthening of stimulation of domestic software developers"

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Appendices

Приложение 1.

Реестр базовых интерактивных государственных услуг

№	Наименование услуг	Ответственные организации
1	Предоставление информации о структуре, составе, функциях, задачах, полномочиях и основной деятельности, порядке рассмотрения обращений граждан в органах государственного и хозяйственного управления, государственной власти на местах.	КМ, госорганы www.gov.uz
2	Рассмотрение обращений граждан.	
3	Предоставление информации по порядку регистрации рождения, смерти, регистрации брака, расторжения брака, установления отцовства, усыновления (удочерения), перемены фамилии, имени и отчества.	Минюст www.minjust.uz
4	Предоставление перечня территориальных органов ЗАГС Республики Узбекистан	
5	Предоставление информации о системах дошкольного образования, общего среднего, среднего специального, профессионального и высшего образования. Перечень ВУЗов, академических лицеев, профессиональных колледжей и школ Республики Узбекистан.	МВССО www.edu.uz, МНО www.uzedu.uz
6	Предоставление информации о порядке поступления в учебные заведения Республики Узбекистан.	
7	Предоставление информации по вопросам занятости	Минтруд www.mintrud.uz
8	Предоставление информации по вопросам оформления пенсии и пособий в органах социального обеспечения	
9	Предоставление информации по вопросам охраны общественного порядка и обеспечения общественной безопасности	МВД www.mvd.uz
10	Предоставление информации о регистрации и техническом осмотре транспортных средств	

11	Прием заявлений на регистрацию транспортных средств юридических и физических лиц	
12	Предоставление информации о ходе реализации экономических реформ в коммунальном обслуживании Республики Узбекистан	«Узкоммунхизмат»
13	Предоставление информации о порядке и организации предоставления медицинских услуг гражданам.	Минздрав http://www.minzdrav.uz/services/
14	Предоставление информации о порядке оказания бесплатной медицинской помощи государственными учреждениями системы Министерства здравоохранения.	
15	Предоставление информации о зарегистрированных лекарственных средствах.	
16	Предоставление информации о порядке проведения государственного санитарно — эпидемиологического контроля.	
17	Предоставление информации об учебных учреждениях системы Министерства здравоохранения.	
18	Предоставление информации о порядке поступления в учебные заведения системы Министерства здравоохранения и предоставлении государственных грантов на обучение	
19	Предоставление информации о порядке переподготовки и повышения квалификации персонала учреждений здравоохранения.	
20	Предоставление информации о взаиморасчетах с бюджетом и внебюджетным фондом по запросу налогоплательщика	ГНК www.soliq.uz
21	Выдача выписки из плана-графика проверок хозяйствующих субъектов контролирующих органов на соответствующий период по запросу налогоплательщика	
22	Прием заявлений на регистрацию, выдача индивидуальных номеров налогоплательщика и изменение регистрационных данных налогоплательщика (только для регистрирующих	

	органов при хокимиятах городов и районов, а также региональным органам юстиции)	
23	Предоставление информации о нормативно-правовых актах по налогообложению	
24	Прием и обработка электронной налоговой отчетности, предоставление услуги по отправке электронной налоговой отчетности	
25	Предоставление информации о фактически сложившихся основных макроэкономических показателей социально — экономического развития Республики Узбекистан	Госкомстат www.stat.uz
26	Предоставление информации по Государственному регистру предприятий и организаций	
27	Прием и обработка электронных копий деклараций от декларантов	ГТК www.customs.uz
28	Предоставление информации по вопросам планирования и управления бизнесом, финансово-кредитной поддержки развития предпринимательства	Хокимияты, Госкомдемонополизации, ЦБ www.antimon.uz
29	Предоставление информации по вопросам лицензирования и государственного регулирования предпринимательства	
30	Информация о несостоятельных хозяйствующих субъектах, имущество которых подлежит реализации	Госкомдемонополизации www.antimon.uz
31	Предоставление информации о рынке ценных бумаг, банковском и страховом секторах	Госкомимущество, Минфин, ЦБ www.gki.uz www.cbu.uz
32	Предоставление информации о порядке формирования и утверждения тарифов на коммунальные услуги	
33	Предоставление информации по статистике внешней торговли	МВЭС www.mfer.uz
34	Предоставление информации об инвестиционных проектах, прием инвестиционных предложений	
35	Предоставление информации об организации электронных государственных закупок	

36	Предоставление информации о транспортно-коммуникационном комплексе страны: автомобильные и железные дороги, гражданская авиация	УзААРТ www.uzaart.uz , НАК «Узбекистон хаво йуллари» www.uzairways.com, ГАЖК «Узбекистон темир йуллари» www.uzrailway.uz , ГАК «Узавтойўл» www.uzavtoyul.uz
37	Предоставление расписания движения пассажирского железнодорожного и авиатранспорта, перечня справочных служб вокзалов	
38	Предоставление информации по тарифам на универсальные услуги телекоммуникаций, перечню почтовых индексов Республики Узбекистан, кодам зон телефонной нумерации Республики Узбекистан, кодам стран, перечню и адресам сайтов государственных органов	УзАСИ www.aci.uz
39	Предоставление информации о зарегистрированных Государственных информационных ресурсах и системах.	
40	Прием заявлений на получение лицензий	
41	Предоставление информации по вопросам миграции и выхода из гражданства Республики Узбекистан	МИД www.mfa.uz, МВД www.mvd.uz
42	Предоставление информации по процедурам выдачи виз, временной прописки и продление временной прописки прибывающих иностранцев, получения разрешения на постоянное проживание, вида на жительство, гражданства Республики Узбекистан, предоставление информации об ограничениях въезда на территорию Республики Узбекистан	
43	Предоставление перечня иностранных посольств в Республике Узбекистан, дипломатических миссий и представительств международных организаций, аккредитованных в РУз, списка посольств Республики Узбекистан за границей	МИД www.mfa.uz

44	Предоставление информации из фондов Государственного архива	Агентство «Узархив» www.archiv.uz
45	Предоставление информации по информационному-библиотечному обслуживанию населения на основе современных информационных технологий, направленных на оперативное удовлетворение научных, образовательных, информационных и культурных интересов. Перечень информационно-ресурсных и информационно – библиотечных центров, а также специализированных библиотек Республики Узбекистан	Минкультуры www.madaniyat.sport.uz, МВССО www.edu.uz, МНО www.uzedu.uz, УзАСИ www.aci.uz
46	Предоставление информации по земельным ресурсам	Госкомземкадастр www.gkz.uz
47	Предоставление информации о государственной регистрации прав на недвижимое имущество	
48	Предоставление информации о природно-географических условиях и историко-культурном наследии Республики Узбекистан	Минкультуры www.madaniyat.sport.uz, Госкомземкадастр www.gkz.uz
49	Расписание и наличие мест на рейсах, тарифы, перечень оказываемых авиакомпанией услуг, табло прилета и вылета воздушных судов из Международного аэропорта «Ташкент».	НАК «Узбекистон хаво йуллари» www.uzairways.com

Приложение 2.

Услуги «государственные органы – государственные органы» (G2G):

1. Государственная информационная система «Маҳалла», субсистема «Фуқаролар йиғинлари» - Сбор, обработка, систематизация и хранение информации об органах местного самоуправления и их деятельности (2012) – реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; органы местного управления.

2. Государственная информационная система «Алоқа», субсистемы «Алоқа ва маълумот узатиш тармоқларини бошқариш», «Телефон алоқаси», «Почта алоқаси» - Сбор, обработка, систематизация и хранение информации о сетях телекоммуникаций, передачи данных, телефонной и почтовой связи (2012) – реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; телекоммуникационная инфраструктура.

3. Государственная информационная система «Касаба уюшмаси», субсистемы «Касаба ташкилотлари», «Сиҳатгоҳлар» - Сбор, обработка, систематизация и хранение информации о 12 деятельности профессиональных союзов и санаторно-оздоровительных учреждений (2012) – реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк- офис; Оздоровительные / Профессиональные союзы.

4.Государственная информационная система «Кадрлар» , субсистемы «Хизматчилар», «Мукофотланганлар», «Кадрлар захираси» - Сбор, систематизация и хранение информации о сотрудниках государственных органов, лицах, награжденных государственными наградами, резерве кадров (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Статус населения.

5. Государственная информационная система «Электр энергияси», субсистемы «Электр энергияси ишлаб чиқариш кўрсаткичлари», «Махсулот тақсимоти», «Ишлаб чиқариш объекти» - Сбор, обработка, систематизация и хранение информации о производстве электроэнергии, ее распределении, состоянии электростанций (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Энергетика.

6.Государственная информационная система «Инновация» , субсистемы «Патентлар», «Кашфи тлар», «Рационализаторлик таклифлари», «Дастурий маҳсулотлар» - Сбор, обработка, систематизация и хранение информации о зарегистрированных в стране патентах, изобретениях, полезных моделях, рационализаторских предложениях, программных продуктах и базах данных (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Бизнес, Наука и Технологии / Научно- исследовательские и опытно-конструкторские работы.

7.Государственная информационная система «Божхона» , субсистемы «Божхона тўловлари», «Божхона омбори», «Темир йўл», «Авто», «Божхона - юк декларациялари веб - портали» - Сбор, обработка, систематизация и хранение информации о товарах и транспортных средствах, пересекающих границу Республики Узбекистан, контроль уплаты таможенных платежей (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Транспорт, налоговое администрирование.

8. Государственная информационная система «Нарх-наво» , субсистемы «Махсулот», «Нархлар», «Табиий монополиялар» - Сбор, обработка, систематизация и хранение информации о ценах на товары и услуги, естественных монополиях в разрезе регионов (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Ценообразование и регулирование монополий.

9. Государственная информационная система «Паспорт тизими», субсистемы «Фуқаролик паспорта», «Фуқаролиги йўқ шахслар», «Дипломатик паспорт», «Визалар» - Сбор, обработка, систематизация и хранение информации о соблюдении паспортно-визового режима (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк- офис; Услуги по выдаче паспорта и визовые/ консульские услуги.

10.Государственная информационная система «Фан», субсистемы «Илмий ишлар», «Олим» - Сбор обработка, систематизация и хранение информации о результатах проведенных и проводимых научных исследованиях, эффективности их внедрения и лицах, имеющих ученые степени и звания (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Образование, Наука и Технологии / Научно- исследовательские и опытно - конструкторские работы.

11.Государственная информационная система «Тадбиркорлик», субсистемы «Кичик бизнес субъекти», «Хусусий тадбиркорлик» - Сбор, обработка, систематизация и хранение информации о субъектах малого бизнеса и частного предпринимательства (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк- офис; Бизнес/предпринимательство.

12. Государственная информационная система «Турар жой» , субсистема «Турар жой фонди», «Коммунал хўжалик», «Сув, иссиқлик, газ ва электр қувватлар истеъмолини хисобга олиш» - Сбор, обработка, систематизация и хранение информации о жилищном фонде, коммунальном хозяйстве, потреблении коммунальных услуг (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Жилищно- коммунальные услуги.

13. Государственная информационная система «Ижро интизоми» , субсистемы «Ҳужжатлар», «Назоратдаги ҳужжатлар», «Топшириқлар» - Сбор, обработка, систематизация и хранение информации о состоянии исполнительской дисциплины в государственных органах (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Деятельность правительства.

14.Государственная информационная система «Девонхона» , субсистемы «Хатлар», «Индекслар» - Автоматизация официальной переписки между государственными органами, организациями и населением (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Деятельность правительства.

15.Государственная информационная система «Аҳоли» , субсистемы «Фуқаролик ҳолати далолатномаларини зиш органлари», «Фуқаролик ҳолати далолатно-малари зувлари», « исмоний шахслар» - Ведение Единого реестра населения с уникальным идентификатором по всей Национальной информационной системе, а также учреждений ЗАГС (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Статус населения.

16.Государственная информационная система «Корхона» , субсистемы «Ишлаб чиқариш», «Махсулот ва хизматлар», «Омбор», «Захира», «Харидорлар», «Таъминотчилар», «Бухгалтерия», «Ускуналарга техник хизмат кўрсатиш ва таъмирлаш», «Сифат назорати», «Ходимларни бошқариш» - Автоматизация деятельности производственного предприятия, включая подсистемы управления производством, товарами и услугами, складскими помещениями, планирования ресурсов, взаимодействия с потребителями и поставщиками, бухгалтерии, технического обслуживания и ремонта оборудования, контроля качества и управления персоналом (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Управление ресурсами предприятия.

17.Государственная информационная система «Солиқ» , субсистемы «Солиқ тўловчиларнинг ягона реестри», «Солиқ тўловчиларнинг шахсий карточкалари реестри», «Солиқ декларациялари реестри», «Молия ва солиқ ҳисоботи реестри» - Сбор, обработка, систематизация и хранение информации о налогоплательщиках и объектах налогообложения, контроль своевременного сбора налогов (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Налоговое администрирование, деятельность правительства.

18.Государственная информационная система «Инспекция» , субсистемы «Инспекция объектлари», «Инспекциялаш режалари ва натижалари» - Сбор, обработка, систематизация и хранение информации о деятельности государственных инспекций по сферам (2014) - реестр/база

данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Деятельность правительства.

19. Государственная информационная система «Иқлим», субсистема «Иқлим кўрсаткичлари» - Сбор, обработка, хранение и предоставление информации о климате республики в разрезе климатических зон (2014) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Окружающая среда.

20.Государственная информационная система «Архив» , субсистема «Архив ҳужжатларининг электрон картотекаси» - Сбор, систематизация и хранение аннотаций архивных документов по путеводителям архивных фондов (2014) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), Архивы.

21.Государственная информационная система «Бюджет» , субсистемы «Бюджетга тушумлар», «Ғазначилик», «Бюджетни режалаштириш», «Бюджет назорати» - Сбор, обработка, систематизация и хранение информации о планировании, ходе исполнения Государственного бюджета, контроль за его исполнением (2014) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бюджет/финансы, деятельность правительства.

22. Государственная информационная система «Молиявий назорат», субсистемы «Молиявий назорат объектлари», «Бюджетдан ташқари фондлар назорати» - Контроль за финансовой дисциплиной, своевременностью и полнотой обязательных платежей (2014) - реестр/база 14 данных, электронные записи и управление документооборотом (ЭЗУД), финансы, деятельность правительства.

23.Государственная информационная система «Нафақа» , субсистема «Нафака» - Создание единой базы данных о пенсионерах, назначение, исчисление размеров пенсий и пособий, перерасчет и учет выплат пенсий и пособий (2014) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), статус населения, социальная защита.

24. Государственная информационная система «Ҳуқуқбузарлик» , субсистемы « иноий ҳуқуқбузарлик», «Маъмурий ҳуқуқбузарлик», «Пенитенциар муассасалар» - Сбор, обработка, систематизация и хранение информации об уголовных, административных правонарушениях и пенитенциарных учреждениях (2014) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), статус населения, уголовное правосудие/правоприменение.

25.Государственная информационная система «Адлия-2», субсистемы «Судлар фаолияти», «Суд ҳужжатлари», «Суд департаментининг ягона ахборот-компьютер тармоғи», «Нотариат» - Сбор, обработка, систематизация и хранение информации о деятельности судов, их решениях, исполнении решений судов, а также информации о

деятельности нотариата (2014) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), правосудие/суды, нотариальные услуги.

26. Государственная информационная система «Ҳудуд» , субсистемы «Минтақа даражасидаги ижтимоий-иқтисодий ривожланиш кўрсаткичлари» - Обеспечение сводной оперативной информацией руководства регионов страны на основе автоматического сбора и обработки информации из информационных систем государственных органов (2014) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), деятельность правительства.

27. Государственная информационная система « збекистон» , субсистемы «Республика ижтимоий-иқтисодий ривожланиш кўрсаткичлари» - Обеспечение сводной оперативной информацией Аппарата Президента Республики Узбекистан и Кабинета Министров на основе автоматического сбора и обработки информации из информационных систем государственных органов (2014) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), деятельность правительства.

Услуги по типу «Государственные органы – государственные органы»/«Государственные органы – население»:

28.Государственная информационная система «Кутубхона», субсистемы « иғма электрон каталог», «Электрон кутубхона» - Создание сводного электронного каталога и обеспечение доступа к полнотекстовым электронным базам данных информационно-библиотечных и информационно-ресурсных центров (2012) – реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис/фронт-офис; Образование.

29.Государственная информационная система «Адлия-1» , субсистема «Миллий қонунчилик маълумотлар базаси» - Совершенствование сбора, систематизации и хранения нормативно-правовых актов Республики Узбекистан (2012) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис/фронт-офис; Правовые/регулятивные услуги.

Услуги по типу «Государственные органы – государственные органы»/«Государственные органы – субъекты предпринимательства»:

30. Государственная информационная система «Фирма номлари», субсистема «Фирма номларини рўйхатдан ўтказиш» - Рассмотрение заявлений о присвоении фирменных наименований и подтверждение отсутствия аналогичных наименований, зарегистрированных юридических лиц, с применением веб-технологий (2012) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис/фронт-офис; Услуги регистраци бизнеса и государственных предприятий.

31. Государственная информационная система «Юридик шахслар», субсистема «Хўжалик юритувчи субъект», «Тижорат ва нотижорат ташкилотлари» - Ведение Единого реестра юридических лиц с уникальным идентификатором по всей Национальной информационной системе. Ведение Единого государственного реестра коммерческих и некоммерческих организаций (2013) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис; Услуги регистраци бизнеса и государственных предприятий.

32. Государственная информационная система «ицензия», субсистемы «ицензия ва рухсат берувчилар», «ицензиантлар», «Рухсатномалар» - Сбор, обработка, систематизация и хранение информации об уполномоченных органах по выдаче лицензий и разрешений на отдельные виды деятельности, выданных лицензиях и разрешениях (2014) - реестр/база данных, электронные записи и управление документооборотом (ЭЗУД), бэк-офис/фронт-офис; Услуги по лицензированию бизнеса.

Для счета в дизайне оборудования должны антропометрические данные:

•определите контингент людей, для которых разработанное оборудование;

• выберите группу антропометрических особенностей;

• установите процент работы, которая должна встретить оборудование;

• определите границы размера интервала (усилия), которые должны быть осуществлены в аппаратных средствах.

Когда проектирование использования антропометрические размеры тела, и принимает во внимание различия в размерах группы людей и женщин, национальности, возраста, профессионала. Чтобы определить границы интервалов, которые принимают во внимание процент населения, система используется pertseteley. Дизайн оборудования должен обеспечить способность использовать, по крайней мере, для 90% потребителей.

Чтобы работать в положении "заседание" используются различными операционными местами. Различите рабочие фиксируются для долгосрочного и краткосрочного использования. Общие требования для места долгого использования следующего: место должно гарантировать положение, минимизируя статистическую работу мышц; создайте условия возможность изменений в рабочих осанках; не затруднить действия систем тела; чтобы гарантировать свободное перемещение относительно рабочей поверхности, имейте перемещаемые параметры; выступите обивка. Поскольку кратковременному использованию рекомендуют твердые стулья и другой тип табуретов.

В условиях растущей механизации и автоматизации производства процессы имеет специальные средства значения показа информации об объекте управления. Широкое использование полученной информационной

модели, которая организована согласно информации об определенных правилах о статусе объекта контроля.

Информационные модели следующих требований:

• содержание информационной модели должно адекватно показать объект управления;

• информационная модель должна обеспечить лучший информационный баланс;

• форма и состав информации модели должны быть совместимы с трудовым процессом и возможностями человека для приема информации.

Практика позволяет обрисовать в общих чертах последовательность развития информационной модели: определение целей системы, последовательности их решений и источников информации; составление списка контроля возражает и их особенности; распределение объектов на степени важности; распределение функций между автоматизацией и человеком; выбор кодирования объектов и составление полных моделей состава; определение Исполнительных производств человека.

В процессе строительства информационной модели определены местоположением СМИ на рабочем месте, отобранные размеры отметок и расположение. Показ средств помещен в поле зрения наблюдателя со счетом оптимальных углов и областей наблюдения. Контроль знаков размеров определен, принимая во внимание максимальную точность и скорость восприятия информации, а также яркости характера, контраста величины, использования цвета. Оптимальная яркость, как полагают, является стоимостью в который максимальная контрастная чувствительность. Ценность его будет больше, меньшее размер объекта дискриминации. Оптимальный контраст размера области составляет 60-90%.

В работе глаз место определенной инерции, которая требует принятия во внимание времени выделения оптического сигнала и временных интервалов для смысла отдельных сигналов следующий один за другим. В большинстве случаев время выдержки экспозиции сигнала должно составить не менее чем 50 мс. У каждого разнообразия индикаторов есть своя область использования: индикаторы подсвечивали используемый для показа высококачественной информации, которая требует непосредственной реакции оператора; меры используются для чтения измеренных параметров; составные индикаторы для объединения информации немедленно о нескольких параметрах.

Структура и динамика объекта, которым управляют, обычно с помощью чипа. В некоторых случаях табло раньше показывало информацию и восприятие команды операторов.

В дизайне рабочего места должен принять во внимание правила движений экономики: когда использование двух рук их движения должно быть одновременным и уравновешено; движение должно быть гладким и округлено, ритмичным и обычным для работы. Дизайн оборудования должен принять во внимание правила, касающиеся скорости и точности рабочих

'борьба. Например, самое быстрое движение к себе; в горизонтальной плоскости ручной скорости больше, чем в вертикальном; точность движений лучше в сидящем положении, чем положение, и т.д. Контрольные группы, используемые на рабочем месте, должны выполнить Общие требования эргономики: и направление управленческих тел должно выполнить движение, связанное с ним индикатор; соблюдение местоположения управленческих тел последовательности работы оператора; непринужденность использования; создание тел Комиссии по механической устойчивости и и т.д. Кроме того, для каждого типа тел давления соответствует определенной области использования и особым требованиям размера, формы, усилия, и т.д.

Автоматизированное рабочее место коммуникатора оператора (оператор в диспетчерской) в Общем случае используется:

- средства картографии информации отдельного использования (единицы отображения, сигнальные устройства, и так далее);
- средства контроля и вход информации (отдаленный показ, клавишный контроль, отдельные контрольные группы, и так далее);
- устройства коммуникации и передача информации (модемы, телеграфные и телефонные аппараты):
- документация устройства и хранение информации (печатающий устройства, магнитная запись и так далее);
- вспомогательное оборудование (средства офисного оборудования, носителей данных, устройства местного освещения).

В автоматизированном рабочем месте должен быть предоставлен информацию и конструктивную совместимость, используемую техническими средствами, антропометрических и физиологических особенностей человека.

При оптимизации процедур взаимодействия между операторами телекоммуникационных рабочих с техническим означает в условиях автоматизации эргономический акт факторов как главное определение разовых вероятностью особенностей и интенсивности работы. Эти факторы чувствительны к изменениям отдельных свойств оператора.

Работая мебель должна быть удобной для выполнения запланированных операций. Дизайн рабочей мебели: стол, стулья очень важно для создания здоровых сред и очень производительной работы. Работая мебель разработана с учетом антропометрических данных человеческие, технические, эстетические и экономические факторы.

В полном комплекте рабочей очень важной мебели дизайн производства стула, поскольку это зависит от отношения сотрудника и, поэтому, потребление энергии и степень его напряжения. Операция места должна иметь необходимые размеры, соответствующие антропометрические данные человека и быть гибкой. Самые удобные стулья и места с перемещаемым задним наклоном и высотой места. Изменяя высоту места от пола и заднего угла, Вы можете найти самый адекватный трудовой процесс и отдельные особенности сотрудника.