

Information Security Issues For Travel Companies

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Abstract— The article deals with the theoretical and methodological foundations of scientific research of information aspects of tourism security. The place of the concepts of "tourism security" and the information component in the structure of the category "tourism security" are defined. The key problems of information security of travel companies due to information threats are identified. The essence and ways of providing certain components of information security of tourism are characterized. The prospects of further research of information aspects of tourism security are determined.

Keywords— security, tourism, information, travel companies, tourist, risks, conceptual direction, classification

I. INTRODUCTION

President of the Republic of Uzbekistan Sh. Mirziyoev appealed to the "Oliy Majlis" on tourism opportunities as follows: "One of the perspective sectors of the national economy, which now brings high profits, is tourism. Uzbekistan is a country with great potential in tourism. There are more than 7,300 objects of cultural heritage in our country, and most of them are included in the list of UNESCO. "

In addition, the Republic of Uzbekistan in 2017-2021

In the five priority directions of development, the Strategy focuses on the rapid development of tourism industry, its role and share in the economy, diversification and quality of tourist services, and the expansion of tourism infrastructure.

It should be noted that tourism is becoming the world's largest trade network, and today the world's second largest oil and natural gas exporter is ranked third after the world's second largest oil and gas industry. Tourism sector accounts for 10 per cent of total exports in the world, and 35 per cent of trade in services. Located on the Great Silk Road, it has real potential for the development of the tourism network of the Republic of Uzbekistan, which has been famous for its ancient cities with centuries-old history and cultural background.

The Republic is radically different from its neighbors with the size of international tourism opportunities. Uzbekistan is one of the most economically stable countries, with unique historical architectural monuments, sweet-sugar fruits, diverse dishes, wonderful national traditions, traditions and

hospitality. All this attracts foreign tourists and encourages tourists.

The highest increase in the flow of tourists comes from Europe and Africa - 8 percent, Asia-Pacific region 6 percent, Middle East 5 percent, and America 3 percent.

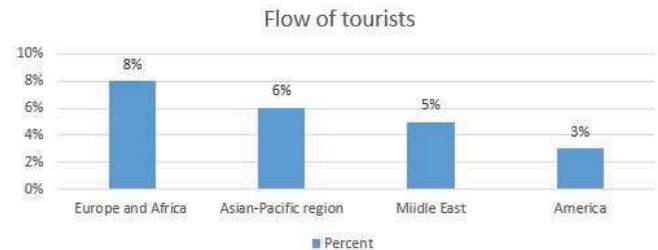


Figure 1: Flow of tourists

The development of integration processes within the tourism industry is one of the main factors contributing to the development of tourism in the immediate vicinity of resources, products, and links between communities in the region [2], which requires protection of these resources.

II. MAIN PART

New information technologies and effective communications serve to the rapid development of tourism, as well as the emergence of vertical, horizontal and diagonal integration [3], so there are also external threats.

In general, after the terrorist attack of 11 September in the US country, the security has determined a new vector of development for the tourism sector around the world.

Information provision of tourism is the implementation of the effectiveness of tourism activities in all segments of management with the information database of Tourism and their processing through a special set of Information Technologies.

The information system of tourism is an information database of Tourism and a set of special information technologies and technical tools aimed at their processing.

In the process of managing tourism or working with information flows, activities such as recording, collecting,

transmitting, storing, processing, extracting information are carried out and management decisions are made.

Therefore, the tourism industry-the threats to ensure the security of information are considered very impressive. Because the information contained in it is possible to receive confidential information about customers, for example, about his health. This means that in order to implement the information security of tourist firms, it is necessary, first, to comply with the norms of protection of personal data.

In addition to this, tourism is an area that includes activities such as internet payments, Hotel number booking, and ticket reservation. Therefore, one of the topical issues of tourist companies is the safe processing of banking information in accordance with the requirements of PCI DSS (data protection standard in payment systems).

While providing information security for travel companies is appropriate for any other company, the information contained therein is a major source of business.

The importance of tourism in today's society has a global nature that determines the right of every individual to travel. At the same time, tourism is manifested directly within the framework of the socio-economic process; therefore, tourism management is a complex issue.

The main directions of state tourism policy are as follows (Law of the Republic of Uzbekistan "On Tourism" Article 4).

- Tourism and tourism industry development;
- ensuring the enjoyment of rest, free movement and other rights of citizens during travel;
- rational use and maintenance of tourist resources;
- Improvement of normative base in the field of tourism;
- creating conditions for tourism (excursions) for children, youth, the disabled and the poor;
- Attraction of investments for the development of tourist industry;
- Creating equal opportunities for entrepreneurs in the market of tourist services;
- ensuring the protection of tourists, their rights, legal interests and property;
- organization and development of scientific provision of tourism;
- training, retraining and advanced training of staff;
- Develop cooperation with foreign countries and international organizations.

In addition, the state guarantees the safety of tourists on the territory of the Republic of Uzbekistan (Article 18).

The main trends in the safeguarding of tourists mentioned in Article 19 of the Law are the essence and meaning of the direct safeguard tourism, and the following can be summarized as follows:

In order to ensure the safety of tourists, subjects of touristic activity:

- Provide conditions for tourists to safely travel, travel, excursion, excursion and sports facilities;
- training tourists to avoid injuries and accidents and to provide guidance on primary health care, as well as the nature of the route and the behavior of tourists inform them of the sources of danger;
- Carries out oversight of tourists on trips, trips, competitions and other tourist activities;
- providing emergency assistance to disaster-affected tourists;

- Develop and implement specific security requirements for the organization and conduction of cars, skiing, bicycle, water, motorcycle, pedestrian, cave tourism and other types of tourism.

Subjects of tourist activities, who are interested in organizing tourist excursions using active forms of traveling, enter into agreements with search and rescue services to ensure the safety of tourists and assist them in extreme situations. Search and rescue services are created in the order established by the legislation.

Therefore, security in tourism is a complex of tools and means of protecting all kinds of tourism related activities from different threats. At the same time, it is necessary to adopt a systematic approach as a fundamental principle of security.



Figure 2: The main risks

The aspects of tourism learned by scientists are largely related to the types of tourism development, and information security is only available to them. However, due to the rapid development of the Internet, threats to tourism information systems, including personal information, are rising.

III. RESEARCH METHODS

Research in this area focuses primarily on the social aspects of information security. For example, Zimanyi and Kovary and others [3] mainly analyze and analyze social factors in the development of tourism and its security. At the same time, information aspects of tourism safety have not been studied.

At present, scientific research in the area of tourism safety is increasing and its importance is considered as a key factor. The tourism security structure and its functions are studied as a complexity, openness, and dynamically developing system [4]. For example, security issues in tourist activities are analyzed directly in connection with the external environment [3]. At the same time, conceptual directions of tourism safety are separated:

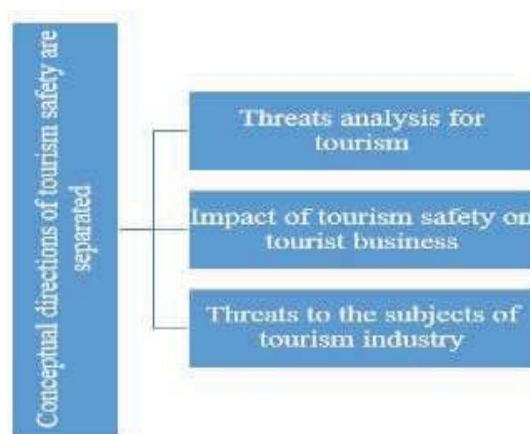


Figure 3: Conceptual directions of tourism safety

In the future, tourism security is key to marketing research in order to develop strategies for businesses in the future. [3]

In general, the safety of tourism is the condition of fulfilling its functional functions of the tourism industry, the absence of threats to it and the continuous development of the tourism system.

Tourism safety analysis is mainly conducted in three directions [5]:

- safety of tourist business;
- safety of tourist facilities;
- safety of tourists.

The first direction focuses on the security of tourist organizations at the level of economic issues. In the second direction, ecological problems will be considered and the nature of the objects will be investigated. In the third direction, the safety of subjects of tourism will be studied, and the insurance issues will be analyzed.

As a result of in-depth analysis of the above three areas, the following major areas of security can be found: Political, Social, Financial, Ecological, Information, Medical, Service, Object.

Security in these areas can not be distinguished from one another, as the problem that arises in one of these areas can immediately lead to complete tourism. In general, all directions will be linked to one information space.



Figure 4. Main areas of Information Security

IV. INFORMATION SECURITY CLASSIFICATIONS

The complete classification of the content of tourism information can be summarized as follows:

1. Reliable operation of your computer.
2. Network security
3. Software security
4. Personal Information Security.
5. Enterprise Information Security.
6. Safety of enterprise information resources.
7. Information environment security.

Providing information security in the areas listed in this classification requires a systematic approach to this area and reviews the resources of the tourism related system, for example:

Information support is a set of project decisions, as well as database formulation, on the form of organization of the round-the-clock information, the size of the location

(information classification and coding, the unified system of protection of the document, the unified information stream).

Technical support is a set of technical means for the information system and their protection, as well as means of protecting the activities of these tools and technological processes.

Mathematical Supply - The algorithm, models, mathematical methods and ways to evaluate the threats to the information system used to solve information problems in the information system.

Software is a set of programs for implementing the goals and objectives of the information system, as well as programs that provide a normal functioning of a complex of antivirus and technical tools.

Special software - this is a set of software developed to create a specific software system. It includes a variety of similarly designed models, a package of applications that reflects the operation of a particular object.

Organizational support - is a set of methods, tools and documents that determine the interaction of information systems with the technical means in the process of launch and operation of the information system. The methodology provides security services, operating procedures and security services.

Ergonomic Supply is a set of documents, including ergonomic requirements for workplaces, information protection models, employee work, and how they can be implemented.

Legal support is a set of legal norms that determine the legal status of the information system and its launch. At the same time, the procedure for receiving, processing and utilization of information is established. Legal support includes laws, decrees, decisions, orders, instructions, and other normative acts of ministries, agencies, local authorities.

Linguistic supply is a set of communication and information security systems, as well as information security.

Information security analysis in tourism is mainly focused on the object being explored and manifested at different levels (personality, business, society).

At the same time, technology-based learning is a means and technology designed to safeguard the essentials of information directly (ie, privacy, integrity, and ownership).

CONCLUSION

In summary, it is possible to say that the provision of information security for a tourism enterprise is directly determined by the state of the information environment, which is directly related to the activities of the enterprise. At the same time, it is necessary to take into account the risks to the operation of the outside environment.

Thus, the development and implementation of the recommendations and recommendations in the field of information security on the basis of the tourism information security classification described above will further enhance the tourist infrastructure, increase its attractiveness and increase the flow of tourists.

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