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Analysis of the Principles of Organizing Interactive Services in State Information Systems

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ANNOTATION: This article examines the principles of organizing interactive services in state information systems. It highlights the basic principles of electronic document management in the management of interactive services in state information systems. The technical and technological infrastructure of the electronic document management system in the management of interactive services in state information systems is presented. The basic principles and mechanisms of the electronic document management system have also been studied.

KEYWORDS: electronic document, information system, interactive service, electronic document management, state information systems, information security.

In state information systems, when managing interactive services, the basic principles of electronic document management are as follows[2]:

- a) In state information systems, when managing interactive services, **providing** a dynamically variable number of users of the system with the technological possibility of using electronic document management;
- b) In state information systems, when managing interactive services, **users of the electronic document management system use** software and hardware with the same identical capabilities, formats, protocols and flexible technologies for the exchange of information;
- c) In state information systems, when managing interactive services, **compliance** with regulatory and legal rules in the use of software and certified software and hardware by users of the electronic document management system;
- d) In state information systems, when managing interactive services, **ensuring** the completeness and integrity of information sent, received and processed electronic documents;
- e) In state information systems, when managing interactive services, **reducing material and financial costs and waste of time** in the electronic document management system;
- f) In state information systems, when managing interactive services, **ensuring the security and confidentiality of information** in electronic document flow.

In electronic document management (EDM), information protection is considered another important principle. To achieve the goal, unified technical, program and organizational measures are needed. The arrangements of protection of technical and software information includes the use of cryptographic protection of certified information and management of the organization of electronic archival processes, i.e. automation of the implementation of EDF principles[3]. The system also ensures the secrecy of the correspondence of the parties, resolves controversial issues.

In state information systems, when managing interactive services, the technical and technological infrastructure of the electronic document management system is as follows: in state information systems, when managing interactive services, there is a main server, its administrator, who is the manager of the electronic document management system



between objects; control servers of users of the electronic document management system between objects; secure communication channels[1].

In state information systems with complex management of interactive services in the implementation of electronic document management, information security is ensured by technical and software tools, as well as by a number of complex organizational arrangements[4].

The Ministry of Informatization and Development of Communications of the Republic of Uzbekistan has adopted a conceptual approach to creating a Republican automated information system. This concept is based on the application of uniform requirements for the format of the message envelope of the Republican electronic document management system, which allows the standardization of all requirements for programmatic interchange of information between government bodies, as well as external users - citizens and business[5]. The standard "Electronic documents. Rules of execution, handling and storage".

The electronic document management system on a large scale provides electronic document circulation between state bodies in general and between state bodies of the Republic of Uzbekistan in particular.

The basic principles of EDM are as follows:

- Registration of a document only once allows, if necessary, to refer to this document in various states of the EDM system;
- Allows the parallel execution of operations, reduce the time of movement of documents, speed up their execution;
- Allows the continuous movement of the document, determine the person responsible for the execution in the process of document execution;
- A single database of documents allows you to prevent the accumulation of documents;
- The system of organizing an effective search for a document allows you to find the desired document based on minimal information;
- Allows you to develop a reporting system for various attributes and statuses of a document, make management decisions based on reporting and control the movement of documents based on workflow processes

The principle of interconnection consists in organizing such interconnection of system elements that decision making depends not only on information that depends on the goal of the system, but also depends on information that depends on the current state of the system. In the system of a market economy of complex production, the practical application of these principles ensures the effective implementation of certain tasks.

The principle of the control container for a complex system is to deliver (to provide) resources to achieve the control goal:

- a) at the right time, i.e. at the required time $\mathbf{T} = \{t_k\}$;
- b) to the right place, i.e. to the designated point of the territory $\mathbf{X} = \{x_m\}$;
- c) in the required volume $\mathbf{V} = \{v_n\}$;
- d) in the required quality $\mathbf{J} = \{j_i\}$;

$$\mathbf{R} = \mathbf{R}\{\mathbf{T}, \mathbf{X}, \mathbf{V}, \mathbf{J}\}.$$

Management principle. According to the control principle, a complex dynamic system should not contain an uncontrolled subsystem. No subsystem should be left out of the control process. In the process of forming the system, a disagreement may arise in connection with the failure of some element. The reason is a change in the nature of the relationship between elements.



The principle of consistency. On the basis of this principle, any complex dynamic system on the one hand can be in the environment of a similar system. This principle allows design and research to take into account not only internal relationships, but also relationships with other systems. It should be considered with a unified view of the external environment, current conditions, analysis of the external environment and current conditions.

Decomposition principle. This principle provides for considering the system as a set of elements for various indicators vertically and horizontally, based on this, the creation of a single function of the relationship of these elements and take into account the management objectives.

Control principle. According to this principle, there should be no unobservable elements and / or subsystems in the structure for the tops. Control can be exercised here. This principle is essential in the creation of automated control systems, in making informed management decisions. Management decisions are made before changes in the controlled process.

The principles of typing and standardization can be widely used in design systems. Elements of a complex system must correspond to each other in all horizontal and vertical indicators to ensure the achievement of a given system efficiency.

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