

Analysis of Digitization Processes and Ongoing Projects in Uzbekistan

Khayrullayeva Aziza Yigitali qizi ¹

¹ Student of the University of World Economy and Diplomacy

Abstract:

This article provides information about the concept of digital diplomacy and its development, its entry into the territory of Uzbekistan, the stages of development and the current status of projects and prospective plans.

Keywords: Digital diplomacy, e-government, digitization, stages, cyber-attacks, database.

Today, in the process of globalization, which is increasingly accelerating, different levels of technological development are being carried out in different parts of the world. Such growth is the reason for the formation of new industries and representatives of new industries in the society and their formation in today's world competitive market. At this point, there is a new direction in the field of international relations that is emerging as a result of technological growth, and this field is also called digital or electronic diplomacy. The main object of study of this direction is the Internet and the diplomatic missions carried out through it. Digital diplomacy, also known as Digiplomacy and eDiplomacy, is defined as the use of the Internet and new information and communication technologies to help achieve diplomatic goals. It is considered to be a direction focused on the interaction between the Internet and diplomacy, and it refers to changes and adaptations in the international arena with the emergence of new topics such as cyber security, privacy, etc.

Digital (electronic) diplomacy means using the Internet and information technologies to solve diplomatic issues. Digital diplomacy uses new media tools, social networks, blogs and similar media areas of the global network. In world politics, this type of diplomacy usually involves traditional government agencies (primarily dealing with foreign policy), non-governmental organizations. The main goal of digital diplomacy is to promote foreign policy interests, news propaganda through Internet television and social networks.

Digital diplomacy is defined as the use of social media in government diplomatic practice to facilitate interactions between foreign nationals and diplomats. Digital diplomacy is not an

interaction with the political and diplomatic elite of foreign countries, but one of the directions of involvement in the diplomatic practice of the general population, oriented towards public diplomacy. Internet diplomacy includes posting radio and television broadcasts on the Internet, distributing literature in open access digital format, monitoring discussions in the blogosphere, creating the first personal pages of public officials on social networks, as well as information through mobile phones. The term was originally used to refer to US social policy that was driven by digital technologies. The term is also used as "Internet diplomacy", "social media diplomacy" and "Web 2.0 diplomacy". The first programs in this area began to develop in 2002-2003, when the George W. Bush campaign moved from traditional media, radio and television, to the Internet. In 2006, Secretary of State Condoleezza Rice created the Digital Cooperation Group, which consists of experts who monitor the information and disinformation posts about the US by users on social networks. At the same time, the official blog of the State Department and the government portal were opened. According to Ann-Mary Slaughter, director of the political planning division at the US State Department in 2009-2011, countries with relatively large and networked information channels and communications are able to set the global theme of the day. Currently, the official pages of various heads of states, ministries and organizations, and political figures around the world influence the social opinion in social networks under the influence of their interests and political views. Mainly on the Twitter network, "digital diplomacy" and the discussion of disputing parties are defined by the term "Twiplomacy". Today, politicians of the USA, Canada, Turkey, India, Russia, Japan, Great Britain, the Islamic Republic of Iran, the Islamic Republic of Pakistan, France, and currently Venezuela are the leaders in terms of the ownership of the official verification mark, the uniform order and activity in the posts on Twitter and other social networks. is doing

According to the statistics of Twiplomacy.com, the most active and important Twitter pages in Uzbekistan are the press service of President Shavkat Mirziyoyev, Prime Minister Abdulla Aripov, the gov.uz portal and the pages of the Ministry of Foreign Affairs.

Two years ago, on the initiative of the President of the Republic of Uzbekistan, Shavkat Mirziyoyev, 2017 was declared the "Year of Communication with the People and Human Interests". For two years, various innovations in both foreign and domestic policy have been applied to effective methods previously unknown to government agencies and our society. Some ministers and MPs have started to open their pages on Facebook, Twitter and even Instagram. Uzbeks using the social network, hoping for this, actively sent their questions and opinions, and began to participate in discussions and debates. Unfortunately, the interaction on social networks lasted only one and a half years. For more than half a year, there has been no clear explanation of the problems faced in accessing Facebook and YouTube in Uzbekistan. In the absence of a clear explanation, doubt will naturally arise among the public using social networks. In particular, the British ambassador, diplomat Christopher Allan touched on the issue of freedom of speech and social networks: "Uzbekistan is developing in this field. More and more bold steps are being taken to ensure freedom of expression. Not all steps are positive and you have pointed that out. I am also aware of the difficulties in connecting to social networks with large resources. The brand of the country and the real image of the politicians are formed by solving these simple issues. Mutual communication increases its effectiveness. Another natural question arises - has the main reason why Uzbekistan is in negative places in various world rankings ever been studied? The level of corruption, freedom of speech... Different ratings are made taking into account the extent to which laws, ministries and political parties can actually protect the interests of the people."¹

In our country, special attention is being paid to the improvement of the "Electronic Government" system aimed at ensuring the provision of public services to individuals and legal entities by the use

¹<https://m.kun.uz/news/2019/02/02/digital-diplomatiya-va-mamlakat-brandi-iztimoiy-tarmoqlar-uzbek-siyasatchilariga-kerakmi>

of information and communication technologies, as well as interdepartmental electronic cooperation.

It's not for nothing, of course. Therefore, this system has great potential for increasing the openness and efficiency of the activities of state authorities and management bodies, improving the lives of citizens, and developing entrepreneurship.

By now, the Unified Identification System of the Electronic Government (*id.egov.uz*) has been improved, and the number of users is 7 million. Through this system, citizens have the opportunity to use more than 245 information resources of state agencies.

On the single interactive public services portal (YAIDXP, *my.gov.uz*), the possibility of using more than 400 public services electronically without the human factor was created, and the demand for electronic services increased 10 times. Today, the number of users registered on this portal has increased to 3.6 million.

At the same time, the "Electronic Government" system ensures the exchange of information between state bodies and their citizens and business entities, in particular, electronic document circulation of business entities, submission of statistical reports, customs clearance, issuance of licenses, permits, certificates. processes, their use of e-commerce, product sales and purchasing systems through the Internet global information network is clearly visible.

It is felt in the expansion of the introduction of automated systems of accounting, control and payment for utility services, in the development of non-cash electronic payments, implementation of public procurement, remote access systems and other electronic forms of activity in the field of banking and finance.

However, users of electronic services face some inconveniences in the "Electronic Government" system. These include the lack of a user-friendly interface, limited electronic identification capabilities, and high server load during peak demand.

In order to overcome these issues, modernizing the infrastructure of information systems and information and communication technologies supporting e-government in our country, updating software and developing new electronic services, as well as providing access to electronic services for persons with disabilities there is a need.

From this point of view, the "Uzbekistan - 2030" strategy sets priorities in this regard. In particular, increasing the share of public services provided electronically to 100%, the share of services provided only through the Unified interactive public services portal to 50%, and increasing the share of public services provided in a composite and proactive manner to at least 40% has been reflected.

Transfer of at least 300 public services to the private sector, reduction of licensing and authorization documents by at least 20% and 50%, simplification of about 300 procedures of public service delivery, as well as "3 steps" of public services, "customized for the user" ", based on the principles of "all in one mobile application", the issue of digitization has taken place.

In this program document, the government services will be completely digitized, 40 percent of them will be transferred to the private sector, and the personal participation of citizens will be reduced by 2 times. It is noteworthy that the efficiency indicators such as the provision of teeth have also been expressed.

These are not all. The strategy also set the task of making Uzbekistan one of the TOP-30 in the e-government ranking of the United Nations by 2030. This rating (e-Government Development Index) is an international index showing the development of the sector in countries. Its important point is that it serves to expand electronic communication between the population and the state, facilitate services, and increase the investment attractiveness of the country.

In order to enter the ranks of the top 30 countries in this rating, a "road map" consisting of 53 activities in 6 areas was developed with the participation of foreign experts, based on international methodology. It includes improving 112 indicators of online services, launching 700 digital services in 2024, increasing their level of automation to 65% and bringing them all to my.gov.uz, providing high-speed internet to residential areas and highways. It is intended to provide.

At the same time, the request for 47 types of information from the population and business entities will be canceled starting from December 1, 2023, due to the digital presentation of the "Digital Government" system on the interagency integration platform.

In general, electronic government is a method of using digital technologies in order to increase the openness, transparency, efficiency and quality of services provided by state bodies. is a service delivery system. In fact, this system serves to strengthen the general image of the entire country while ensuring the openness and transparency of the activities of state bodies and preventing corruption.

In conclusion, government and digitization are mutually and interrelated fields in various ways, and today their interaction is growing. Because the Internet and technologies are of great importance for today's life, and social communication and programs are carried out on the Internet. In addition, the global virus situation and the global quarantine situation have repeatedly accelerated the technological growth in order to continue human communication and work life. And today, this growth path continues.

References:

1. <https://e-gov.uz/>
2. Digital Diplomacy Review, 2017, retrieved from www.digital.diplomacy.live
3. J. Melissen, The new public diplomacy. Soft power in international relations, Houndmills, Palgrave Macmillan, 2005.
4. <https://m.kun.uz/news/2019/02/02/digital-diplomatiya-va-mamlakat-brandi-iztimoiy-tarmoqlar-uzbek-siyasatchilariga-kerakmi>
5. US Public Diplomacy: Background and Current Issues / CRS Report for Congress [Kennon H. Nakamura, Matthew C. Weed].
6. Юсупова, Ш. А. (2023). ПСИХОЛОГИЧЕСКИЕ И МЕТОДИЧЕСКИЕ ПРИНЦИПЫ ОБУЧЕНИЯ ИНОСТРАННЫМ ЯЗЫКАМ. *МЕЖДУНАРОДНЫЙ ЖУРНАЛ ИСКУССТВО СЛОВА*, 6(6).
7. Юсупова, Ш. А. (2023). ПЕДАГОГИЧЕСКАЯ КОНЦЕПЦИЯ РАЗВИТИЯ САМОСТОЯТЕЛЬНОЙ ДЕЯТЕЛЬНОСТИ СТУДЕНТОВ В УСЛОВИЯХ ОНЛАЙН-ОБУЧЕНИЯ. *МЕЖДУНАРОДНЫЙ ЖУРНАЛ ИСКУССТВО СЛОВА*, 6(6).
8. Yusupova, S. A. (2020). WAYS TO DEVELOP THE USE OF TRIOS IN TEACHING ENGLISH IN THE EDUCATIONAL PROCESS (ON THE EXAMPLE OF READING, WRITING AND LISTENING). *Theoretical & Applied Science*, (4), 652-654.