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INFORMATION TECHNOLOGIES IN ENSURING THE EFFICIENCY AND QUALITY OF LEGAL SERVICES

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ИНФОРМАЦИОННЫЕ ТЕХНОЛОГИИ ОБЕСПЕЧЕНИЯ ЭФФЕКТИВНОСТИ И КАЧЕСТВА ЮРИДИЧЕСКИХ УСЛУГ

Annotasiya: maqolada aloqa jarayonini tezlashtiradigan, hujjatlarni tizimlashtirish, saqlash va qidirish yondashuvini o'zgartirgan axborot texnologiyalarini rivojlantirish masalalari ko'rib chiqiladi, yuristlarga ish uchun zarur bo'lgan ma'lumotlarni tezroq olish, huquqiy xizmatni taqdim etish jarayonini avtomatlashtirishga yordam beradigan axborot muhitidan vositalarni qo'llash ko'rib chiqiladi. Huquqiy amaliyotda yangi texnologiyalar bugungi kunda juda mashhur bo'lib, mamlakatda huquqni rivojlantirish uchun ustuvor ahamiyatga ega. Ularning joriy etilishi natijasida jismoniy va yuridik shaxslarning (shu jumladan, davlat va mahalliy boshqaruv organlarining) imkoniyatlari kengaymoqda.

Huquqshunoslikdagi texnologiyalar prognozlar, prinsiplar va rejalarga asoslangan tashqi ko'rinishning dolzarb harakatlariga ega bo'lgan tizimdir. Bu normativ kuchga ega bo'lgan huquqiy hujjatlarni chop etish (amalga oshirish, talqin qilish, tizimlashtirish va h.k.) vakolatiga ega bo'lgan mansabdor shaxslar, jismoniy shaxslar, organlarning operatsiyalarini o'z ichiga oladi. Ushbu harakatlar davomida zarur resurslar, qoidalar, vositalar, usullar va texnikalar qo'llaniladi.

Bugungi kunda huquqiy sohadagi texnologiyalar kamroq konservativ bo'lib, quyidagi yo'nalishlarda rivojlanmoqda: 1) standart xizmatlar avtomatlashtirish: fuqarolar yuridik yordamisiz onlayn muammolarni hal qilish mumkin; 2) biznesni ro'yxatdan o'tkazish, daromadlarni e'lon qilish va oddiy shartnomalar, shuningdek, da'vo arizalarini tayyorlash mumkin bo'lgan maxsus saytlar yaratiladi; 3) katalog formati mavjud bo'lgan internet saytlar ishga tushirildi: ular tufayli advokatlar xizmatlarining narxi kamayadi, chunki raqobat shaffof. Yuristlar ishi ham avtomatlashtiriladi. Bu CRM tomonidan yaratilgan, shuningdek, ish oqimi tizimlari bilan bog'liq. Bu hodisa nafaqat iqtisodiyotda, balki butun dunyoda va turli yo'nalishlarda keng tarqalgan.

Kalit so'zlar: yuridik xizmatlarning samaradorligi, sifatini ta'minlovchi axborot texnologiyalari

Abstract: The article discusses the development of information technologies that have accelerated the communication process, changed the approach to systematization, storage and search of documents, considers the use of tools from the information environment that help lawyers to quickly obtain the data necessary for work, automate the process of providing legal services. New technologies in legal practice are currently very popular and are of priority importance for the development of law in the country. Thanks to their implementation, the capabilities of both individuals and legal entities (including state and local government bodies) are expanding. Technologies in law are a system with actualized actions of external manifestation, which are based on forecasts, principles and plans. It includes operations of officials, individuals, bodies that have competence in the publication (implementation, interpretation, systematization, etc.) of legal acts that have regulatory force. In the course of these actions, the necessary resources, rules, means, methods and techniques are used. Currently, technologies in the legal field are becoming less conservative and are developing in the following areas: 1) standard legal services are automated: thanks to this, citizens can solve issues online without the help of a lawyer; 2) special websites are created where you can register a business, declare income and prepare simple contracts, as well as statements of claim; 3) Internet sites are launched that have a catalog format: thanks to them, the cost of legal services is reduced, since competition is transparent. The work of lawyers is also automated. This is due to the created CRM, as well as document management systems.

Keywords: information technologies, ensuring the efficiency, quality of legal services.

Аннотация: в статье рассматриваются вопросы развития информационных технологий, которые ускорили процесс коммуникации, изменили подход к систематизации, хранению и поиску документов, рассматриваются применение инструментов из информационной среды, которые помогают юристам быстрее получать необходимые для работы данные, автоматизировать процесс предоставления юридической услуги.

Новые технологии в юридической практике в настоящее время являются очень популярными и представляют собой приоритетную важность для развития права в стране. Благодаря их внедрению возможности как физических, так и юридических лиц (в том числе органов государственного и местного управления) расширяются. Технологии в юриспруденции представляют собой систему с актуализированными действиями внешнего проявления, которые основываются на прогнозах, принципах и планах. К ней относят операции должностных лиц, физических лиц, органов, имеющих компетенцию в издании (реализации, толковании, систематизации и т.д.) правовых актов, имеющих нормативную силу. В ходе этих действий используются необходимые ресурсы, правила, средства, способы и приёмы. В настоящее время технологии в правовой сфере становятся менее консервативными и развиваются по следующим направлениям: 1) автоматизируются типовые услуги юристов: благодаря этому граждане могут решать вопросы онлайн без помощи юриста; 2) создаются специальные сайты, где можно зарегистрировать бизнес, задекларировать доходы и подготовить несложные договоры, а также исковые заявления; 3) запускаются интернет-площадки, которые имеют формат каталогов: благодаря им снижается стоимость услуг юристов, так как конкуренция прозрачна. Работа юристов тоже автоматизируется. Это происходит за счёт создаваемых CRM, а также систем документооборота. Это явление распространено во всем мире и в разных направлениях, не только в экономике.

Ключевые слова: информационные технологии, обеспечивающие эффективность, качество юридических услуг.

INTRODUCTION

The development of information technologies has accelerated the communication process, changed the approach to systematization, storage and search of documents. There are programs for fast online messaging. It is no longer necessary to study the documents in material form, digital copies are available. These and other innovations have influenced the legal sphere. The use of tools from the information environment has helped lawyers get the data they need to work faster. Narrow-profile training materials have become available. You no longer need to waste time searching for the latest edition of the necessary regulatory legal act, to have it before your eyes in print until the next edition. Thanks to information developments, lawyers were able to devote more time to their main tasks. Technologies have made it possible to automate many processes related to document management. The use of information technology in law, the work of lawyers has been optimized as much as possible by reference and automated systems [1].

Reference legal systems is a computer database created for informational support of the work of lawyers and specialists of related professions. The database includes: regulatory legal acts, judicial practice, article-by-article comments, professional legal journals, legal literature. The elements are linked by cross-

references, version histories, and search. The introduction of this information product made it possible to make available the latest editions of regulatory legal acts around the clock from anywhere.

Earlier systematization of documents took a lot of time to search for sources in an already sorted data array. This often led to loss of information, false conclusions and errors. Automated information systems for lawyers are responsible for storing, ensuring effective search and transmission of information on relevant requests. Access to AIS, unlike help systems, is limited. The system contains classified information about search activities, special examinations and is used exclusively for official purposes. The introduction of AIS allowed employees to reduce the time for interaction with different structural divisions and receive the necessary information on time [2].

The information industry has introduced various electronic devices into human life. Their use is designed for a wide range of consumers and does not depend on their profession. In the legal field, some devices have become indispensable. Actively used: photo and video cameras, DVRs, microphones, voice recorders. With the help of these devices, information that is evidentiary in nature is recorded on electronic media. Videoconferencing allows you not to call the participants of the process to the courtroom at the judicial stages of the consideration of cases, when physical presence is not necessary. Also, a personal meeting of a lawyer with a client is not always mandatory. Messengers help to give advice at a convenient time. There are entire communities on social networks where professionals answer the audience's legal questions [3].

METHODOLOGY

New technologies in legal practice are currently very popular and are of priority importance for the development of law in the country. Thanks to their implementation, the capabilities of both individuals and legal entities (including state and local government bodies) are expanding.

Technologies in law are a system with actualized actions of external manifestation, which are based on forecasts, principles and plans. It includes operations of officials, individuals, bodies that have competence in the publication (implementation, interpretation, systematization, etc.) of legal acts that have regulatory force. In the course of these actions, the necessary resources, rules, means, methods and techniques are used.

Currently, technologies in the legal field are becoming less conservative and are developing in the following areas: 1. standard legal services are automated: thanks to this, citizens can solve issues online without the help of a lawyer; 2. special websites are created where you can register a business, declare income and prepare simple contracts, as well as statements of claim; 3. Internet sites are launched that have a catalog format: thanks to them, the cost of legal services is reduced, since competition is transparent. The work of lawyers is also automated. This is due to the created CRM, as well as document management systems [4].

RESULTS

This phenomenon is widespread all over the world and in different directions, not only in the economy.

The blockchain, which is currently popular and developing, is having an increasing impact on the field of jurisprudence. It operates in conjunction with distributed registry technology. A blockchain is a chain consisting of blocks arranged sequentially and continuously according to certain rules. This chain carries information of various types and nature. Blockchain has an impact on three categories: Lawyers. Law.

Legal services. The following legal services fall heavily under the influence of blockchain: Legal Information Systems. Blockchain simplifies access to them. Legal infrastructure. Computer, as well as computing law. It is common in the automation and computerization of decision-making processes, as well as legal regulation. It is worth noting that the blockchain in the field of law is just beginning its development and experts believe that in the future lawyers will need to improve skills that relate to new technologies. Law firms will not be able to exist without the introduction of blockchain and automation systems in them.

Efficiency and quality of legal technology: among the quality parameters of modern regulatory legal acts, it is customary to distinguish the following: regulating reality in its real manifestation, existing conditions of life of society of various kinds (economic, spiritual, political, national, social, religious and others). In addition, they should assess the prospects for development. They must be scientifically substantiated, reasoned and reliable. Their presentation should also be impeccable, that is, concise and understandable. All law-making decisions must be prepared quickly and reflect the needs that have matured in the regulated sphere at various levels. Regulatory legal acts should be stable, not contain errors, gaps, collisions, etc.

CONCLUSION

The scientific direction has not spared legal technologies, which are constantly developing. According to the theory, legal activity is impossible without new technologies aimed at the formation of the stability of the legal system, necessary for the promulgation of regulatory legal acts of various types (both federal and at the level of the subjects of the country). They are accepted using certain technologies, tools, techniques, principles and rules. However, this concept contradicts itself in some points, since sustainability is conservatism. This theory assumes that development should be stable. To ensure this principle, it is necessary to observe the consistency of planning documents on goals, activities, priorities, as well as other resources. However, the mechanisms needed to support the results, as well as the evaluation of the system of legislative actions. This reduces the effectiveness of strategic planning, and does not properly contribute to development [4].

Information technologies, legal aspects have become available to a wide mass of the population – students of specialized specialties, ordinary citizens, employees of related professions. Employees of the legal profile optimized the performance of everyday tasks and were able to concentrate not on the routine search for the necessary documents, but on important and urgent matters.

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