

FEATURES OF INFORMATION TECHNOLOGY MANAGEMENT IN  
UZBEKISTAN

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ABSTRACT	KEYWORDS
This article examines the place and role of management information systems in the activities of enterprises and organizations in the Republic of Uzbekistan. It highlights that, alongside traditional information systems, specialized management information systems have been developed and are functioning effectively within the national economy. These systems contribute to efficient information processing and the adoption of sound managerial decisions.	Information and communication technologies, infrastructure, telecommunication systems, information networks, network technologies, payment systems, e-commerce, unified databases, intelligent services.

Introduction

To create favorable conditions for integrating artificial intelligence (AI) technologies into social sectors and economic industries-and to position Uzbekistan among the world’s leading AI-adopting nations-the Presidential Decree No. PP-358, dated October 14, 2024, approved the "AI Development Strategy Until 2030."

The organizational, software, and technical support infrastructure for management processes-such as organization, motivation, delegation, communication, and control-ensures that management entities have access to accurate and timely information.

This development underscores that a rapidly advancing information technology and telecommunications system is a hallmark of a prosperous state. It is also a key factor driving successful global information integration. Telecommunications, as a crucial component of Uzbekistan's infrastructure, play an integral role in its economic development.

The telecommunications sector is vital for enhancing the nation’s economic potential and influencing key processes of economic growth. One of the primary goals of the Uzbek government is to promote the development of new ICT technologies across all areas of economic activity. The expansion of management information systems (MIS) has created a broad, innovation-driven economic sector. Moreover, the new information and communication environment fosters the emergence of novel business models, such as e-business.

Uzbekistan’s ICT infrastructure is equipped with the latest technologies and staffed by highly skilled professionals. Over the years, the country has made systematic advancements in internet development, mobile communication, and the creation of a high-tech foundation for modernizing the national

economy. The local IT industry continues to flourish, with the establishment of joint ventures, the development and implementation of new software projects, and the increasing adoption of the internet. These efforts significantly contribute to Uzbekistan's integration into the global information society.

## **Key Types of Management Information Systems in Uzbekistan:**

### **Enterprise Resource Planning (ERP) Systems:**

ERP systems integrate financial and operational processes into a unified, centralized database, application, and user interface. These systems are used for planning, forecasting, inventory management, production control, procurement, sales, and financial management.

### **Customer Relationship Management (CRM) Systems:**

CRM systems focus on managing external relationships to improve sales efficiency and marketing performance. They facilitate interactions with customers, partners, and other external stakeholders. These systems often include corporate portals, call centers, online reference systems, and knowledge bases.

### **Business Intelligence (BI) Systems:**

BI systems act as analytical data warehouses, equipped with tools for advanced data processing and analysis. Unlike transactional systems such as ERP and CRM, BI systems focus on data storage and offer tools for extracting and analyzing data to inform decision-making.

## **Integration Challenges and Solutions:**

A significant challenge in modern IT is ensuring system integration, both within organizations and across government agencies. The architectural solutions provided by NIHOL emphasize multi-component integration and inter-agency collaboration, using service-oriented architecture principles rather than relying on uniform platforms.

## **ICT in Education:**

ICT has also played a transformative role in education. Since 2005, all educational institutions in Uzbekistan have been connected to the Ziyonet network. As of 2014, the portal's library contains over 75,000 educational resources, including textbooks, dissertations, research articles, and other learning materials.

## **Conclusion:**

The rapid development of ICT in Uzbekistan opens new opportunities for socio-economic and political progress. The enhancement of corporate networks, such as the adoption of IP telephony, has reduced communication costs and expanded the use of intelligent services. Initiatives like "E-Government" ensure the efficient delivery of public services, fostering improved interactions between the government, businesses, and citizens. Systems like "E-Hujjat," developed by UNICON.UZ, are key components of these advancements.

A review of Uzbekistan's ICT development reveals a positive trend in the growth of information technologies and telecommunication systems, contributing to the country's modernization and integration into the global digital landscape.

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