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THE ROLE OF TECHNOLOGICAL TRANSFORMATIONS IN THE PROCESSES OF STATE MANAGEMENT

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Summary: it is substantiated that the role of the technological component in the processes of governing the state and society is steadily growing. This highlights the further need for the development of a modern technological society and economy in Ukraine, the synergetic potential of which can lead to transformational changes in public administration. Of particular importance in the development of public administration are the latest technologies, under the influence of which there are radical changes in public administration processes, digitized stages and methods of decision-making, effective management services, interoperability of technological platforms, interactive feedback with civil society.

Key words: public administration, modern technological society, transformational changes, digitalization, interactive feedback.

Digital transformations of society determine the rethinking of the relationship between state and citizen, actualize the reorientation of public authorities from general administration to communication with society on the basis of openness, transparency, mobility and efficiency. Modern problems of innovative state-building are mostly complex and multilevel in nature, to solve them requires new technological trends, more advanced public administration methods [1]. Therefore, the role of the technological component in the processes of state and society is

steadily growing, which is confirmed by the need to implement the provisions of the Concept of Digital Economy and Society of Ukraine for 2018-2020 and the Strategy for Innovation until 2030.

A special role in the development of public administration is played by the latest technologies, under the influence of which radical changes in public administration processes take place, stages and algorithms of decision-making are digitized, effective management services are provided, interoperability of technological platforms is ensured.

The formation and implementation of intellectual management mechanisms is the next stage of technological transformations of public administration after informatization, e-government and digitalization due to the synergy of real and virtual space, which form the cyberphysical space of public administration and together with the human factor provide modern effective algorithms [2].

Today, almost all key reforms have a digital component. During 2017-2018, a number of important projects of both national and local significance were launched. In particular: “Interactive map of landfills” and “Environmental impact assessment” (electronic services of the Ministry of Environment), “Application for childbirth assistance in electronic form” and “Assignment of housing subsidy” (Ministry of Social Policy), “Electronic carrier's office” and the “Electronic Ticket” program (Ministry of Infrastructure), the “Electronic Health” program (Ministry of Health), the national educational electronic platform and creation of electronic educational resources (Ministry of Education and Science), the work of SETAM on the application of block-chain technology (together with the State Geocadastre), introduction of the archival system "ELARSIS" (Ukrainian State archive), etc.

At the same time, the role of the technological component in the processes of state and society management is steadily growing, which highlights the further need to develop in Ukraine a modern technological society and economy, the synergetic potential of which can lead to transformational changes in public administration.

In order to achieve significant progress in the development of state policy on the introduction of mechanisms of intellectual management in the activities of public authorities, it is necessary to solve the following interrelated tasks:

– identify the use of data and data analytics as a priority for public administration; recognize high-quality data as a national reusable asset and create a national data management system; adhere to the concept of open data to increase the transparency of the public sector;

– implement a “government as a platform” approach to provide reliable customer-centric digital public services;

– develop and approve a national system of requirements for interoperability (Interoperability Framework) at the central and local levels;

– develop and implement a digital government architecture at the regional level;

– complete the deployment of digital government sharing and information resources and ensure their mandatory use by regional offices;

– approve guidelines for designing digital services, including “customer-centric”, “security and confidentiality”, “data reuse”; "Interoperability";

– ensure the provision of services through the platform of digital government, including to address the problem of digital inclusion (English inclusion - inclusion) - the process of increasing the participation of all citizens in society, especially those with disabilities;

– apply the created innovative technologies (data analytics, blockchain, Internet of Things, artificial intelligence) both for improvement and reengineering of the provided state services, and at development of new services;

– use a secure cloud computing infrastructure for all platforms and services;

– remove regulatory barriers related to the acquisition of cloud computing services, depending on the extent to which they are used, in order to enable the use of private sector resources (better in terms of security and availability 24/7/365 may become part of service agreements);

– use hybrid (public, private) clouds to solve the problems related to the conflict between the need to ensure the confidentiality of data on the one hand, and the provision of public services - on the other;

– transfer data processing centers of individual departments to the government cloud;

– to promote the development of a culture of innovation and digital skills in the public sector: to identify as a priority the training of senior and middle management;

– launch a change management system to create a digital government;

– develop a culture of effective data management and data sharing in all public authorities;

– promote the development of cooperation between the public and private sectors and the scientific and educational community at all levels;

– prioritize the digital transformation of education, health care, including through the use of big data analytics and artificial intelligence technologies to achieve maximum socio-economic effects in the foreseeable future.

Taken together, the above activities at the national and regional levels should form the basis of the roadmap for the next stage of intellectualization of the system of public administration and administration in Ukraine.

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