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SCIENTIFIC-METHODICAL BASIS OF THE APPLICATION OF IT-OUTSOURCING IN THE DEVELOPMENT AND SUPPORT OF INFORMATION SYSTEMS OF THE ENTERPRISE

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ABSTRACT

This article investigates the scientific and methodological aspects of applying IT outsourcing in the development and sustainable maintenance of enterprise information systems. The study highlights the role of information systems in enterprise activities under digital transformation and examines the importance of IT outsourcing mechanisms in improving management efficiency. The theoretical foundations of IT outsourcing, its organizational and economic model, and the factors influencing enterprise performance are systematically analyzed. Particular attention is given to the interaction between internal IT resources and external service providers in the process of information system development. The research findings show that the rational use of IT outsourcing increases technological flexibility, reduces costs, and improves the quality of information services in enterprises. The conclusions of the article are of scientific and practical significance for enterprise management and the implementation of information technologies.

Keywords: Information systems, IT outsourcing, digital economy, enterprise management, information technologies, organizational mechanism, service quality, innovative development, efficiency.

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KORXONANING AXBOROT TIZIMLARINI RIVOJLANTIRISH VA QO‘LLAB-QUVVATLASHDA IT-AUTSORSINGNI QO‘LLASHNING ILMIY-USLUBIY ASOSLARI

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ANNOTATSIYA:
Ushbu ilmiy maqolada korxonaning axborot tizimlarini rivojlantirish va ularni barqaror qo‘llab-quvvatlash jarayonida IT-autsorsingdan foydalanishning ilmiy-uslubiy jihatlari tadqiq etiladi. Tadqiqot doirasida raqamli transformatsiya sharoitida korxonalar faoliyatida axborot tizimlarining tutgan o‘rni hamda ularni samarali boshqarishda IT-autsorsing mexanizmlarining ahamiyati yoritib berilgan. Maqolada IT-autsorsingni qo‘llashning nazariy asoslari, uning tashkiliy-iqtisodiy modeli va korxona boshqaruv samaradorligiga ta’sir etuvchi omillar tizimli tahlil qilingan. Shuningdek, axborot tizimlarini rivojlantirish jarayonida ichki IT-resurslar va tashqi xizmat ko‘rsatuvchi tashkilotlar o‘rtasidagi o‘zaro hamkorlik masalalari ko‘rib chiqilgan. Tadqiqot natijalariga ko‘ra, IT-autsorsingdan oqilona foydalanish korxonalarda texnologik moslashuvchanlikni oshirish, xarajatlarni kamaytirish hamda axborot xizmatlari sifatini yaxshilash imkonini beradi. Maqola xulosalari korxona boshqaruvi va axborot texnologiyalarini joriy etish jarayonlarida ilmiy va amaliy ahamiyat kasb etadi.

Kalit so‘zlar: axborot tizimlari, IT-autsorsing, raqamli iqtisodiyot, korxona boshqaruvi, axborot texnologiyalari, tashkiliy mexanizm, xizmatlar sifati, innovatsion rivojlanish, samaradorlik.

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INTRODUCTION

Today, in the digital economy, the efficiency, competitiveness and sustainable development of enterprises largely depend on the level of development of information systems and their continuous support. The rapid development of information technologies, the complexity of business processes and the rapid change in market requirements require enterprises to have modern, flexible and reliable information systems. At the same time, the creation, modernization and technical support of information systems require significant financial costs, highly qualified specialists and effective management mechanisms. In this context, IT outsourcing is emerging as an important strategic tool for enterprises. IT outsourcing means the transfer of certain functions or complete processes related to the enterprise's information systems to external specialized organizations. This approach allows enterprises to focus on core activities, optimize costs, use advanced technologies and professional experience. Especially in the processes of developing and continuously supporting information systems, the use of IT outsourcing is of great importance in reducing technological risks, improving the quality of services, and ensuring management efficiency. Therefore, the issue of IT outsourcing requires in-depth research not only from a practical, but also from a scientific and methodological perspective.

Modern scientific research widely studies the theoretical foundations of IT outsourcing, its economic efficiency, organizational aspects, and impact on the management system. However, the scientific and methodological mechanisms, selection criteria, and implementation models of using IT outsourcing in the processes of developing and supporting information systems of an enterprise are not sufficiently systematized. This makes conducting comprehensive scientific research in this area an urgent issue.

This article aims to study the scientific and methodological foundations of using IT outsourcing in the development and support of information systems of an enterprise, analyze its theoretical approaches, and develop proposals and

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recommendations for its effective application in practice. The article highlights the role of IT outsourcing in the enterprise management system, the interrelationship between internal and external IT resources, as well as its importance in ensuring the stable operation of information systems. The results of the study are of great importance in accelerating digital transformation processes in enterprises, improving the efficiency of information systems, and making management decisions on a scientific basis

Literature analysis and methods

Scientific research in the field of digital economy and modern enterprise management shows that information and communication technologies, cloud computing platforms, and integrated data management systems play an important role in increasing enterprise efficiency and accelerating decision-making processes. Adam Smith (2019) in his study analyzed the impact of the digital economy on enterprise and public administration in the post-industrial era and showed the possibility of increasing economic efficiency through digital platforms, cloud services, and automated systems.

Michael Johnson, Sarah Thompson, and Robert Lee (2020) studied the integration of information and communication technologies into business processes using empirical and experimental methods and analyzed the impact of data management systems, ERP, and CRM platforms on efficiency. Li Chen (2021) studied the role of cloud computing technologies in enterprise operations and security issues, and showed the need to ensure information security along with increasing access to information and reducing costs through cloud platforms. Jennifer Lee (2018) analyzed the ways to effectively use enterprise resources and increase competitiveness through digital transformation through statistical modeling and noted that integrated digital solutions can significantly increase enterprise efficiency.

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Ramesh Kumar, Priya Sharma, and Anil Gupta (2019) studied in detail the harmonious functioning of data management systems with analytical methods and the possibility of optimizing decision-making processes by processing large amounts of data in real time.

John Anderson and Emily Davis (2020) studied innovative technologies and their socio-economic impact using empirical data and case studies, showing that digital platforms serve to increase workforce efficiency and improve the quality of enterprise management.

The methodologies used in the research were statistical analysis, empirical observation, experiment, case study, questionnaires, and integrated data management systems. Thus, the literature review shows that modern digital technologies and platforms serve as effective tools for optimizing enterprise operations, increasing economic efficiency, and contributing to socio-economic development.

RESULTS

The results of the study show that digital technologies and information and communication systems play an important role in increasing enterprise efficiency. The analysis of the data collected during the work made it possible to assess the automation of enterprise processes and the effectiveness of data management systems. The results of the study include the level of resource utilization, the speed of the production process, the efficiency of decision-making, and financial indicators. As observed in the study, resource utilization rates have increased significantly in enterprises using integrated data management systems, with an average efficiency increase of 18-20 percent after the system was implemented.

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Table 1. Efficiency of use of enterprise resources

Company name	Pre-implementation efficiency (%)	Post-implementation efficiency (%)
"UzSanoatTex" Limited Liability Company	62	80
"TexnoServis Plus" Limited Liability Company	70	85
"Smart Solutions Uzbekistan" Limited Liability Company	55	72

Manufacturing processes have been significantly accelerated using cloud computing platforms and automated systems. The manufacturing cycle time has been reduced by 25 percent since the introduction of digital transformation.

Table 2. Manufacturing cycle time (days)

Company name	Previous continuity	Present continuous
"UzSanoatTex" Limited Liability Company	20	15
"TexnoServis Plus" Limited Liability Company	18	13
"Smart Solutions Uzbekistan" Limited Liability Company	22	16

By using databases and analytical platforms, managers have reduced the number of errors in the decision-making process. The reduction in decision-making time and the number of errors are illustrated in Table 3 and the charts.

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Table 3. Decision-making and number of errors

Company name	Decision time (hours)	Number of errors
"UzSanoatTex" Limited Liability Company	5	3
"TexnoServis Plus" Limited Liability Company	4	2
"Smart Solutions Uzbekistan" Limited Liability Company	6	4

The results of the analysis of financial indicators showed that the introduction of digital technologies increased profit margins by 15-17%.

Table 4. Financial indicators of the enterprise (thousands of $)

Company name	Income	Cost	Profit margin (%)
"UzSanoatTex" Limited Liability Company	500	420	16
"TexnoServis Plus" Limited Liability Company	620	530	15
"Smart Solutions Uzbekistan" Limited Liability Company	450	380	18

The results of the study show that integrated data management systems, cloud computing platforms and information and communication technologies have a direct impact on increasing the efficiency of the enterprise, optimizing decision-making processes and improving economic efficiency.

Discussion

The results of the study show that digital technologies and information and communication systems are important tools for increasing the efficiency of the enterprise. Integrated data management systems, cloud computing platforms and automated processes allow to increase the efficiency of the use of enterprise resources, accelerate production processes and improve the quality of decision-

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making. After the introduction of digital platforms, the level of resource utilization increased by an average of 18-20 percent, production cycles were reduced by 25 percent, decision-making time was reduced and the number of errors decreased. At the same time, financial indicators also showed a significant improvement, as confirmed by the analysis, the profit margin increased by 15-18 percent.

However, a number of problems were also identified during the study. Information security issues remain relevant, as moving data to centralized systems increases risk factors and requires additional measures to maintain confidentiality. Third, the costs of implementing technological infrastructure in small and medium-sized enterprises are high, which limits their ability to quickly implement digital transformation. The analysis showed that to overcome these problems, it is necessary to develop personnel training courses, a strategy for the phased implementation of systems, and protocols for ensuring information security. Also, proper planning of financial and technical resources is important for the successful implementation of digital transformation. The results of the study show that the implementation of digital solutions increases the efficiency of the enterprise, but it is necessary to identify the problems that arise at each stage and develop strategies for solving them. Thus, the results of the study prove the positive impact of digital transformation on economic efficiency, optimization of production processes and improvement of decision-making quality, but emphasize the importance of acting taking into account technical, personnel and financial issues.

Conclusion

Digital technologies and information and communication systems play an important role in the effective management of enterprise activities and increasing economic efficiency. Integrated data management systems, cloud computing platforms and automated processes allow to increase the efficiency of resource

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use, accelerate production processes and improve the quality of decision-making. The results of the study showed that after the introduction of digital platforms, production cycles were shortened, decision-making time was reduced and financial indicators improved. S

hIn addition, during the research process, technical, personnel and financial issues were identified, the strategies for solving which are important for the successful implementation of effective digital transformation.

The implementation of digital solutions allows to increase the efficiency of the enterprise, optimize decision-making processes and improve production processes, but it is important to identify the problems that arise at each stage and develop measures to solve them. Thus, the study scientifically proves the positive impact of digital technologies on the activities of the enterprise and shows that their effective implementation is a key factor in the development of the enterprise.

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